



Answering Consumer Health Questions: The Medical Library Association Guide for Reference Librarians

By Michele Spatz

Neal-Schuman Publishers Inc, United States, 2008. Paperback. Book Condition: New. 234 x 163 mm. Language: English . Brand New Book. This book contains practical tips and tools for every health reference desk! Patrons seeking medical information are often trying to gain control following an upsetting diagnosis - working with them can be rewarding and difficult. In this practical, readable guide, consumer health reference expert Michele Spatz, gives you an understanding of the psychology of those seeking medical information and the skills necessary to respond usefully and appropriately. Spatz outlines the most common inquiries and behaviors of health information searchers and the most useful go-to resources. Sample librarian-patron interactions in every chapter give you useful strategies and scripts. Dozens of templates and forms and tips on everything - from setting up the reference desk to encourage confidential inquiries to using body language to signal your availability - will help you create a welcoming, empowering atmosphere in your library. Chapters on ethics and potential legal issues guide you through the nitty-gritty of what constitutes practicing medicine without a license, confidentiality requirements, and more. Sections on email, virtual, and telephone reference will help you establish clear guidelines, and creative tips on marketing to healthcare providers will...



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