Finding Consumer Health Information: Resources & Strategies to Alleviate the Pain

Recommend reliable & easy to understand resources **General Resources**

MedlinePlus medlineplus.gov MedlinePlus® The quintessential consumer health resource

healthfinder.g Live well. Learn how.

HealthFinder.Gov healthfinder.gov Provides information to help users stay healthy

Drug Information

MedlinePlus Drug Information nlm.nih.gov/medlineplus/druginformation.html Information on drugs and supplements



NLM PillBox pillbox.nlm.nih.gov Drug identification tool

Specific Health Topics



ChooseMyPlate.Gov choosemyplate.gov Consumer oriented food, diet, and exercise information

Cancer.Net S Cancer.Net cancer.net

Consumer health information related to all types of cancer

Kevin Pardon **Arizona State University Libraries**

	en & Teens KidsHealth.Org kidshealth.org
KidsHealth	Health information related to children
KidsHealth.org	and teenagers
girlshealth.gov	GirlsHealth.Gov girlshealth.gov
Be Healthy. Be Happy. Be You. Beautiful.	Health and relationship information for
	teenage girls
For Paren [®]	te
healthy children.org Powered by pediatricians. Trusted by parents.	HealthyChildren.Org healthychildren Parenting kids from birth through their
	teenage years
	CVEEDnot Are and are
CYFERnet	CYFERnet.Org cyfernet.org Links to a myriad of resources related to
	child, teens, and, parenting
For Senio	rs
NIHSeniorHealth	NIH Senior Health nihseniorhealth.
Built with You in Mind	Devoted to providing seniors with releva
	health information
Healthinaging.org	ealthyAging.Org healthinaging.org
Cor Non o	maliah anaokora
	english speakers
MedlinePlus Información de salud para usted	MedlinePlus Espanol
	nlm.nih.gov/medlineplus/spanish
S*P*I*R*A*L Selected Patient Information in As	
	<pre>spiral.tufts.edu/topic_list.shtn Patient health information in</pre>
	acian language
	asian languages
For Local	asian languages Information
Arizona Arizona Arizona Arizona	Information
Arizona Department of Health Services Arizona Department of	Information ona Department of Health Services ns.gov sumer health information on a variety of to
Arizona Department of Health Services Arizona Department of Cons	Information ona Department of Health Services
Arizona Department of Health Services Arizona Department of Cons	Information ona Department of Health Services ns.gov sumer health information on a variety of to
<text></text>	Information ona Department of Health Services ns.gov sumer health information on a variety of to a local focus
<image/> <text></text>	Information ona Department of Health Services ns.gov sumer health information on a variety of to a local focus
<image/> <text></text>	Information ona Department of Health Services ns.gov sumer health information on a variety of to a local focus

specific information

Respect privacy

- Consumer health questions can arise from a personal health matter such as a recent diagnosis or a family member suffering from an illness
- Standard reference interview questions may unwittingly offend or embarass
- Use good judgement when inquiring about a user's consumer health information needs

Consider cultural differences

- Different cultures and religions have varying views related to health issues and topics
- What someone might willingly discuss in public might be taboo in another individual's culture
- Learn about the cultural traditions and the health **beliefs** of your community's population



Avoid potential missteps

Answering consumer health questions can be an intimidating prospect. Follow these tips to improve your quality of service.

- Don't dismiss or ridicule users' health beliefs
- Avoid personal anecdotes
- Don't refer users to specific health care providers
- Avoid interpreting, explaining, or evaluating consumer health information for the user
- Never offer medical advice!



Learn more

Continuing Education

MEDICAL LIBRARY ASSOCIATION

Medical Library Association Consumer Health Informationist Specialization (CHIS) mlanet.org/education/chc

Spotlight! On National Library N<u>N/LM</u> of Medicine Resources nnlm.gov/mcr/services/updates/spotlightresources.html

Resources for Librarians



Finding Health and Wellness @ the Library: A Consumer Health **Toolkit for Library Staff 2nd Edition** library.ca.gov/lds/docs/HealthToolkit.pdf



CAPHIS Top 100 List: Health websites you can trust caphis.mlanet.org/consumer

