

# Health Literacy: Understanding My Care

Questions to help you understand your  
care and make confident decisions.



**CITY** of **CLEVELAND**

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**PUBLIC HEALTH**

# How to use this booklet

## **For health care providers:**

- Offer the booklet to patients at check-in or discharge
- Use the cards to reinforce understanding and follow-up care
- Review questions together to encourage dialogue

## **For patients:**

- Take this with you to any medical appointment
- Review this before and after your visit
- Use this to take notes or set reminders
- Ask for an interpreter. It is YOUR right.

### **Reminder**

There's no such thing as a bad question. Asking questions helps you understand and take charge of your health!

## QUESTIONS ABOUT MY VISIT

1 What is the date, time, and location of my appointment?

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2 Do I have transportation?

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3 Who is my doctor?

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4 What is my visit about?

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5 Do I have a copay? How much?



6 What is being done on this visit?

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7 Can you explain my results?

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8 What should be my health goal?

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9 When is my follow-up appointment?

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10 Is my health better or worse since my last visit?

Before you leave:

- Ask your provider to explain anything that is unclear.
- Explain your care plan back in your own words.

# QUESTIONS ABOUT MY PROCEDURE

- 1 What is the procedure?
- 2 When will this procedure happen?
- 3 Why do I need this?
- 4 What are the risks and possible complications?
- 5 What are the benefits and how long will they last?



6 How do I prepare for this?

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7 Is this covered by my insurance?

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8 What does recovery look like?

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9 Are there alternatives to this procedure?

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10 What may happen if I do not get this?

## NOTES ABOUT MY PROCEDURE

**Before you leave:**

- Ask your provider to explain anything that is unclear.
- Explain your care plan back in your own words.

# QUESTIONS ABOUT MY DIAGNOSIS

1 What is the disease or condition?

2 On a scale of 1-5, how serious is this?

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1 - Not Serious

☐

3 - Serious

☐

5 - Critical

☐

2 - Somewhat Serious

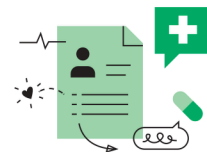
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4 - Very Serious

3 What caused this?

4 Can you refer me to a specialist?

5 Will I need more tests?



6 Are there treatments for this?

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7 Will I need medication?

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8 What are the possible complications or side effects?

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9 What should I avoid?

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10 Where can I find more information?

## NOTES ABOUT MY DIAGNOSIS

Before you leave:

- Ask your provider to explain anything that is unclear.
- Explain your care plan back in your own words.

# Language Interpretation Resources

## **Cleveland Clinic** Language

Access Services

216.445.7044

## **University Hospitals**

Foreign Language Interpretive Services

216.844.1000

## **MetroHealth**

Language Access Services

216.778.7800

## **Care Alliance Health Center**

Translation Services

216.535.9100

## **Cleveland Hearing & Speech**

Interpreting Services

216.231.8787



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