

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

The National Assessment of Adult Literacy reported that **too many Oklahoma adults lack** the **skills** necessary to perform the most simple, every day, literacy activities.



The American Medical Association says, "Poor health literacy is a stronger predictor of a person's health than age, income, employment status, education level, and race."

What literacy skills do patients need?

Patients need to be able to

- ▶ Find appropriate healthcare providers
- ▶ Make and keep appointments
- ▶ Communicate clearly with health providers
- ▶ Locate and evaluate health information
- ▶ Analyze relative risks and benefits
- ▶ Read medication information and understand dosage
- ▶ Interpret test results
- ▶ Complete intake paperwork
- ▶ Understand billing itemization
- ▶ Understand and submit insurance paperwork