



How to use “The hepatitis B story - talking books” - tips for health workers

“The hepatitis B story” book was first developed in 2014. It was designed to use in discussion about chronic hepatitis B with clients who have limited health literacy and are newly diagnosed. The resource aims to support 2-way communication, encourage talking and improve the client’s capacity to self-manage their illness. Now we have further developed the resource into “talking books”; interactive online resources available in **Urdu, Hindi, Thai and Khmer**. The talking books were developed in consultation with communities speaking these languages.

- The images give part of the message. The language text can be read by the client or listened to by pressing the “read aloud” button on the top right hand corner.
- You can click on the “contents” page to go straight to the most relevant page.
- You can click to get a plain English copy of the text. Click on bottom of “Contents” page for pdf.
- You can swipe to open to the next page or press forward/backward buttons.
- You can print the pages by pressing “download and print” button in top right hand corner.
- You can zoom in and out of the page.

Other tips

- Consider stopping at end of each page and check in with the client regarding their understanding and clarify if needed.
- You may choose to use only some pages of the book to tell part of the story. Consider how much time you have together and the level of understanding the client has.

- Consider offering clients the services of an interpreter to discuss hepatitis B.
- Consider using the “teach-back” method to confirm that you have explained to the client what they need to know. Clinicians often say “Do you understand?” but research shows that clients often answer “yes” to such questions even when they do not understand. Embarrassment, shame, health literacy level, fear and cultural practices may influence this. You can view an instructional video [Teach-back and hepatitis B; a tool for practitioners](#)
- Consider the clients’ health beliefs about hepatitis B. Try asking :
What do you think caused hepatitis B? What do you believe will help you to stay healthy?
 - Consider asking patients if they are taking herbs or traditional medicines.
 - “The hepatitis B story” (original) is available in 8 other languages in booklets [HERE](#) and videos [HERE](#).

Research demonstrates that 60% of Australians have low health literacy and much of the medical information clients receive is misunderstood or forgotten. This can result in poor health outcomes, including missed appointments; mistakes with medication, lack of follow up and are a risk to effective health care delivery.

Maximise health outcomes and ensure clients understand what they can do to stay living well with hepatitis B.

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