



**TEACHING
PATIENTS
WITH
LOW LITERACY
SKILLS**

2ND EDITION



TEACHING PATIENTS WITH LOW LITERACY SKILLS

2ND EDITION

CECILIA CONRATH DOAK, M.P.H.

*DIRECTOR OF EDUCATION
PATIENT LEARNING ASSOCIATES, INC.,
POTOMAC, MD*

LEONARD G. DOAK, B.S., P.E.

*PRESIDENT
PATIENT LEARNING ASSOCIATES, INC.,
POTOMAC, MD*

JANE H. ROOT, Ph.D.

*CONSULTANT/TRAINER
HEALTH LITERACY CENTER
UNIVERSITY OF NEW ENGLAND
BIDDEFORD, ME*



*J. B. Lippincott Company
Philadelphia*

Sponsoring Editor: Margaret Belcher
Production Manager: Mary Kinsella
Production/Composition: Berliner, Inc.
Printer/Binder: Courier/Kendallville

Second Edition

Copyright © 1996, by J. B. Lippincott Company. Copyright © 1985, By J. B. Lippincott Company. All rights reserved. No part of this book may be used or reproduced in any manner whatsoever without written permission except for brief quotations embodied in critical articles and reviews. Printed in the United States of America. For information, write Lippincott Williams & Wilkins, 530 Walnut Street, Philadelphia, PA 19106.

7 8 9 10 11 12 13 14

ISBN 0-397-55161-4

Library of Congress Cataloging-in-Publication Data

Doak, Cecilia Conrath.

Teaching patients with low literacy skills / Cecilia C. Doak,
Leonard G. Doak, Jane H. Root.—2nd ed.

p. cm.

Includes bibliographical references and index.

ISBN 0-397-55161-4

1. Patient education. 2. Socially handicapped—Education.
 3. Literacy. I. Doak, Leonard G. II. Root, Jane H. III. Title.
- [DNLM: 1. Patient Education—methods. 2. Educational Status.
3. Teaching Materials. W 85 D631t 1995]

R727.4.D63 1996

615.5'07—dc20

DNLM/DLC

for Library of Congress

95-11640

CIP

Ⓢ This Paper Meets the Requirements of ANSI/NISO Z39.48-1992

Any procedure or practice described in this book should be applied by the health care practitioner under appropriate supervision in accordance with professional standards of care used with regard to the unique circumstances that apply in each practice situation. Care has been taken to confirm the accuracy of information presented and to describe generally accepted practices. However, the authors, editors, and publisher cannot accept any responsibility for errors or omissions or for any consequences from application of the information in this book and make no warranty, express or implied, with respect to the contents of the book.