Consumer Health Information Links for Everyone
Presented by:
Patricia A. Auflick – Arizona Health Sciences Library
Mary L. Riordan – Arizona Health Sciences Library

With contributions from:
Joan Biggar – Tucson Pima Public Library
Karen Greaber – Tucson Pima Public Library
Rachael K. Anderson – Arizona Health Sciences Library
Fred Heidenreich – Arizona Health Sciences Library
Jeanette McCray – Arizona Health Sciences Library
Jerry Perry – Arizona Health Sciences Library
Joan Schlimgen – Arizona Health Sciences Library
Cathy Wolfson – Arizona Health Sciences Library
CHILÉ’S Goal

To deliver high quality, up-to-date health information to the residents of Pima County by positioning TPPL as the front-line library in our community to work with consumers, backed up by expertise, resources, and facilities of AHSL.
CHILÉ’S Objectives

• Locally-focused Consumer Health Web site (www.chilehealth.org)
• Training for public librarians
• Document delivery from AHSL
• Continuing Partnership
Arizona Health Sciences Library
University of Arizona

Tucson-Pima Public Library (downtown)
WORKSHOP OBJECTIVES

• Increase comfort level answering health reference questions.

• Increase familiarity with
  NLM’s MEDLINEplus
  NLM’s PubMed
  AHSL Resource Guides A-Z

• Know how and when to refer to AHSL
WORKSHOP SCENARIOS

- Attention Deficit Hyperactive Disorder
- Phone Question on Testicular Cancer
Reference Skills
Interview

- Greeting
- Facial Expression
- Tone of Voice
- Eye Contact
- Premature Diagnosis
- Open-ended Questions

- Full Attention
- Gestures
- Listening
- Information vs. Advice
- Restate / Paraphrase
- Confidentiality
**Health Topics**
Information on conditions, diseases and wellness, plus a medical encyclopedia

**Drug Information**
Generic and brand name drugs

**Dictionaries**
Spellings and definitions of medical terms

**Directories**
Locations and credentials of doctors, dentists and hospitals

**Other Resources**

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**New Links on MEDLINEplus**

- Doctor, Why am I Hoarse?
- Preventing Tobacco Use in Children and Adolescents
- Questions and Answers About the Prostate-Specific Antigen (PSA) Test

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**Featured Site**

*ClinicalTrials.gov from NIH*
Provides easy access to information about clinical research studies
Enter one or more search terms, or click Preview/Index for advanced searching.

Enter author names as smith jc. Initials are optional.

Enter journal titles in full or as MEDLINE abbreviations.

Pubmed is the National Library of Medicine's search service that provides access to over 11 million citations in MEDLINE, PreMEDLINE, and other related databases, with links to participating online journals.

Books linked to Pubmed

New Preview/Index feature!
COMFORT ANSWERING HEALTH REFERENCE QUESTIONS

- ALWAYS
- USUALLY
- SOMETIMES
- RARELY

- PRE-
- POST-
WORKSHOP 2

Review of Workshop 1
Evaluating Web Site
Drug Resources
Diseases & Conditions
New Resources
  A. CHILE Web Page
  B. SOAHR Web Page
  C. Document Delivery
  D. NLM Gateway
Search SOAHR to quickly find which libraries and information service providers in the region welcome health reference referrals.

Looking for a known library or information service provider?

Search

Looking for a service provider to refer a question to, based on topic?

Enter a keyword, such as cancer in the search box and click "Search."

Select a provider  Go
The Arizona Health Sciences Library offers document delivery services via Interlibrary Loan or Photocopy Services.

**Interlibrary Loan**

The Interlibrary Loan Department provides two primary services:

- access to information, on behalf of University of Arizona, UMC and health care providers, that is not a part of the AHSL collection.
- access to information in the Arizona Health Sciences Library's collection to users outside of the library.

**Procedure**

Eligible borrowers should fill out the online Article request form or Book request form or complete the blue Interlibrary Loan form available at the AHSL Loan and Information Services desks.

You will be notified when your information is available. **Processing time** is approximately 7 days for journal articles and longer for books. If an item is needed in less time, it is considered a RUSH and will cost a minimum of an additional $15.00.

**Charges**

University of Arizona faculty, staff and students $5.00
Others (not University of Arizona faculty, staff and students) $15.00 minimum

For more information, contact Interlibrary Loan Services at 520/626-5840.

**Photocopy Services**

Photocopy Services is located on the Third Floor of the Library.

**Full Service Area Open:**

6:00 a.m. – 6:00 p.m. Monday – Friday
1:00 p.m. – 5:00 p.m. Saturday – Sunday

**Copy service:**

Book/Journal copying 14 cents *(Note: prices are based on charging to an account)*
Photocopy's Document Delivery Service (pickup and copy) 34 cents/page