

HOW TO CHECK FOR UNDERSTANDING

A diagnosis of cancer is never easy. In addition to complex information about cancer treatment, patients and families must now understand and deal with the *cost* of treatment. It is even harder when patients have trouble paying for their medications and treatment.

For some patients, the financial difficulties begin when they are first diagnosed with cancer. For others, financial pressures build up over the course of treatment. Before you can help these patients and families, you must first ensure that they understand the information you are sharing.

Here are some statements or questions you can use to check how well a patient or family member understands the information you are providing.

- Please stop me if you do not understand something. I will be happy to go over the information again.
- Let me know if I am going too fast or too slow.
- Does this information make sense?
- Have I answered your question(s)?
- Do you have other questions at this time?
- Are you still with me?
- Am I overwhelming you with this information?
- Should I go into more detail?
- Tell me if I am unclear or if I use words that you do not understand.
- Please stop me if I begin to explain something that you already understand.
- Is the information I am providing helpful to you?