

# Ask Me 3: Improving Communication in a Hispanic Pediatric Outpatient Practice

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**Objective:** To implement Ask-Me-3, a program that encourages patients to ask questions of physicians, in a low-income, predominantly Hispanic pediatric practice. **Methods:** We publicized Ask-Me-3 with posters/brochures in clinic. We interviewed parents before and 6 months after implementation to determine if they knew about and used the Ask-Me-3 questions. **Results:** No parents knew about Ask-Me-3 before

implementation. Of 393 parents interviewed 6 months later, 42% knew about Ask-Me-3, and half of these used the questions. **Conclusions:** With a simple strategy for introducing Ask-Me-3, 20% of parents were using Ask-Me-3 six months later.

**Key words:** literacy, health literacy, communication, Hispanic, pediatrics

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