

Video  
Transcript

## TRANSCRIPT

### Teach-Back Method

In this video, the provider, a middle-aged African-American woman, explains to her patient (a White man who is also middle-aged) how to take the proper dosages of ibuprofen and Tylenol at the correct times. The provider speaks in easy-to-understand terms and uses the Teach-Back method—whereby she confirms that her patient understands her directions by having him repeat them back to her in his own words.

Provider: One of the things that you can do, if you have a really bad pain, I mean when you can't stand it and it's, it's really getting in your way is to use what I call, this is my little pain protocol here

*[Provider reaches for paper to review with patient in regard to instructions on his medications.]*

Provider continues: It has ibuprofen, which decreases those little cells that I was talking to you about....

Patient: Yeah. *[Agrees while nodding head]*

Provider: ...the inflamed part, and your Tylenol that just works on the pain.

Patient: Yeah.

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- Provider: And the 'I' is for ibuprofen, and the 'T' is for Tylenol, and this just shows you how to do it over the course of the day. For breakfast, lunch, and dinner, there's an 'I' so you use ibuprofen.
- Patient: Right.
- Provider: 'Cause you have to have something on your stomach....
- Patient: That's right. [*Agrees while nodding head*]
- Provider: ...with that one, 'cause this one will irritate your stomach.
- Patient: Yeah.
- Provider: So in between meals, and at bedtime, you're using Tylenol.
- Patient: Right. [*Agrees while nodding head*]
- Provider: This way, you get something every three hours and you don't overdose on either one. So it's I, T, I, T, I, T, and if you do that for a couple of days when it's really bad....
- Patient: Yeah.
- Provider: ...then you can just go back to your regular regimens, but this usually breaks the pain pretty nicely. 'Cause I know you have a lot of friends with arthritis, how would you explain it to them?
- Patient: Well, for breakfast, I take 'I,' 10 a.m., I take 'T' [pointing to protocol sheet as he goes over the correct procedures in taking his medicine], lunch, I take 'I,' 3 p.m., I take 'T,' 'I' at dinner, and 'T' at bedtime. Is that correct, Doctor?
- Provider: That's gonna work just fine.
- Patient: Thank you very much!