

Healthcare

Ways of checking meaning

Purpose

This worksheet has four strategies for checking information. Use it to help learners recognise the different strategies and use these questioning strategies to check information.

Instructions

This resource works well with the teaching and learning sequence [Healthcare: Listening skills for meetings](#) and the clip [Healthcare: Handover meeting](#).

Ways of Checking Meaning

Below are 4 strategies for checking information.

Match the **Strategy** on the left with the **Example** on the right.

Strategy	Example
<p>1. Repeat the same information back to the speaker</p>	<p>a) RN: ‘Wilma Sullivan came back from the OT with a new walking frame, but the handles need modifying, so the OT wants her to keep using the old one for now. So just put it in the storeroom so we don’t get mixed up.’</p> <p>Carer: ‘Sorry, I missed that. What do you want me to do with the new frame?’</p> <p><i>Other questions you can ask:</i></p> <ul style="list-style-type: none"> • <i>I didn't catch that. Could you repeat that, please?</i> • <i>I missed that. Could you say it again, please?</i> • <i>Could you run that by me one more time?</i>
<p>2. Ask for repetition: Ask the speaker to repeat what they’ve said</p>	<p>b) RN: ‘Mr Johnson’s diet has changed. He’s going sugar-free. He’s not allowed to have sugar in his tea.’</p> <p>Carer: ‘So Pete is not allowed have sugar in his tea anymore.’</p>
<p>3. Say it back to the speaker in your own words</p>	<p>c) RN: ‘And Mrs Palin’s still in hospital.’</p> <p>Carer: ‘Really? What happened to her?’</p> <hr style="border-top: 1px dashed #ccc;"/> <p>RN: ‘And Michael O’Callaghan is back in Room 17 on respite.’</p> <p>Carer: ‘Right. How long is he staying this time?’</p>
<p>4. Ask for more information: Ask the speaker for more information</p>	<p>d) RN: ‘Peter has a UTI and is on antibiotics so we’ll need to monitor his fluids really carefully. He’s seeing the doctor again at 9 today.’</p> <p>Carer: ‘Oh poor man. So he’s got medication for his urinary infection and is seeing his GP again today. We’ll keep track of his fluids on the Fluid Balance Sheet.’</p>