Parents Learn to Find Quality Health Information: Point-of-Care Reference Services in a Pediatric Clinic

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Point-of-Care Reference Services in a Pediatric Clinic

PEDIATRIC FAMILY RESOURCE LIBRARY

Background:
• Many of the children who are cared for at the Children’s Medical Center have life-long and complicated health problems.
• Parents are making healthcare decisions about their children every day and need to be empowered by and confident with their skills to find quality health information.
• Many of these parents have become knowledgeable about how to access the Internet, but they may lack the critical skills necessary to evaluate the quality of health information and thus obtain incorrect information about their child’s illness.

Goals of project:
• To continue the point-of-care reference service of the Pediatric Family Resource Library started through funding from a LSTA grant in January 2002.
• To provide formal and informal classes for parents to learn to find useful quality health information on the Internet and to evaluate the information.

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http://library.umassmed.edu

Location: Benedict Building 2nd floor.

Methodology:
• Internet training was provided to the pediatric clinic staff.
• Two Internet classes for parents have been scheduled.
• A computer workstation is available in the library for parents’ use and with one-to-one instruction available from librarians.
• More classes will be held over the next year.
• Parent workers will be participating in the project.

Possible outcomes:
• With more access to health information, families are better able to care for their children and possibly save on healthcare dollars.
• Parents who do not have Internet access at home will be able to use the library’s computer and get help from library staff.
• Usage of the pediatric library will increase.