

Communicating About Health: Empower your Patrons to Communicate with their Health Care Providers

Presented by Kelli Ham, MLIS, Consumer Health Coordinator for the National Network of Libraries of Medicine for the Pacific Southwest Region, December 3, 2007.

Information Resources

Relevant Health Topic Pages in MedlinePlus

<http://medlineplus.gov> (in English and Spanish)

(Click on Health Topics, then use the A-to-Z alphabetical list to go to each page)

- Talking With Your Doctor
- Patient Rights
- Patient Safety
- Health System
- Personal Medical Records
- End-of-Life Issues
- Advance Directives

Health Information Literacy

Medical Library Association Research Project on Health Information Literacy. Website includes numerous links for information professionals and consumers, including the Deciphering Medspeak series of brochures. <http://www.mlanet.org/resources/healthlit/>

California Health Literacy Initiative <http://cahealthliteracy.org/>

Rudd, R. E. (2000). Health literacy overview. [Online slide show]. Harvard School of Public Health: Health Literacy website.

<http://www.hsph.harvard.edu/healthliteracy/slides/sld001.htm>

Multilingual Health Information Resources

Consumer Health Information in Many Languages Resources page, a collaboration of the NN/LM Consumer Outreach Librarians. This site uses a Google custom search to find multilingual health information from a select set of known, quality health information providers. <http://nnlm.gov/outreach/consumer/multi.html>

Health Reference Interview

The Consumer Health Reference Interview and Ethical Issues

<http://nnlm.gov/outreach/consumer/ethics.html>

Guidelines for Providing Medical Information to Consumers from Healthnet: Connecticut Consumer Health Information Network

<http://library.uchc.edu/departm/hnet/guidelines.html>

Reference Interview Skills workshop from Infopeople. For general skill building, this webpage contains materials that cover all the basics of conducting reference interviews. <http://www.infopeople.org/training/past/2004/reference/>

National Center for Complementary and Alternative Medicine

In a recent survey of adults age 50+, two out of three reported using some form of complementary and alternative medicine (CAM), yet only one in three discussed it with their health care providers. Patients and their health care providers need to talk openly about all of their health care practices. NCCAM created “Time to Talk” to inform consumers about the importance of telling their doctors about their use of CAM therapies. <http://nccam.nih.gov>
<http://nccam.nih.gov/timetotalk/>

NIHSeniorHealth

NIHSeniorHealth provides a topic called Talking with your Doctor, which includes information of interest to older adults. <http://nihseniorhealth.gov/talkingwithyourdoctor/toc.html>

National Institutes on Aging

NIA produces many excellent publications, including topics such as Safety and Your Medical Care. Most are available for free, either as a download or by ordering a print copy. For the full list: <http://www.nia.nih.gov/HealthInformation/Publications/>
The 48-page booklet “Talking With Your Doctor” is an excellent guide for older adults. <http://www.nia.nih.gov/HealthInformation/Publications/TalkingWithYourDoctor/>
Spanish version: <http://www.niapublications.org/pubs/conversando/index.asp>

KidsHealth

KidsHealth from the Nemours Foundation includes health information for kids, teens and parents. <http://kidshealth.org>
http://www.kidshealth.org/parent/general/sick/talk_doctor.html

Agency for Healthcare Research and Quality (AHRQ)

The Questions Are the Answer campaign from AHRQ is fun, informational and consumer-friendly. <http://ahrq.gov/questionsaretheanswer>
The Consumer section of the website includes many resources on patient safety, preparing for surgery and other relevant topics. <http://ahrq.gov/consumer>

familydoctor.org

A website devoted to health information for families. “Do I Need an Interpreter” article can be found here: <http://familydoctor.org/online/famdocen/home/articles/884.html>
(accessed 11/30/07)

Mayoclinic.com

Good consumer health information site. The article referred to in webcast “Fosamax side effects: Is osteonecrosis a concern?” is available here: <http://www.mayoclinic.com/health/fosamax/AN01379> (accessed 11/30/07)

Organizations

Network of Ethnic Physician Organizations, a project of the California Medical Association (CMA) Foundation. The organization is a coalition of 41 of California's Ethnic Physician organizations. It's goal is to identify strategies for building the capacity of Ethnic Physician Organizations to reduce health disparities and improve access to health care for their communities through increased collaboration with community organizations. <http://www.ethnicphysicians.org>

National Patient Safety Foundation
NPSF is dedicated to improving the safety of patients. A section of its website is devoted to Patients and Families. <http://www.npsf.org>

Further Reading

Institute of Medicine. Health Literacy: A Prescription to End Confusion, Nielson-Bohman, Lynn, et al, editors. Washington, D.C. 2004.

"Non-English-Speaking Patients Face Barriers to Health Care". By Robert Preidt – HealthDay, 11/19/07, accessed via MedlinePlus News 12/1/07.

http://www.nlm.nih.gov/medlineplus/news/fullstory_57786.html

(Note: HealthDay articles are available on MedlinePlus for 90 days)

About the Consumer Health Series

In working with the California State Library, public libraries and other who provide health information to the public, we are continually reminded that the need for health information continues to grow. People are confronted with more information than ever before, and libraries can provide services and resources to help people make sense of it all and make good decisions about their health. This series will cover a variety of topics related to best practices and best resources for providing health information services to patrons.

Your comments and suggestions are welcome!

Kelli Ham, Consumer Health Coordinator
NN/LM Pacific Southwest Region
UCLA Louise M. Darling Biomedical Library
kkham@library.ucla.edu
nlm.gov/psr