To print the provider communication wallet card, set your printer setting to print on both sides of the paper. Use the crop marks to cut your card down to size. The card will be the size of standard business card (3.5" x 2").

Try the Teach-Back Method!

After explaining a procedure or a treatment that is important that the Veteran understand, ask them to explain it back to you. This is a great chance to find out if you need to try and explain it a different way!

To print the provider communication wallet card, set your printer setting to print on both sides of the paper. Use the crop marks to cut your card down to size. The card will be the size of standard business card (3.5" x 2").

Reminders for Clear Communication!	
Instead of:	**Try:**
"Do you have any questions?"	**"What questions do you have?"**
"Do you understand?"	**"What can I explain for you?"**
Using medical jargon	**Simple word substitutions**
Giving large amounts of written info	**Writing down the basics**
Telling when to take medication	**Writing it down**