What Does the Doc Say? Will We Ever Know?
Changing the Course of your Healthcare

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Case study

- You are a 40-something professor at SIUE. You teach, but you also sit a lot while researching.
- You are experiencing lower leg swelling that does not improve with rest, ice, and elevation.
- The doctor suspects a blood clot in the leg but after testing she is not sure what is wrong.
- Your leg continues swelling, and you can barely walk because of the pain. You know something is very wrong.

Do you listen to the doctor and hope it goes away?

What would you do?
Patient Engagement Movement

- Patients deserve professional, competent care
- Patients **control** their health management and **collaborate** with healthcare providers

**YOU HAVE RIGHTS!**

Consumer Bill of Rights created to inform patients what they can expect while receiving healthcare
The Healthcare Provider’s Role: Evidence-based practice (EBP)

- Use of **best evidence**, **clinical expertise**, and **patient preferences** to promote the best patient outcomes
- Healthcare providers should have a rationale for their actions
- Consumers want to know that healthcare providers are using the best practices in order to achieve optimal outcomes
Your rights:
Information for Patients

- If you don’t understand, **ASK**!
- Right to information regarding:
  - plan of care
  - healthcare providers
  - care facility
- Sources of Information
  - medical directories
  - hospital statistics
  - online reviews

(American Cancer Society, 2014)
Choice of Providers and Plans
Access to Emergency Services
Respect and Non-Discrimination
Complaints and Appeals
Taking Part in Treatment Decisions

Confidentiality (Privacy) of Health Information
On the flip side: Consumer responsibilities

- Patients have responsibilities:
  - Inform healthcare provider of medications and/or supplements used
  - Inform healthcare provider of any past or present medical conditions or surgeries
  - Ask questions if you do not understand
  - Follow treatment plan to best of ability in order to achieve the expected outcome
  - Treat healthcare personnel with respect

(American Cancer Society, 2014)
Taking Control through Technology

- Technology resources help...
  - Inform in a variety of formats
  - Instruct
  - Record and graphically display
  - Guide and recommend
  - Remind/Alert
  - Communicate with HCP/patients and/or provide links to social networks
Reminder

- Always use **caution** when entering health data
- Do **not** give out sensitive information to anyone
Resources for DIAGNOSING

- These should **NOT** replace a visit to a healthcare provider
- Medline Plus (website w/ mobile version)
  - Find videos, health check tools, preventive measures, symptoms, and more
- WebMD (website w/ mobile version)
  - Check symptoms and possible causes, treatments, medications, first aid, pill identification
Resources for FINDING PROVIDERS

- BetterDoctor (website & app)
  - Read reviews; search for a new dentist or doctor by specialty, location, and insurance

- Vitals-Your Top 10 Doctors (website & app)
  - Find a doctor that fits your needs even when you’re away from home
Resources for MANAGING DRUGS & SUPPLEMENTS

- DailyMed (website)
  - Find FDA labels and other information about marketed drugs
- iPharmacy (app)
  - Identify pills, find your prescription at the lowest price, learn more about your medications or treatment
Resources for HEALTH MANAGEMENT

- Centers for Disease Control & Prevention (website w/ mobile version)
  - Health articles, information on diseases and important public health issues, information about screenings and health promotion
- PubMed (website w/ mobile version)
  - Database for biomedical literature
- Meditoons (website & app)
  - Animations to aid in understanding of common gastrointestinal problems
Other health resource types

- Specific diseases/conditions
  - Hypertension
  - Diabetes Management
  - Pain Management
  - Pregnancy

- Other health & wellness
  - Dental
  - Fitness
  - Smoking Cessation
  - Dermatological Health
References