Exam Room Jargon
Communication is essential for the effective delivery of healthcare. There is often a mismatch between a healthcare provider's level of communication and a patient's level of comprehension.

Evidence shows that patients often misinterpret or do not understand much of the information given to them by their healthcare provider. This lack of understanding can lead to medication errors, missed appointments, adverse medical outcomes, and issues regarding informed consent.

Up to 80% of medical information provided by healthcare practitioners is forgotten immediately by patients. Furthermore, almost half of the information remembered is incorrect.

More than 90 million people lack sufficient health literacy to effectively undertake and execute needed medical treatments and preventive care.

Increasing Complexity
The need for today's patients to be 'health literate' is greater than ever due to our complex healthcare environment and increasing requirements for self-care.

Change Agents in a Time of Crisis
Great Rivers Partners For Health-e People is a collaborative community project, funded by a $35,000 grant from the National Library of Medicine, that uniquely positions librarians as health literacy educators.

We all pay!
Inadequate health literacy results in:
- Patients receiving less preventive healthcare or diagnosis of advanced illness.
- More use of expensive emergency services.
- Excess hospitalizations and longer hospital stays.

Cost to taxpayers is $50-$73 billion annually.

Health Literacy Awareness: Plain Language for Your Patients
Our Solution for Healthcare Providers
An online course to enhance verbal and written communication by encouraging healthcare providers to:
- Use plain or "living room language", free of medical jargon, with their patients.
- Answer 3 simple questions for their patients.

Less Jargon – More Living Room Language
In an ever-changing healthcare environment, health sciences librarians serve as catalysts in improving healthcare conversations between healthcare providers and their patients.