

Annex 1: Communication checklist – text summary (English transcription)

HEALTH LITERACY COMMUNICATION - CHECKLIST

Use simple language.

- Avoid technical terms, use their common synonyms.
- If you still need to use a term, explain the meaning.

Highlight the most important information.

- *Verbally: use emotional accentuation (e.g. "It's very important to know that ...").*
- *Writing: use underlining or colored text in the medication box or the patient leaflet.*

When describing the dosage of medications, give the total daily amount divided into periods of the day.

- For example: "Take two pills daily: one in the morning and one in the evening."
Avoid the wording: "This medicine should be taken in 2x1 doses."

Give only the most necessary information verbally.

- The capacity of short-term memory is limited, so you should not have more than four verbal messages in one conversation.

Recommend a written leaflet or website.

- Provide a leaflet with more information about the disease and the therapy.
- Ask if the patient has internet access and if so, give them a list of professionally credible websites that can be recommended to them.

Offer your help in the preparation of the medicine.

- If the medicine (e.g. a suspension) is to be prepared by the patient him/herself, offer your help, and prepare it prepared in the pharmacy.

Show the patient how to use the purchased equipment.

- If the patient buys a device (e.g. blood pressure monitor, blood glucose meter, inhaler, etc.), offer to show their use.

Encourage the patient to ask questions.

- For example: "If you have any questions about this medicine, I would be happy to answer them."
Avoid the "Do you have a question?" wording, because the answer is usually denial.