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April 2002

Point-of-Care Reference Service in a Pediatric Clinic

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Point-of-Care Reference Services in a Pediatric Clinic

PEDIATRIC FAMILY RESOURCE LIBRARY

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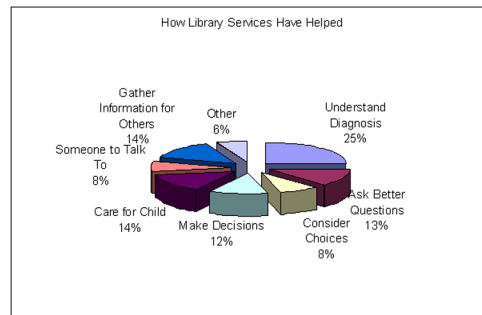
Project Summary:

- The Pediatric Family Resource Library was developed through collaboration between an academic medical library, a hospital library and the Department of Pediatrics.
- The Library is located in the Children's Medical Center, a busy outpatient primary care and multi-specialty clinic.
- The primary goal is to provide more information at the point of care about the child's condition or illness, current treatment options, and its effect on the child, family, and school.



Need for Library:

- Parents want more information than they typically receive in an office visit.
- 37% of the typical patient/physician encounter is spent on education.
- With managed care, health care providers have much less time to spend educating their patients—on the average only 7 minutes per visit.
- Many of these children have very complicated illnesses, and their needs change over time.
- Many are seeing several different specialists at the same time.



Location: 2nd floor Benedict Building.

Outcomes:

- Since the library opened in January 2002:
- We have had 800 visitors/browsers.
 - Issued 165 library cards.
 - Completed 80 searches.
 - The ease of access to information resources and reference services may positively impact clinicians' practices and families ability to care for their children.



The Library Provides:

- A point-of-care reference service staffed 36 hours per week.
- Three specially trained parents and four librarians from the Lamar Soutter Library
- Books and videos for parents to check out with prepaid postage mailers to return the materials.
- Pamphlets.
- Internet searches and access to all of the databases and full-text resources on the Lamar Soutter Library's web page.



A survey was conducted July - September 2002.
 Out of 80 surveys 25 were returned.

A Project of the Lamar Soutter Library funded with LSTA funds through the Massachusetts Board of Library Commissioners.

