



It's your right to understand

Health literacy tips for families

Health literacy is:

Being able to find, understand and use health information to make informed choices about your care, and access services and resources.

Sometimes you may need to be supported by a health worker to do this.

Make sure you have the support you need so that you can understand the health information.

- If English is not your first language, or you are Deaf, ask for an interpreter.
- Bring a friend or family member with you.
- Find out who you can call if you have more questions. Write down their name and contact information.
- **Take your time to make your own notes** and to understand the information.

Bring a list of the questions you want answered.

- List the questions in the order of importance. What concerns you the most?
- Do your research before the appointment so you can discuss your child's choices for treatment. Ask the doctor or clinician to name other possible therapies, treatments or medications.



Bring your child's medical information.

- Take a list of all medications and dosages with you to the clinic appointment.
- Take a list of physicians and contact information with you.
- Bring copies of medical test results, blood work results or x-rays that you may have. This includes reports from other doctors, clinicians or agencies.
- Register with **connect2care**, the Holland Bloorview patient portal. This will allow you to easily access your child's Holland Bloorview medical records and keep track of their appointments online. You can access this information on your smartphone or laptop and show to the doctor.

Update the medical team.

- This can include report cards/Individualized Education Plan (IEP), homemade charts to monitor your child, e.g. seizure charts, behaviour charts, etc.
- What has been happening with your child at home and at school since the last visit?
- Have there been changes in your child's health, medication, behaviour, sleep patterns, etc.

If you don't understand what was said, ask the doctor or clinician to explain again.

- Ask them to explain it using everyday examples.
- Ask them to draw you a diagram or show you a picture that will help you understand better.
- Ask them if they have information that you can take home and read or have someone explain to you.

