

## Tips for Successful Consumer Health Interactions

### Points for Library Staff to Remember

- Respect Confidentiality/Privacy
- Listen to what the consumer has to say
- Ask if a consumer has researched the subject before
- Identify the purpose & specific information needed
- Determine the correct format(s)
- Ask about electronic literacy level/computer comfort

### Ethical Issues Concerning Health-related Reference

- Provide **information**
- Neither diagnose nor recommend treatment
- **Always** refer specific medical questions to health care providers

### Consumer Health Information and Contacts

- Closest consumer health collection
- Resources from other public libraries
- Academic and medical libraries including NN/LM regional medical libraries
- Local, state, federal Public Health
- State libraries
- Health organizations
- Free health clinics

### Tips for Networking with Medical Libraries

- **CALL AHEAD!**
- What are your policies concerning using the library?
  - Can it be used by the public?
  - Is a written referral from a doctor required?
- Do you have a Patient Information Center?
- Do you have a contact person for consumers? For librarians?
- What are the library's hours of operation?
- Is a map available with directions and parking information?