











































[57]Institute of Medicine (2014. Facilitating patient understanding of discharge instructions: Workshop summary. Washington, DC: The National Academies Press.

[58]Tanya Bezreh, M Barton Laws, Tatiana Taubin,

Dena E Rifkin, and Ira B Wilson, (2011). Challenges to physician–patient communication about medication use: a window into the skeptical patient’s world. Health Services Policy and Practice, University of California-USA.