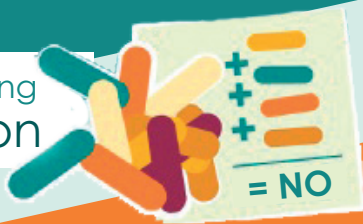


Why health literacy is important

Low health literacy increases the risk of:



mismanaging medication



poor health in old people



not getting the flu vaccine



not understanding diseases & conditions



being hospitalised

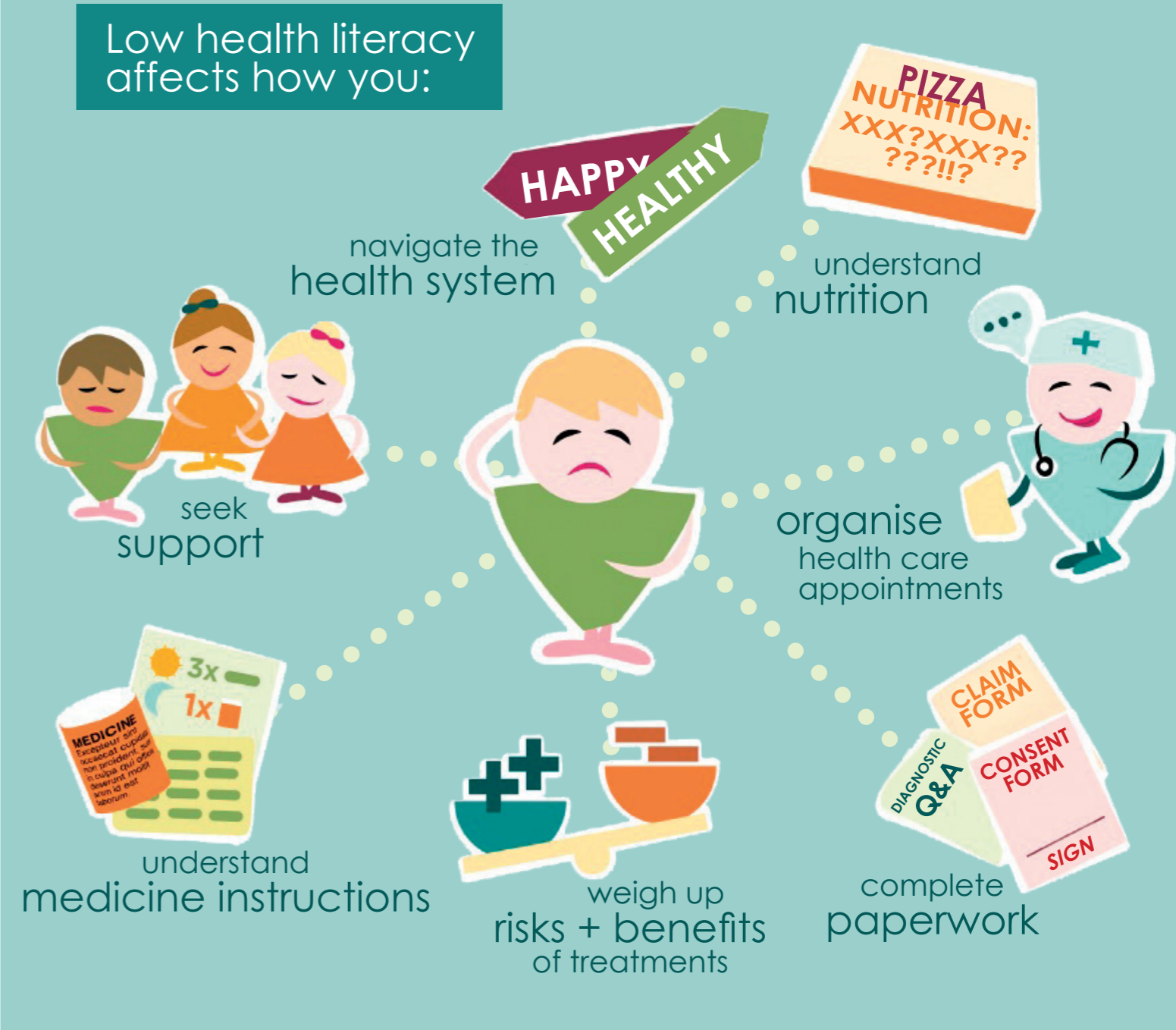


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Adapted from the Australian Commission on Safety and Quality in Health Care.
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Why health literacy is important

Low health literacy affects how you:



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ENGLISH

Health literacy for consumers

What is health literacy?

60%
OF PEOPLE



LOW
HEALTH LITERACY

60% of the Australian population have low health literacy. Having low health literacy means someone doesn't have the knowledge they need to find, understand and use information about their health and health care.

seek information

ask for information



join support groups



educate yourself

make sure you understand



prepare & ask questions

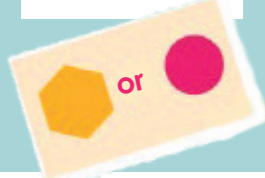


bring relatives or friends to appointments



be open and honest

ask about your options



talk about preferences for treatment

speak up if you are unhappy with your care



My Medical History

give all your medical details

If an interpreter has not been arranged for you do request one



ask for things to be explained in different ways



Health Literacy is:



your health



health & health care information



making decisions together



taking health action



feeling good about your health

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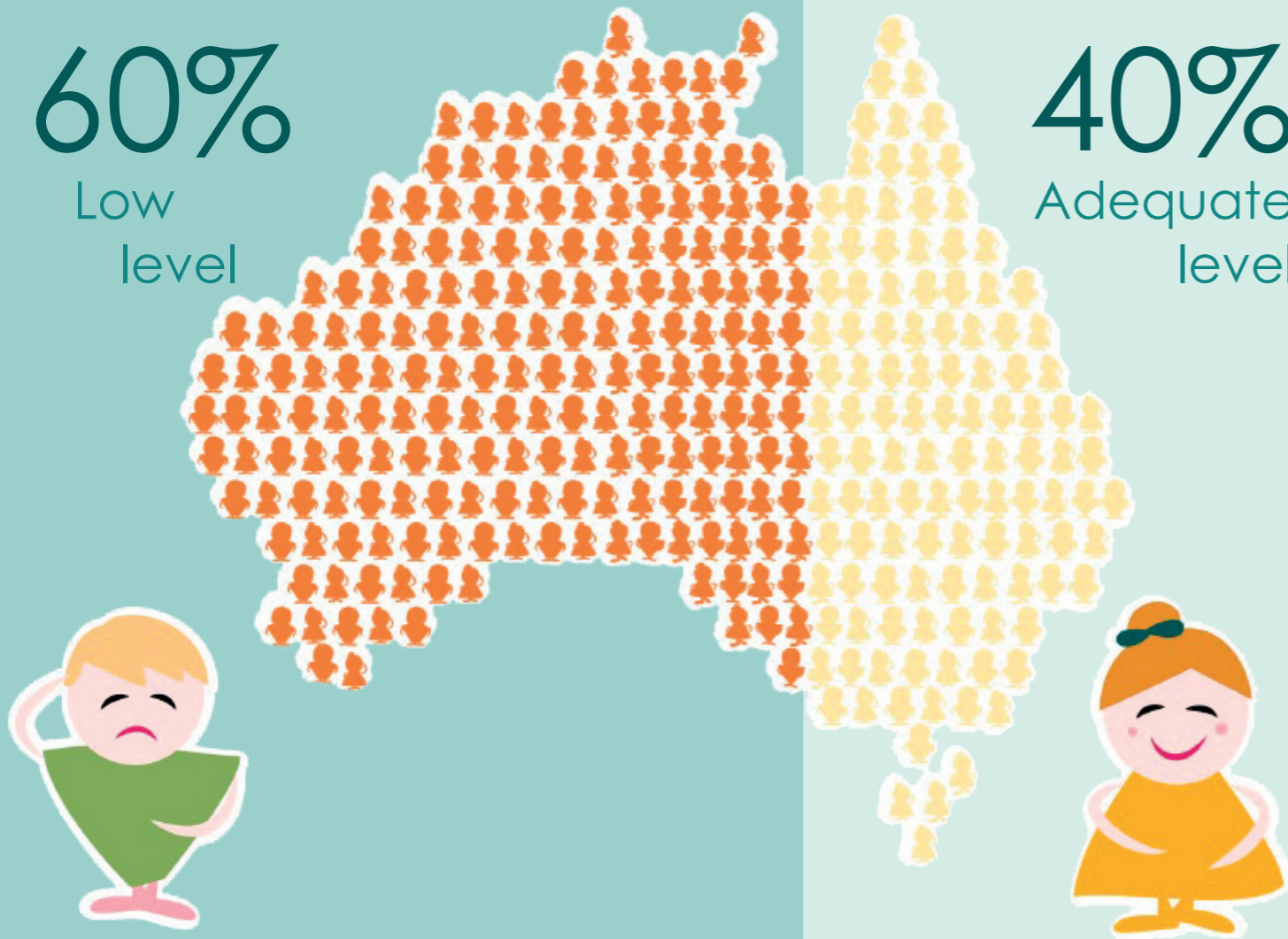
ENGLISH

Health literacy in Australia

Australian's overall health literacy

60%
Low
level

40%
Adequate
level



A free and confidential interpreter service, including Auslan, is available 24 hours, 7 days a week.

Ask staff to arrange an interpreter for you.

Carers provide care and unpaid assistance to others. They may be family members, friends or neighbours. Please tell staff if you have a carer.

All our health facilities and grounds are 100% smoke free. Fines apply.

Contact Quitline: 137 848 or www.icanquit.com.au

Parking is available on the hospital campus for a fee.

We welcome further feedback on this brochure as a way of continually improving our service.

Send your feedback to:

WSLHD-Get_Involved@health.nsw.gov.au

www.safetyandquality.gov.au

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