

		Absolutely not				To a very large extent		
	To what extent...	1	2	3	4	5	6	7
8	...is it ensured that the patients and families have truly understood everything, particularly in critical situations (e.g. medication, surgical consent), at your organization?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	...do you communicate openly and comprehensibly at your organization to your patients and families in advance about the costs which they themselves have to pay for treatment (e.g. out-of-pocket payments)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	...are employees at your organization trained on the topic of health literacy? (e.g. teach-back, plain language)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Adapted with permission from Kowalski C et al. The health literate health care organization 10 item questionnaire (HLHO-10): development and validation. BMC Health Services Research (2015) 15:47.