

# HOW TO USE OUR HEALTHCARE INFORMATION SHEETS

## WHAT ARE THESE INFORMATION SHEETS FOR?

As a care worker, you can use the healthcare information sheets to explain the Belgian healthcare system. These information sheets have been made with a focus on Brussels. Limited contact language is required to be able to have a conversation. The information sheets are available in Dutch, French and English.

## WHO ARE THE INFORMATION SHEETS FOR?

The information sheets have been created for care workers who support functionally illiterate individuals. Hand over the information sheets to the person you are supporting once the conversation is over. Enter specific information such as a telephone number or address.



*The Pharos question method*

## HOW CAN I COMMUNICATE EFFECTIVELY WITH FUNCTIONALLY ILLITERATE INDIVIDUALS?

Tips:

- Always enter into a conversation, do not simply hand over an information sheet.
- Use short but accurate sentences.
- Use simple words. Do not give too much information and do not use specialist terms.
- Try to convey or explain difficult words with the aid of an example.
- Use the question method: let the person explain what you have told them in their own words. Make corrections wherever necessary.
- Use drawings or notes on the information sheet to clarify points. Write specific information on it, such as a name, address or telephone number. Hand over the information sheet after the conversation.
- Leave time at the end of the conversation for the person to ask any questions.
- Ask whether there is anyone who can help them at home with reading the information.
- For those who are interested in improving their language skills, refer them to Brusselleer or Huis van het Nederlands. For those who would like an interpreter, refer them to Foyer vzw.
- If the person brings an interpreter with them, include the interpreter in the conversation. However, be sure to address and look at the person. Ensure that it is not a conversation with the interpreter 'about' the person.

## DO YOU WANT MORE INFORMATION?

Do you want an information sheet on a different subject?  
Is anything unclear? Do you want to exchange ideas for a moment?

Contact Eerstelijnszone (ELZ) BruZEL.

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## WHAT ELSE DO WE WANT TO TELL YOU?

Prices may change and are indicative only. Laws may also change. Updates can be requested from BruZEL. These information sheets do not explain everything. Do you or the person you are supporting still have questions? Get in touch.

