
Consumer Health Information in Public Libraries

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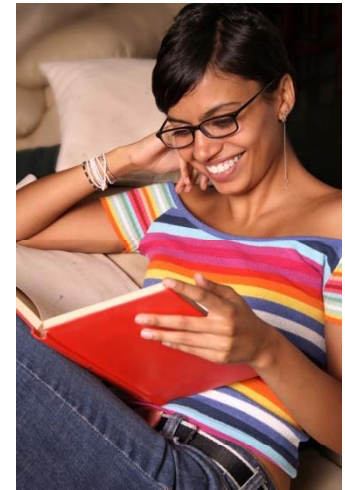
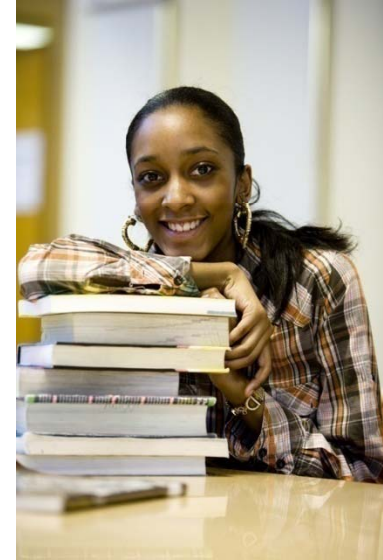
Purpose

To provide broad overall guidance to those delivering consumer health information.



Core Competencies

- Guide patrons to
 - Health reference section
 - Health materials
 - MedlinePlus®



Procedure

- Any consumer health information question should be referred to the reference librarian
- Support staff/volunteers should be able to
 - Guide the patron to the health reference section
 - Guide the patron to the health circulating material
 - Help the patron access MedlinePlus[®]
 - Refer the patron to the reference librarian for more information and materials

Ethical Guidelines

- Confidentiality should be maintained at all times
- Privacy should be respected
 - Provide the patron with a private area to pose medical reference question
- No advice should be given
- No personal history should be shared
- No interpretation of health information should be offered



Disclaimer for the health information

- Any material provided to the patron should be stamped with a disclaimer
- Disclaimer statements should be placed in both the circulating and reference health information areas
- Disclaimer should be placed on the library's website

Examples of disclaimers

- “This information is provided as a public service and is not intended to replace the care and direction provided by your physician.”

(Request for Health Information, Hopwood Library of UPMC Shadyside)

- “Health-related resources are provided by the Carnegie Library of Pittsburgh for informational purposes only and are not intended to replace consultation with a health professional. The library does not endorse specific opinions, advice, products or services.” (Consumer Health Reference Interview, Carnegie Library of Pittsburgh)

Request for Health Information Form

Front Desk Consumer Health Reference Form

By filling out this form, I give the (*library name:* _____) permission to contact me in regards to my consumer health needs.

Date _____

Barcode _____

How would you like to be contacted? *Please provide preferred method of communication (phone, email, mail)*

Phone _____

Email _____

Mailing Address _____

If a librarian should need to contact you, is it alright to leave a message on a machine or with someone living in the household?

Health Question:

This form is intended to be used as a guideline for a reference librarian to assist you in answering a medical question.

Please remember that the staff member assisting you is an informational professional and not a health professional. Health-related resources are provided by (*insert library name:* _____) for informational purposes only. It is not intended to replace consultation with a health professional.

The library does not endorse specific opinions, advice, products or services.



For More Information

■ Contact Us

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■ Recommendations & Form

- ❑ <http://aclaadultservices.pbworks.com/>