



Health on the Net (HON) <https://www.hon.ch/>

Areas that you can consider in critically appraising any source of patient education information include:

- Accuracy – is the information up to date and accurate?
- Appropriateness – is this the right information for this patient at this time?
- Ethnicity/language choice – is the material inclusive and in the patient's preferred reading language?
- Numeracy – are numbers clear and the risk description easy to understand?
- Consistency – Is the information compatible with the advice being given?
- Authorship/sponsorship – can you tell where the information has originated? Is it a Canadian source?
- Active links work – are there dead links?
- Ease of use – can you access and navigate the information easily and intuitively?
- Animation/illustration – are their diagrams to explain content and white space to help with readability?
- Interactivity – does this material facilitate active learning?
- Literacy Level – is it appropriate and has plain language been used?

### Health literacy

- i. Literacy is a determinant of health
- ii. Know the literacy levels of your population/patient
- iii. Use plain language
- iv. Avoid medical jargon
- v. Literacy assessment tools
- vi. Cultural sensitivity
- vii. Consider numeracy issues as well

For more resources and tips on health literacy go to the following resources:

**The Health Literacy Universal Precautions Toolkit** – <http://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/> or a Canadian resource such as