Welcome

Audio
All attendees are automatically muted to cut down on background noise

Questions
Please use the chat box for questions

Chat
- Please exit full screen mode to see the chat box
- Select “Everyone” from the to box to send a chat to all attendees

Recording
This session is being recorded and will be posted on the NNLM YouTube channel for future viewing
Presentation

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I’m a Librarian, Not a Doctor!
Providing Consumer Health Information to Public Library Customers

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Consumer Health Information: Consumer health information (CHI) is information on health and medical topics provided in response to requests from the general public, including patients and their families. In addition to information on the symptoms, diagnosis and treatment of disease, CHI encompasses information on health promotion, preventive medicine, the determinants of health and accessing the health care system. From Consumer and Patient Health Information Section (CAPHIS) of the Medical Library Association (MLA).
Yes, There Are Guidelines

• Know your library system’s medical reference policy and visit ALA’s health and medical reference guidelines at http://www.ala.org/rusa/resources/guidelines/guidelinesmedical

• Provide patrons with information that is accurate, credible, and authoritative

• Read definitions and descriptions of medical terms or diseases verbatim

• Do not interpret or diagnose anything. Do not offer medical advice

• Be discrete and respectful when discussing health information
What Should My Reference Desk Look Like?

Dictionaries

What Should My Reference Desk Look Like?

Encyclopedias

• Gale Encyclopedia of Medicine (9 vols, 2015, print about $1,300; available Gale Virtual Reference Library about 33% more)

• Conn’s Current Therapy, Elsevier, Annual, ISBN 978-0323443203, $90.00

• Current Medical Diagnosis & Treatment, (Lange’s CMDT), McGraw-Hill Education (previous Lange Medical Publications), Annual, $85.00

• Merck Manuals – www.merckmanuals.com

• Medline Plus – www.medlineplus.gov
What Should My Reference Desk Look Like?
Anatomy & Physiology

What Should My Reference Desk Look Like?

Drug Information

• PDR (Physicians Desk Reference), PDR, Inc., Annual, 978-1563638381

• Complete Guide to Prescription and Nonprescription Drugs, Perigree, 2015, 978-0399175732, $30.00

• National Library of Medicine Drug Information Portal
  https://druginfo.nlm.nih.gov/drugportal/drugportal.jsp

• DailyMed dailymed.nlm.nih.gov/dailymed

• SafeMedication safemedication.com

• Poison Control Center – 1-800-222-1222
What Should My Reference Desk Look Like?

Nutrition Information

- Nutrition.gov
- fda.gov/food
What Should My Reference Desk Look Like? Medical Tests

- Lab Tests Online, https://labtestsonline.org/
What Should My Reference Desk Look Like?

Alternative/Complementary/Integrative

• National Center for Complementary and Integrative Health
  https://nccih.nih.gov/

• Memorial Sloan Kettering Cancer Center Alternative Therapies
  https://www.mskcc.org/cancer-care/treatments/symptom-management/integrative-medicine/herbs/search

• Natural Medicines info.therapeuticresearch.com
What About Circulating Books?

General

• Johns Hopkins University Press
• Mayo Clinic
• Harvard Medical School Guides
• Cleveland Clinic
• DemosHealth
• Jones & Bartlett
• Sometimes-Mosby’s, Lippincott, Wolters Kluwer
What About Circulating Books? Specific Conditions – Diet and Nutrition

What About Circulating Books?
Specific Conditions - Pregnancy

What About Circulating Books?
Specific Conditions - Cancer


• .gov is National Cancer Institute
• .net is American Society of Clinical Oncology
• .org is American Cancer Society
What About Circulating Books?
Specific Conditions – Mental Health

• DSM-V, American Psychiatric Association, 2013, ISBN 978-0890425541, $199.00

• CBT Workbooks, New Harbinger Publications
What About Circulating Books?
Specific Conditions: Caregiving, Eating Disorders, Down Syndrome

• Thomas, Jennifer, Almost Anorexic, 2013, ISBN 978-1616494445, $14.95
What About Circulating Books?
Series We Like

• 100 Questions & Answers about______, (Jones & Bartlett)
• What nurses know--______, (DemosHealth)
• For Dummies series (Wiley)
What About Circulating Books? Alternative/Complementary/Integrative

• Encyclopedia of Herbal Medicine, DK, 2016, 978-1465449818, $40.00
• Natural Medicines Database
Subscription Databases

• Ebsco
• Gale
• Natural Medicines
What About a Google Search?

• Who is the creator? Who is the sponsor?
• Can you easily locate the author’s credentials?
• How current is the information?
• Who is the intended audience?
• Is the content factual? Can you easily locate the supporting research?
• Does the site collect any personal information? How is that information used by the website?
• Does the website support the HON Code?
What is a HON Code?

- Health On the Net Foundation
- What is good & what is bad
Example of the HONcode

• Mayoclinic.org
Finding information about doctors

• Federation of State Medical Boards www.fsmb.org
• Print book Castle Connolly America’s Top Doctors, 14th edition, Castle Connolly Medical Ltd
• The Official ABMS Directory of Board Certified Medical Specialists (electronic)

To file a complaint against a specific doctor, go through your local State Medical Board

To file a complaint against a health care facility or nursing home, go through your local State Department of Health Services
Finding information about doctors

• Center for Medicare & Medicaid Services; Physician Payments Sunshine Act

• https://www.cms.gov/openpayments/

• Section 6002 of the Affordable Care Act. It requires medical product manufacturers to disclose any payments or other transfers of value make to doctors or teaching hospitals.
The Reference Interview
What To Do & Where To Draw The Line

• The basics
• Challenges for staff & what can help
Referring on

Or, What To Do When Your Patron Just Won’t Go Away
Referring on – Local Resources

• Hospital libraries
• Academic libraries
• Pharmacists
• Patron’s insurance company
• Patron’s health care provider
Referring on – National Resources

- National organizations
- Rare Disease Network http://www.rarediseasesnetwork.org/cpag/index.htm
- Libguides
Creating A “Consumer Health” Area

In your library
Consumer Health Information Specialization
Medical Library Association

• 12 or 24 Continuing Education Units
• Confirm your awesomeness.
Consumer Health Information Specialist

- Will Duct Tape Cure My Warts?
- Promoting Health Literacy Through Easy-to-Read Materials
- Healthy Aging in Your Library
- Health Issues in the Headlines
- From Beyond our Borders: Multilingual and Multicultural Health Information
- More …

https://nnlm.gov/gmr/guides/public-libraries/training
Survey

http://www.surveygizmo.com/s3/3529624/0b3a0ab4cab8