Indian Health Service

Introduction to Health Literacy

What is Health Literacy?

The degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions.

Examples of Health Literacy:

- Reading instructions

- Understanding medication bottles

- Knowing how to get to the lab

- Understand lab results

- Able to read and understand food labels

- Making appointments

Risks of Low Health Literacy

People with low health literacy:

- Are less able to care for their chronic conditions

- Use more healthcare services

- Have higher mortality rates

- Are more likely to engage in unsafe or inappropriate use of prescription or over-the-counter medications

- Are less likely to use preventive health services

Goals for Improving Health Literacy

All people have the right to health information that helps them make informed decisions.

Health services should be delivered in ways that are easy to understand and that improve health, longevity, and quality of life.

How do you know if someone has low health literacy?

You Don't!

Universal Precautions

Health Literacy Universal Precautions

Assume that all patients may have difficulty comprehending health information and accessing health services.

- Minimize the risk of miscommunication:
    - Simplify communication
    - Confirm comprehension

- Make the office environment easier to navigate

- Supporting patients' efforts to improve their health through patient engagement

Some Tests for Assessing Health Literacy

REALM: Requires patients to read and pronounce common medical terms. It has been used to assess health literacy among many different patient populations.

Brief Questionnaire: 16 questions asking the patient's opinion on their ability to complete common health care tasks such as filling out forms and reading prescription labels.

Newest Vital Sign: Asks the patient to read and answer questions about an ice cream food labels (calculations).

Test of Functional Health Literacy in Adults (TOFHLA): uses healthcare materials to screen numeracy and reading comprehension.

IHS Early Testing for Health Literacy
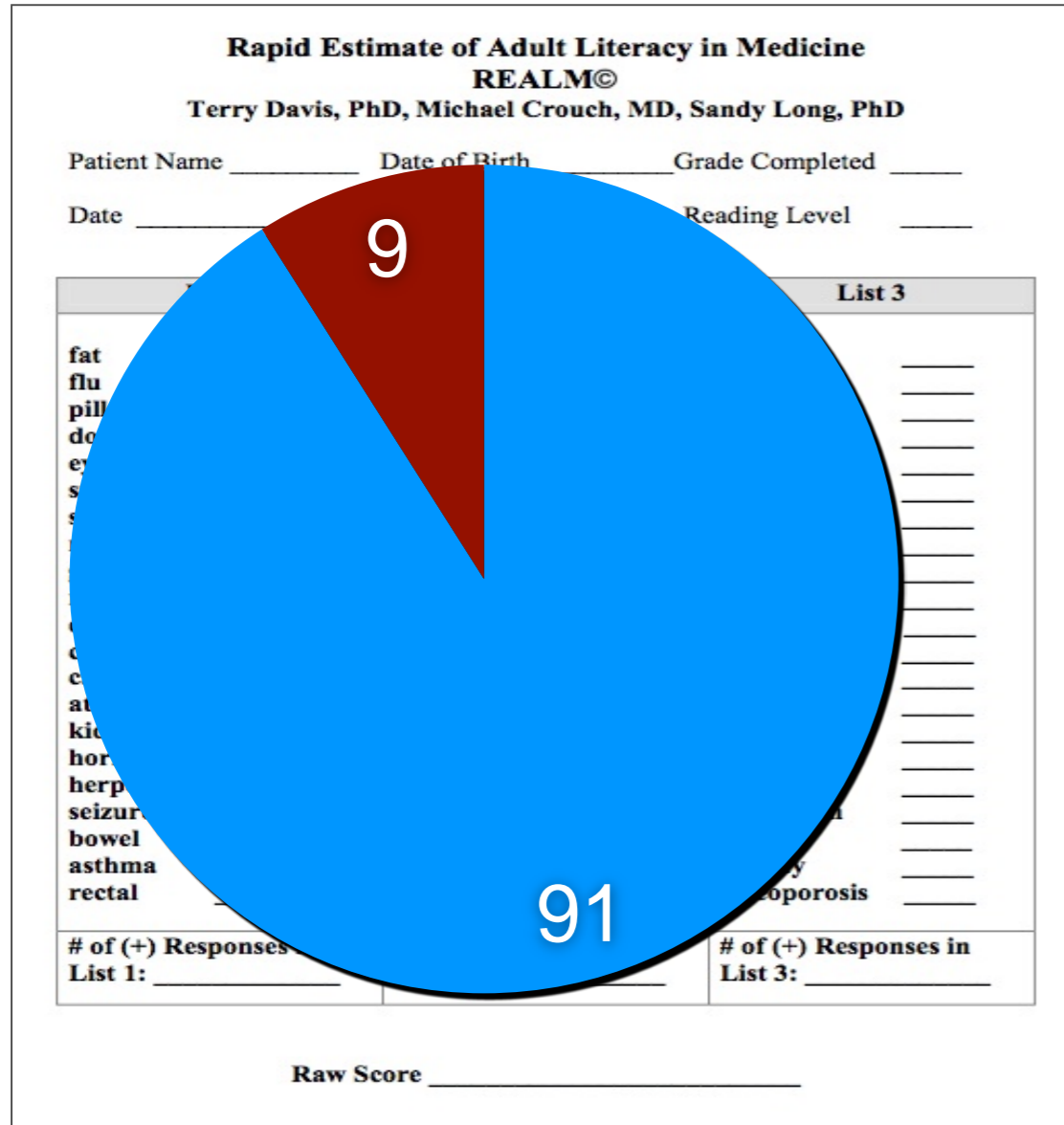
■ Adequate Health Literacy
■ Low Health Literacy
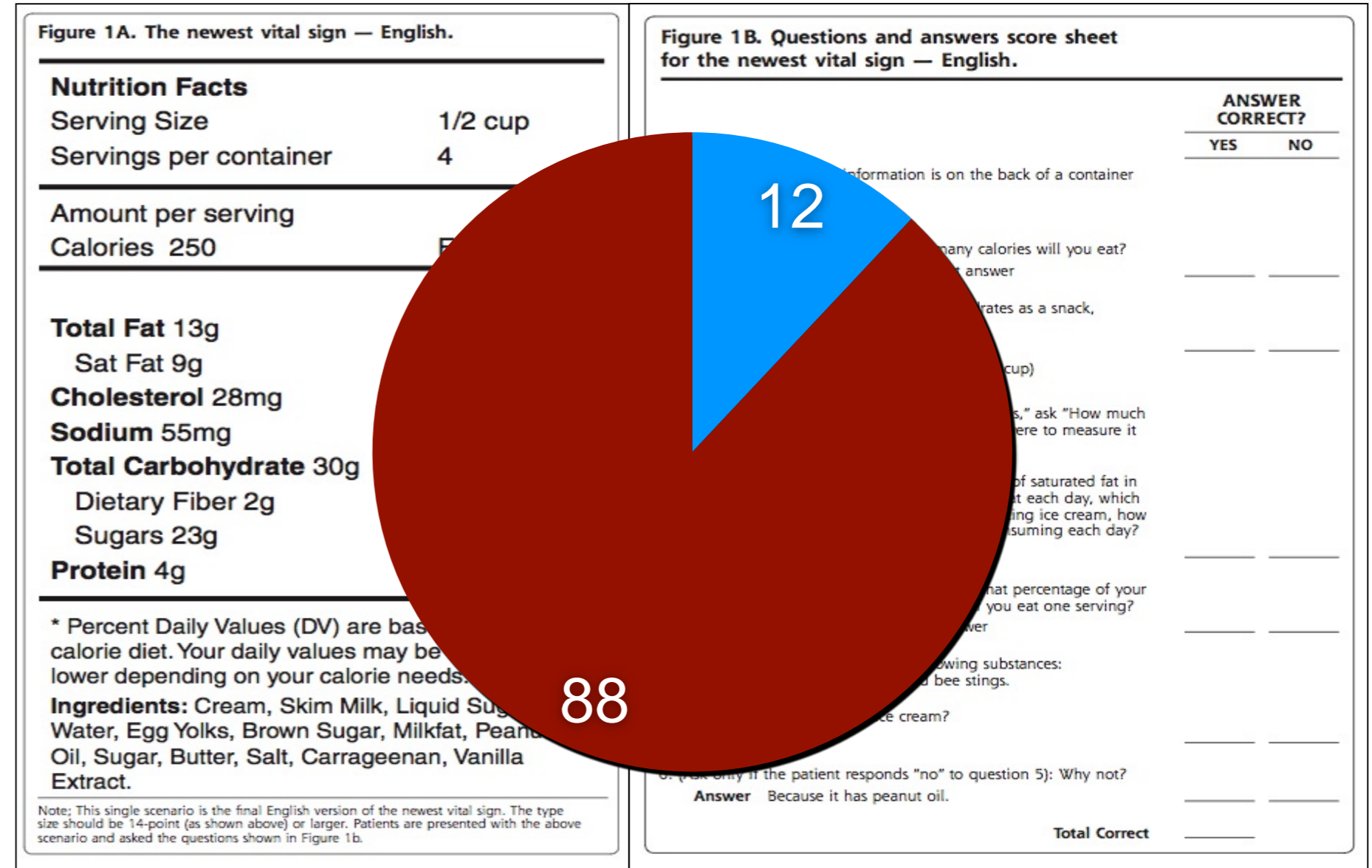
■ Adequate Health Literacy
■ Low Health Literacy

How to Use Universal Precautions

Understanding Health Information

Navigating the Health System

Engaging in Self Care

Understanding Health Information

Plain Language

Plain language is:

- Using commonly known and understood words and terms
- Eliminating non-essential info

Plain language is not:

- "Dumbing-down"
- Talking down to a person

The goal is to communicate at a 6-8th grade reading level.

Choosing Words

- Use simpler words (1-2 syllables).

- Use familiar words (avoid jargon and legalese).
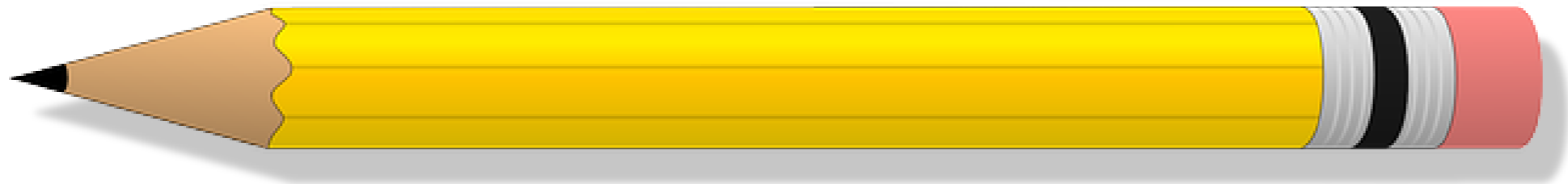
Choosing Words

Cardiovascular

Heart or Blood Vessel

Assistance

Help

Choosing Words

Remainder

The rest

Saturate

Soak

Choosing Words

Visualize

See

Choosing Words

Detect

Find

Be Consistent with Words

You need to get an x-ray.

This is a test that will let us see your lungs.

This exam will be done in the Radiology department.

The procedure will take about 15 minutes.

You need to get an x-ray.

This is a test that will let us see your lungs.

This test will be done in the Radiology department.

The test will take about 15 minutes.

Use Common and Culturally Appropriate Words

Health information that is culturally relevant is more likely to be considered by the patient.

- Be respectful of Native remedies

- Be aware of cultural body language

- Consider cultural activities (e.g. sweat lodge)

- Don't be afraid to ask or talk about culture and beliefs

Navigating the System

Engaging in Self-Care

"A concept that combines a patient's knowledge, skills, ability and willingness to manage his own health and care with interventions designed to increase activation and promote positive patient behavior."

Patient Engagement

- Taking medications as prescribed

- Making healthy food choices

- Becoming physically active

- Avoiding unhealthy activities

CHRs and Patient Engagement

- Check on how medication is being stored

  - Is it being stockpiled?

  - Does it look like the patient is taking it?

  - Ask the patient

- Ask the patient how they are keeping healthy.

  - Listening is important

  - Provide encouragement

  - Share community resources

Personal Health Records

Indian Health Service — Personal Health Record

Please wait, while the system is processing your request ...

What is the Personal Health Record?

The Indian Health Service Personal Health Record (PHR) can help you access your health information. You can track medications and lab results, contact your health care provider, and much more - all from the privacy of your personal computer and mobile device.

Who can use the Personal Health Record?

Any patient within the Indian Health System can register to use the PHR. As part of the registration process, patients must verify their identity at an Indian Health Service, tribal, or urban health care facility.

When should I use the Personal Health Record?

The PHR is a tool that provides you with timely access to your health information. It is not a substitute for meeting with your health provider. If you are experiencing a medical emergency, call 911 or go immediately to the closest emergency room.

Register to use PHR

PHR Login

* Indicates Required Field.

Username*   Username

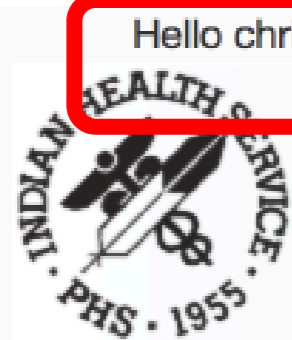Password*   Password

Login   Forgot Username or Password?

PHR Maintenance

The PHR is updated on Thursdays between 10 pm and 11 pm Eastern Time (9pm-10pm CT, 8pm-9pm MT, 7pm-8pm PT). You may not be able to log into your PHR during this time. We apologize for any problem this may cause. Thank you for your patience. If you have questions, please contact your healthcare facility.

Indian Health Service — Personal Health Record

My Health Records

This page displays your most recent five (5) visits. To view all your visits, click Show All My Visits.
Choose a health care facility by clicking on a Facility Name below to view your health information.
The Visit Date is the most recent day you had an appointment.
The Last Updated Date is when new information was added. This may be after your last visit date.
Click on the disk icon to download a file that has your health information for that visit. This can be shared with another health care provider.

Outpatient Visits

Facility Name	Visit Date ▾	Last Updated ▾	Save
Ciha Hospital	06/25/2010	05/7/2016 21:41:17	💾

My Account Information

View my activity log

Update my PHR profile settings and change my password

Manage my Accounts

CHRISTOPHER LAMER

My health information from: CIHA HOSPITAL: Last Updated: May 7, 2016, 21:41:17 -0400

Hello Christopher Lamer

Appointments List

My Info

Medications

Health Issues

Test Results

Immunizations

Vital Signs

My Messages (0)

Procedures

For More Information

Download My Data

Clinical Reminders

Blood Pressure Screening Blood pressure is a good measure of health.

You should have your blood pressure checked at every visit or at least once a year. Ask your health care provider to check your blood pressure at your next visit.

BMI Weight and Body Mass Index are good measures of your health. Your healthy weight and Body Mass Index depend on how tall you are.

We could not find a recent weight in your medical record. You should have your weight rechecked at your next visit. We could not find a recent height in your medical record. You should have your height rechecked at your next visit.

Ask your Provider Every time you talk to a health care provider, ask these questions:

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?

Print Section

Upcoming Tests

No Upcoming Tests have been found

Upcoming Appointments

No Upcoming Appointments have been found

Past and Future Referrals

No Refferals have been found

CHRISTOPHER LAMER

My health information from: CIHA HOSPITAL: Last Updated: May 7, 2016, 21:41:17 -0400

- Appointments List
- My Info
- Medications
- Health Issues
- Test Results
- Immunizations
- Vital Signs
- My Messages (0)
- Procedures
- For More Information
- Download My Data

Print Section

Medications

The information below contains a list of the medications that you are currently taking. Click on the Medication History tab to view a historical record. Use the My Messages page to send a secure message to request a Medication refill

| Active Medications | Medication History |

Click once on a medication from the list below for instructions about how to use that medication (if available). Click again to make the drop box disappear, or click on the more info link for more information, such as possible side effects.

No Information about current medications has been found

About PHR | My PHR Settings | Privacy Policy | Terms and Conditions | Contact Us | FAQ | Download Adobe Reader

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Update my PHR profile settings and change my password

Manage my Accounts

Indian Health Service   **Personal Health Record**

My Accounts

My Personal Health Record (PHR): Click My Account to view your personal health information.

My Account

PHR Accounts I Can View: You have been granted access to view the following account(s). Click on a name to view that person's health information.

No one has granted you acess to view their PHR.

Manage Access to My Personal Health Record

To add, change, or remove an individual's access to view your personal health information, click Add/Update Account Access.

Add/Update Account Access

About PHR | My PHR Settings | Privacy Policy | Terms and Conditions | Contact Us | FAQ | Download Adobe Reader

Indian Health Service v.2.1.build1

Indian Health Service   **Personal Health Record**

Manage Access to My Personal Health Record (PHR)

The table below shows the people who can view your personal health information. If no one is listed, you have not given anyone access.
Click the Add Access button to give people access to your personal health information.

If you have given someone access, you can do one of the following:
Click on the Update Access icon to change the type of information they can see.
Click on the Delete Access icon to remove their access to your personal health information.

PHR User Name	Name	Type of Access	Update Access	Delete Access
You have not granted anyone access to view your personal health information.				

Add Access   **<< My Accounts**

About PHR | My PHR Settings | Privacy Policy | Terms and Conditions | Contact Us | FAQ | Download Adobe Reader

Indian Health Service   Personal Health Record

Add Access to Your Personal Health Record (PHR)

To grant others access to your PHR, complete the form below and click the Verify User Name button to continue.

Giving others access will allow them to view all or part of your personal health information.

* Indicates Required Field.

PHR User Name*

User Name

User First Name*

First Name

User Last Name*

Last Name

Verify User Name >>   Cancel

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* Indicates Required Field.

PHR User Name*   Demoemo1961

User First Name*   PHRwrsu

User Last Name*   Demo

Verify User Name >>   Cancel

Indian Health Service   **Personal Health Record**

Personal Health Record (PHR) Access Types

The types of access you can give others is defined below.

PHR Access Type:

Full Access: The user can view all of your personal health information except for the My Messages section. The user can also download your visit information.

Limited Access: The user can only view the sections that you want them to view. You cannot give anyone access to the My Messages section.

Note: You can change access anytime on the Manage Access to My Personal Health Record page.

Legend

✔	Allowed
✖	Not Allowed
❓	User controlled

PHR Access Types

	Full Access	Limited Access
Download CCD	✔	❓
Appointments List	✔	❓
My Info	✔	❓
Medications	✔	❓
Health Issues	✔	❓
Test Results	✔	❓
Immunizations	✔	❓
Vital Signs	✔	❓
My Messages	✖	✖
Procedures	✔	❓
Hospital Admissions	✔	❓
For More Information	✔	✔
Download My Data	✔	❓

Choose the type of access you want to give.

* Indicates Required Field.

Type of Access*   Limited Access ▼

<< Previous   Next >>   Cancel

Indian Health Service **Personal Health Record**

Personal Health Record(PHR) Section Access

Complete the steps below.
Check the section(s) that you want to give access.
Uncheck the section(s) that you do not want to give access.
Click next to continue.

Appointments List Section : ☐

My Info Section : ☐

Medications Section : ☐

Health Issues : ☐

Test Results : ☐

My Immunizations : ☐

Vital Signs : ☐

Procedures : ☐

Hospital Admissions : ☐

Download My Data : ☐

[<< Previous]   [Next >>]   [Cancel]

Indian Health Service **Personal Health Record**

Confirm Access

Complete the steps below to grant access.

Verify the information below.
Click the Back button to make changes.
Click the Add Access button to grant access.

PHR User Name: Demoemo1961

Name: Phrwrsu Demo

Type of Access: Limited Access

<< Back   Add Access   Cancel

Indian Health Service   **Personal Health Record**

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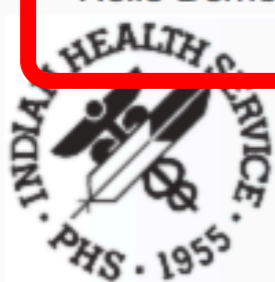Click on the Delete Access icon to remove their access to your personal health information.

PHR User Name	Name	Type of Access	Update Access	Delete Access
Demoemo1961	Phrwrsu Demo	Limited Access		

Add Access   **<< My Accounts**

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chrislamer

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Indian Health Service v.2.1.build1

Indian Health Service **Personal Health Record**

Health Records - chrislamer

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Universal Precautions

Understanding health information
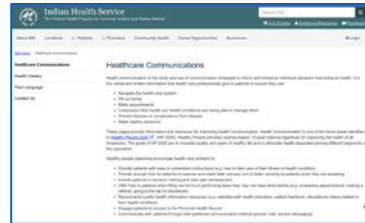
Navigating health services

Participating in self care

Use Plain Language

Thank you!
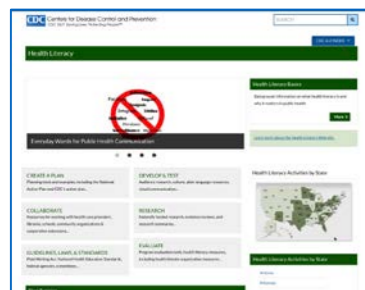
Chris Lamer
Chris.lamer@ihs.gov
(615) 669-2747

Additional Resources

Indian Health Service

https://www.ihs.gov/healthcommunications/

Office of Disease Prevention and Health Promotion

https://health.gov/communication/

Centers for Disease Control and Prevention

https://www.cdc.gov/healthliteracy/index.html
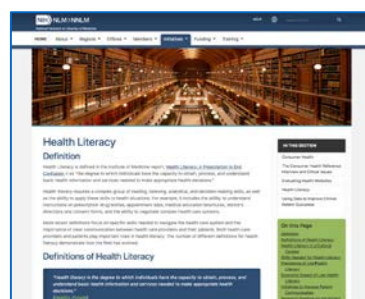
National Network of Libraries of Medicine

https://nnlm.gov/professional-development/topics/health-literacy
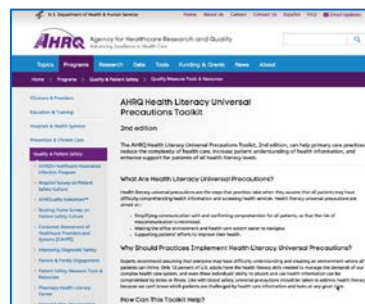
Agency for Healthcare Research and Quality

https://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/index.html