

# Speaking their language: Healthcare professionals' use of plain language materials with patients

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Scan the code to access sub-analyses according to HCPs' main point of contact with patients

## Conclusions and Call to Action

◆ In this survey, most HCP respondents reported changing their approach to communicating with patients due to the increasing availability of plain language materials. This indicates that plain language materials are a valuable component of a strategic publication plan to achieve engagement from audiences with differing requirements.

◆ In contrast to HCP perceptions, less than two-thirds of patients reported being shown plain language materials by HCPs, suggesting that there is a need for increased awareness and enhanced quality of plain language materials.

### Healthcare professional (HCP)

Someone who has special training to help people with their health. This can be a doctor, nurse, dentist or pharmacist

### Plain language materials

Printed or online information that is written in a simple and clear way, so that non-experts can understand it

### Diagnosis

When a healthcare professional determines which disease or condition a patient has

## The Problem

It can be challenging for HCPs to share key information about their patients' health in a way that is easy for patients to understand

Plain language materials can make medical information more accessible to patients

We explored when and how HCPs use plain language materials in their interactions with patients, and whether patients find it useful

