

HRSA Teach back video transcript

Provider: “One of the things that you can do, if you have a really bad pain, I mean when you can’t stand on it and it’s, it’s really getting in your way is to use what I call, this is my little pain protocol here. (provider reaches for paper to review with patient in regards to instructions on his medications). It has ibuprofen, which decreases those little cells that I was talking to you about...”

Patient: “Yeah.” (Agrees while nodding his head up and down).

Provider: “...the inflamed part, and your Tylenol that just works on the pain.”

Patient: “Yeah.”

Provider: “And the “I” is for ibuprofen, and the “T” is for Tylenol, and this just shows you how to do it over the course of the day. For breakfast, lunch, and dinner, there’s an “I” so you use ibuprofen.”

Patient: “Right.”

Provider: “Cause you have to have something on your stomach...”

Patient: “That’s right.” (Agrees while nodding his head up and down)

Provider: “...with that one, cause this one will irritate your stomach.”

Patient: “Yeah.”

Provider: “So in between meals, and at bedtime, you’re using Tylenol.”

Patient: “Right.” (Agrees while nodding head up and down)

Provider: “This way, you get something every three hours and you don’t overdose on either one. So it’s I, T, I, T, I, T, and if you do that for a couple of days when its really bad...”

Patient: “Yeah.”

Provider: “...then you can just go back to your regular regiments, but this usually breaks the pain pretty nicely. Cause I know you have a lot of friends with arthritis, how would you explain it to them”?

Patient: “Well, for breakfast, I take “I”, 10 AM, I take “T” (pointing to protocol sheet as he goes over the correct procedures in taking his medicine), lunch, I take “I”, 3PM, I take “T”, “I” at dinner, and "T" at bedtime. Is that correct doctor?"

Provider: “That’s gonna work just fine.”

Patient: “Thank you very much!”