

## Activity 1: Drop the Jargon

Practice using plain language or “living room” language

Think about speaking like you would in your living room to family or friends. Use words that everyone can understand, not just another health professional.

Remember to keep it simple and avoid medical terminology or abbreviations where possible. This will help improve communication with consumers.

Using plain language helps set a more conversational tone for visits and can be more empowering for consumers to speak up and play an active role in their care.

<b>Medical terms that people may not understand</b>	
<b>Medical Term</b>	<b>Translation into Plain Language</b>
Adverse	
Benign	
Biopsy	
Cervical	
DCIS	
Diagnosis	
Family history	
Generic	
Lesions	
Malignant	
Mammogram	
Metastasis	
Normal Range	
Oncology	
Referral	
Screening	

## Activity 2: Teach-Back

This activity is asking you to assume the role of the clinician or receptionist who is required to explain a clinical decision, treatment plan options, oral hygiene instruction or issue a voucher with instructions of what to do.

Use plain language and Teach-Back to explain and confirm understanding.

### Scenario 1:

Jenny is 24 years old. She attends your clinic for a routine appointment, and you notice she is overdue for cervical screening. She received her full HPV vaccination in high school. She is hesitant to have a cervical test and not interested in taking part in cervical screening in the near future.

Use Teach-Back to go through the points you would discuss with Jenny.

### Scenario 2:

Judith is 42 and lives in a rural town. She has travelled more than two hours to your practice with a chest infection. It has been eight or nine years since her last test. She explains that she is not comfortable screening with her local (male) GP. Judith is adamant that she does not want cervical screening performed during her visit today

Use Teach-Back to ensure Judith understands the options that are available to her.

### Scenario 3:

Lucy comes to see you in December 2017. She had a LLETZ procedure for CIN2 in mid-December 2014. Her last 2 PAP smears since then have been NAD, and she does not recall having HPV testing since her LLETZ procedure. Use Teach-Back to ensure that Lucy understands the tests that she needs to have from now on.