Tips for helping people get the health information they need to stay safe.

Tip 1: We need to think about why some people do not trust doctors and the government.

In history and today, doctors and the government have hurt people's health many times. Many people do not trust doctors and the government. People did not believe these groups would protect them during the Covid-19 pandemic. Many people have had bad experiences with doctors and hospitals. They were also afraid that hospitals wanted to make money from the pandemic. This made people not believe information they got from doctors and the government about the pandemic.

Doctors and the government should be honest to people who they have hurt. They should take responsibility for things they did wrong. This will help build trust.

Tip 2: Some people have a lot of health problems at the same time. They will need more information about how to stay safe.

People who have a lot of health problems often did not get enough information during Covid-19. They needed to know how Covid could affect their health problems. They needed to know how to stay safe. Covid-19 is a bigger risk for them because of their health needs. Pictures and writing should include people with a lot of health problems. People should make resources about Covid and their specific health problems.

Tip 3: Think about accessibility at every step when you share health information.

Universal design means making things easy to use for as many people as possible. Use universal design when sharing health information.

- Share information in ways that are simple and easy to understand
- Share information in places that are easy for people to find

Some people might have a harder time getting health information than other people. Talk to your community about what makes health information easier to access. Use what you learn to make a better plan for sharing health information.

Tip 4: Your information should show how different communities are. This means including people with different cultures, races, ethnicities, and disabilities.

When you share your information, there is a community you are trying to reach. It is important to know the different kinds of people who are a part of the community. This will help you share good information.

Tip 5: Add helpful reading tips to your writing to help people understand it better.

People have different reading levels. They may not know the best way to find health information. They may not know the best way to understand and use health information. You should clearly define and explain some things in plain language, like:

- Medical terms
- Science ideas
- Statistics (using numbers to explain what is happening)

Tip 6: We need to point out information that is wrong. We need to point out when people act in ways that we know are wrong.

People had a lot of questions about health information during the pandemic. There are many reasons why people were confused. Many people shared wrong information on social media and the internet. Some doctors shared different health information than other doctors. Some people acted in ways that did not match what we were told to do.

Tip 7: Update your health information often.

When information changes, we need to do three things:

1. **Clearly explain that change.**
2. **Explain why things changed.**
3. **Say if there is information we don't know.**

Advice about Covid-19 changed fast in the early part of the pandemic. People thought this was because doctors and government leaders did not know enough. People did not understand why the changes were happening. This made them trust doctors and leaders less.

Health information and advice can change as we start to understand it better. People have an easier time understanding advice about their health if they know it is the newest advice. People can understand information better when they know why it changes. Doctors and government leaders need to make sure that when they change their advice, they explain why.

Many people with disabilities have to wait longer for experts to make health information accessible. This means they don't know when things change fast. Changes to health information and advice should be accessible. Then the disability community will get it at the same time as everyone else.

Tip 8: Share the same health information in a lot of different ways.

Share health information in different places like the radio, newspapers, television, websites, and social media.

People get health information from a lot of different places. Some people like getting their information online. Some people like the newspaper or the television. People have different needs and likes. Sometimes the information people got in one place did not match the information they got in another place. This was a problem because people did not know which information was right.

You should share health information in all of the different ways people like to get information. This will help all people get the right information they need to stay safe. Seeing the same important information in a lot of places helps people understand and remember it better.

Tip 9: Share health information in the community where people know and trust each other.

People are more likely to trust leaders who work in places they know and go to often. This includes places like libraries, community centers, and places of worship (like churches, mosques, or synagogues). People use these places in their community to learn information and get services. Work with community leaders to learn about how they connect with their community members. They can tell you what the community needs. They can help share health information and tell people where to access help.

Tip 10: Make sure people can follow the health advice you give them.

Think about ways that healthcare is inaccessible for people. Work to make it easier for people to stay safe and healthy.

People may have a hard time following health advice when barriers get in the way. An example of a barrier is if the local health clinic is not wheelchair accessible. Another example is when you cannot get information in plain language. We need to fix barriers like these. Doctors and government leaders should think about these barriers when they give health advice or share health information. They should work to fix these barriers. They should tell people what else they can do if they face barriers. Doctors and government leaders can make things easier for people by teaching other doctors and leaders about accessibility. They can use universal design to make healthcare easier for all people to access.