Illiteracy and health literacy in patients
State-of-the-art Lecture 6

Location: Room 4, Capital suite (level 3)

Chair: J. Verkerk-Geelhoed, Gouda (NL)

Aims and objectives of this presentation
This session addresses the impact of illiteracy on health outcomes. What can be done about this with specific materials?

09:45 - 09:50

Introduction

09:50 - 10:15

Health literacy: Are all patients equal for understanding the standard information given?
M.R. Van Balken, Arnhem (NL)

Aims and objectives of this presentation
- to enlighten the audience on the problem of illiteracy
- to highlight the consequences of illiteracy on healthcare
- Example: the financial burden of health illiteracy
- Example: unequal initial presentation, outcome of therapy, complication and mortality rates
- to illustrate the problem with urological examples
- to show the audience how to recognize illiterate patients
- to give examples of what can be done to lessen the problem