Objectives

At the end of this workshop, you should be:

• Aware of the evidence-based e-resources available through the JGH Health Sciences Library
• Able to locate reliable resources from recognized sites on the Web
• Able to assess any health-related resource to determine if you want to use the information
• Aware of the Patient and Family Resource Centre tools and services at the JGH
Main Topics

Finding Information to Share with Patients

- JGH Health Sciences Library e-Resources
- Reliable Consumer Health Websites
- Assessing Websites Yourself
- Patient and Family Resource Centre
- Reminder
1. e-Resources Available at JGH’s Health Sciences Library
Locating the JGH e-Resources

On JGH website:

Four Main Options for Patient Education Resources:

[Evidence-based point-of-care tools]
- Nursing Reference Center Plus
- RxVigilence
- UpToDate
- Natural Medicines
Nursing Reference Center Plus

Click to select Patient Ed
Nursing Reference Center Plus

Explore Evidence-based Patient Education Handouts

These handouts are based on the best available evidence, and include detailed medical illustrations and Spanish-language versions for nearly all handouts. Nurses can custom print handouts for each patient, adding personalized care notes. Patients will find them easy to read and use.

Top Handouts

- **Handouts for Diabetes**: Handouts to help educate patients on important areas like lifestyle changes, to better manage this chronic condition. 
  - View Topics

- **Handouts on Wound Care**: Handouts related to wound care, including topics on drain care to prevent infection and promote healing. 
  - View Topics

- **Heart Disease Handouts**: Over 100 handouts related to heart diseases, including topics on management of high blood pressure to improve heart health. 
  - View Topics

jgh.ca
Can Refine Results using the options on the left (Age, Gender, etc.) or by using the Advanced Search.
Diabetes Insipidus

Definition
Diabetes Insipidus (DI) is a condition where water in the body is improperly removed from the circulatory system by the kidneys.

There are 2 forms of DI:
- Central diabetes insipidus (central DI)
- Nephrogenic diabetes insipidus (NDI)

Causes
Antidiuretic hormone (ADH) controls the amount of water reabsorbed by the kidneys. ADH is made in the hypothalamus of the brain. The pituitary gland, at the base of the brain, stores and releases ADH.
Nursing Reference Center Plus

Print

Add customized information to your print out:

- Include Acknowledgement Page

Patient's Name

Healthcare Provider's Name

Department

Phone

Advanced Options

Print  Cancel

Notes

B I U  

Advanced Options

Print  Cancel

Notes
RxVigilance

August 2019

New products added this month

<table>
<thead>
<tr>
<th>Medication</th>
<th>JAMP/YARDENAFIL CDT</th>
<th>10MG</th>
<th>DEBINT. TAB</th>
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<tr>
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<td>4G</td>
<td>INJ.POWDER</td>
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</tr>
<tr>
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<td>8G</td>
<td>INJ.POWDER</td>
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<tr>
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<td>2MG/ML</td>
<td>INJECTABLE</td>
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</tbody>
</table>

Dynamic Tools

- Profile Editor
- Profile Editor (New!)
- Calculation Tools
- Information and Coverage
- Pediatric Dosages
- Phone Book (Clinic)
- Professional Documentation

Public Information

- Drug Schedules
- Laboratory Tests
- Medication Pictograms
- Patient Information Sheets
- Travel Health

jgh.ca
Can use Other indexes to filter for specific subjects
Anemia

Anemia occurs when there is a decrease in the number of red blood cells in the blood. Certain nutrients (iron, vitamin B12, and folic acid) are required to make red blood cells. The role of these red blood cells is to carry oxygen from the lungs to the rest of the body. When the number of red blood cells is too low, the blood cannot carry an adequate supply of oxygen, resulting in certain symptoms, including:
- Fatigue and weakness
- Paleness
- Shortness of breath
- Dizziness
- Headache

Anemia can develop very slowly, and symptoms vary depending on the severity of the condition. As a result, some have no symptoms at all, while others may experience symptoms during physical effort only.

Causes and triggers

There are many causes of anemia. The main ones are blood loss (e.g., menstruation, injury, childbirth or surgery), inadequate red blood cell production (e.g., iron, folic acid or vitamin B12 deficiency), and excessive destruction of red blood cells (e.g., autoimmune reaction). Blood tests are required to establish a diagnosis and identify the type of anemia.

Certain factors increase the risk of developing anemia, such as:
- A diet that is low in iron, vitamin B12, and folic acid
- Intestinal disorders that limit the absorption of nutrients (e.g., Crohn’s disease, celiac disease)
- Menstruation
- Pregnancy
- Certain chronic health conditions (e.g., cancer, kidney failure)
- A family history of anemia
- The use of certain medications
- Age (> 65 years)

Treatment

Treatment will depend on the cause and severity of your anemia. Based on the type of anemia you have, your healthcare provider may recommend the use of supplements (iron, vitamin B12, folic acid) or certain medications. In more severe cases, blood transfusions may be necessary. If the cause is related to a health issue, treatment of the issue should also increase red blood cell levels.

To prevent certain types of anemia, patients may take supplements or eat foods that are rich in iron, vitamin B12 or folic acid.

When should I see a medical professional?

Consult a medical professional if you experience prolonged fatigue or if you have symptoms suggestive of anemia.
Search two ways:
1. Directly from Search bar
2. Click on **Contents** and select **Patient Education**
Search Method 1

Click on the Patient option for the Patient education documents to appear at the top
UpToDate

Can select The Basics or Beyond the Basics

Diabetes

*The Basics* are short (1 to 3 page) articles written in plain language. They answer the 4 or 5 most important questions a person might have about a medical problem. These articles are best for people who want a general overview.

**Blood sugar monitoring**

- Hemoglobin A1C tests (The Basics) [View in Spanish]
- The ABCs of diabetes (The Basics) [View in Spanish]

Diabetes in children

Beyond the Basics articles are 5 to 10 pages long and more detailed than *The Basics*. These articles are best for readers who want a lot of detailed information and who are comfortable with some technical medical terms.

**Blood sugar monitoring**

- Self-monitoring of blood sugar in diabetes (Beyond the Basics)

**Diabetic kidney disease**

- Diabetic kidney disease (Beyond the Basics)
NATURAL MEDICINES

The most authoritative resource available on dietary supplements, natural medicines, and complementary alternative and integrative therapies.
Search Natural Medicines

Valerian

Scientific Name
Background
People Use This For
Safety
Effectiveness
Dosing & Administration

Adverse Effects
Toxicology
Interactions with Drugs
Interactions with Herbs & Supplements
Interactions with Foods

Interactions with Lab Tests
Interactions with Diseases
Mechanism of Action
Pharmacokinetics
Classifications

Valerian Professional Monograph
All-Heal, Amanitilla, Bairdzi, Bairdiawurzel, Belgium Valerian, Common Valerian, Fragrant Valerian, Garden Heliotrope, Garden Valerian, Grande Valerlane, Guérit Tout, Herbe à la Femme Meurtre, Herb...

Red-spur Valerian Professional Monograph
Alféroze, Barbe de Jupiter, Bouncing Bess, Bosvs and Soldier, Centranther Rouge, Centranthe, Delicate Bess, Drunken Sailor, Fox’s Brush, Jupiter’s Beard, Liles d’Espagne, Milliopores, Pretty Betsy, Red...
Valerian

Scientific Name
Valeriana officinalis, Valeriana edulis, Valeriana angustifolia, Valeriana jatamansi, synonym Valeriana wallichii, Valeriana sitchensis, Valeriana fauriei.
Family: Valerianaceae.

Background
### Consumer Information and Education

**Valerian**

**What is it?**

Valerian is an herb. It is native to Europe and parts of Asia but also grows in North America. Medicine is made from the root.

Valerian is most commonly used for sleep disorders, especially the inability to sleep (insomnia). Valerian is also used orally for anxiety and psychological stress, but there is limited scientific research to support these uses.

In manufacturing, the extracts and oil made from valerian are used as flavoring in foods and beverages.

**Is it Effective?**

Natural Medicines rates effectiveness based on scientific evidence according to the following scale: Effective, Likely Effective, Possibly Effective, Possibly Ineffective, Likely Ineffective, and Insufficient Evidence to Rate.

The Effectiveness ratings for Valerian are as follows:

- **Effectiveness:** Possibly Effective
  - Inability to sleep (insomnia). Although some conflicting research exists, most

### Information et éducation des consommateurs

**VALÉRIANE**

**Qu’est-ce que c’est?**

La valériane est une plante. Elle est originaire d’Europe et de certaines parties d’Asie, cependant, elle pousse aussi en Amérique du Nord. Les racines sont utilisées pour fabriquer des médicaments.

La valériane est largement utilisée pour les troubles du sommeil, notamment l’insomnie (incapacité à dormir). La valériane est aussi utilisée par voie orale pour l’anxiété et le stress psychologique, mais les études scientifiques sont limitées pour appuyer ces usages.

Dans l’industrie manufacturière, l’huile et les extraits de valériane sont utilisés comme aromatisants dans les aliments et les boissons.

**Est-ce efficace?**


Les évaluations pour VALÉRIANE sont réparties comme suit :

- Éventuellement efficace pour...
  - L’insomnie (incapacité à dormir) Des résultats contradictoires existent, mais la plupart des études montrent que la prise de valériane peut réduire le temps
2. Reliable Consumer Health Websites
Medical Library Association

Scroll down for:
- Cancer
- Breast Cancer
- Diabetes
- Eye Disease
- Heart Disease
- HIV/AIDS
- Stroke

Please Note: US specific

https://www.mlanet.org/p/cm//ld/fid=397
MedlinePlus – US National Library of Medicine

- World’s largest medical library
- Updated daily
- Detailed information and many links – mainly to US government sites

https://medlineplus.gov/
Quebec:
• **Old:** Portail santé mieux-être
• **New:** Quebec.ca/Health
Not all content has been transferred yet

**Bilingual!**
Government Websites: Canada

https://www.canada.ca/en/health-canada.html

Professional Medical Associations

Created their own patient education materials and/or entire websites

Examples:

- Canadian Paediatric Society: [https://www.caringforkids.cps.ca/](https://www.caringforkids.cps.ca/)
- American Psychiatric Association: [https://www.psychiatry.org/](https://www.psychiatry.org/)
- European Society for Medical Oncology: [https://www.esmo.org/](https://www.esmo.org/)
Other Hospitals

- CHUM Patient Handouts: https://www.chumontreal.qc.ca/fiches-sante
- MUHC Patient Portal: https://www.muhclibraries.ca/patients/
- Centre for Addiction and Mental Health (TO): https://www.camh.ca
- University Health Network (TO): https://www.uhn.ca/PatientsFamilies/Health_Information
- Brigham and Women’s Hospital (US): http://healthlibrary.brighamandwomens.org/
Other Hospitals

FICHES SANTÉ
Explorez notre collection de fiches produites avec les experts du CHUM. Elles vous informent et répondent à vos questions, pour vous aider à comprendre votre état de santé, vous préparer à un examen, faire des choix éclairés et plus encore.

Recherche par sujet
- Choisir votre sujet -
  Ablation par radiofréquence - Une façon de traiter votre trouble du rythme cardiaque
  accommodateur vaginal - Des exercices à faire
  Achalasie de l’oesophage
  Acouphène
  Activité physique et cancer colorectal

https://www.chumontreal.qc.ca/fiches-sante

Health Information

Patient Education and Engagement Program
The Patient Education and Engagement Program provides patients and families with materials and resources to help make informed health decisions. Explore the sections below to see what our program has to offer you.

- Search for Health Information
- Classes & Events
- Patient & Family Learning Centres
- Watch Health Videos

https://www.uhn.ca/PatientsFamilies/Health_Information
Illness Specific Non-Profits and Charities

- Heart and Stroke Foundation of Canada: https://www.heartandstroke.ca/
- Canadian Cancer Society: http://www.cancer.ca/en/?region=qc#
- Crohn’s and Colitis Canada: https://crohnsandcolitis.ca/
- Leukemia and Lymphoma Society of Canada: https://www.llscanada.org/
- Canadian Mental Health Association: https://cmha.ca/
- Diabète Québec: https://www.diabete.qc.ca/
- Diabetes Canada: https://www.diabetes.ca/

Also look for Local vs. Provincial vs. Federal geographical options
Need to search for certain key phrases:
• About / What is ...?
• Basics / Learn more
• Information / Resources
• Patients and Families
• Publications
• Research (sometimes)
3. Assessing Websites Yourself
Assessing Websites for Yourself

HONCode (https://www.hon.ch/en/)

• Health On the Net Foundation: non-governmental and non-profit foundation with ties to the World Health Organization
• Promotes transparent and reliable health information online
• Websites:
  • Apply for certification based on whether the site respects their eight certification principles (next slide)
  • Assessed and changes suggested
  • Certified and added to their search engine (over 8000 sites)
  • Display logo, generally at the bottom
Assessing Websites for Yourself

HONCode Principles:

1. Authority: Give qualifications of authors
2. Complementarity: Information to support, not replace healthcare professionals
3. Confidentiality: Respect the privacy of the site users
4. Attribution: Cite the sources and dates of medical information
5. Justifiability: Justification of claims / balanced and objective claims
6. Transparency: Accessibility, provide valid contact details
7. Financial Disclosure: Provide details of funding
8. Advertising: Clearly distinguish advertising from editorial content
Assessing Websites for Yourself

Trust It or Trash It? (http://www.trustortrash.org/)

- Basic questions to help you think critically about the quality of the health information
- Works for any format: websites, handouts, booklets, etc.

1. Who said it?
2. When did they say it?
3. How did they know?
Assessing Websites for Yourself

Who Said It?
• Who wrote it?
• Who provided the facts? Where did the facts come from?
• Who paid for it?

When did they say it?
• When was it written or updated?

How did they know?
• How do you know this information pertains to you?
• Does the information seem reasonable based on what you already know?

Check for recent postings, tweets, copyright, etc.
4. Patient and Family Resource Center at JGH
https://www.jgh.ca/patients-visitors/patient-family-resource-centre/

Please Note: This is the Patient & Family Resource Centre website.
For information about your medical records, contact the Medical Records Department at 514-340-8202.
For all test results, contact your medical team.
For information about a patient, contact Admitting at 514-340-8211.

Being informed means being a partner in your health. It means working with your health care provider to make important decisions about your health.

The PEN collection is a consumer health database created by the JGH Patient Education Network (PEN) to help you and your health professional find and access reliable, up-to-date consumer health information using one easy-to-search resource. It includes handouts, booklets, books, websites, videos and more.

To access the PEN database, please click here for now.

Search Tips
Services and resources specific to the Patient and Family Resource Center include:

- **PFRC Book Collection.** A collection of over 350 consumer health books that cover a wide variety of subjects.

- **PEN Database.** A curated collection of books (including the Hope & Cope libraries), JGH publications (pamphlets, handouts, booklets) and links to consumer health websites that is searchable by patients, staff and the general public directly from the JGH website. Click here to access it.

- **InfoRX Service.** A personalised service in which a medical librarian conducts a search for information specific to the questions of the patients, their families and their healthcare providers. For more information, click here.
Patient and Family Resource Center

PEN Database – currently a link to the old site but still functional!

Welcome to the Patient & Family Resource Centre (PFRC)

Search the PEN Collection

Ask a Health Information Specialist

Type in your keywords to get started
Browse Health Websites

Browsing for health information online involves more than clicking on reliable websites. You also need to trust that the sites will respect your privacy.

Some free health-related sites can collect and use information about you, without your permission. For example, they can build a profile of you from your search interests and online behavior and then sell it to third parties for targeted advertising.

The PFRC suggests that you check to see if the site displays the HONcode logo. This indicates that the site has been certified by the Health on the Net foundation and that it respects the organization’s eight principles, including protecting the user’s privacy.

To learn more, visit our page on Evaluating Online Health Information.

Disclaimer: This information should not be considered as medical advice. It is not to be used in place of a visit with a doctor, nurse or other healthcare professional. If you have questions about your individual medical situation, please consult with your healthcare professional.
General and Family Health

General Health
Child and Teen Health
Women’s Health
- Menopause
Men’s Health
Senior Health
Family-Related:
- Fertility & Prenatal Screening
- Pregnancy & Childbirth
- Premature Babies
- Breastfeeding
- Parenting

Refugee and Immigrant Health
LGBT Health
Mental Health:
- Child & Teen Mental Health
- Adult Mental Health
Addiction:
- Addictions Among Youth
- Addictions Among Adults
Travel
Patient and Family Resource Center

At the Jewish General Hospital
- Gynecology Oncology Health Information Service
- Hope & Cope

Montreal-Area
- McGill University Health Centre (MUHC) Patient Education Office
- Includes specific guides on: "Cancer", "General Health", "Surgery" or "Children's Health" to see their guides
- Montreal Children's Hospital Family Resource Library
- Neuro-Patient Resource Centre (Montreal Neurological Institute and Hospital)
- Santé Montréal (Health and social services in Montréal)

To speak to a nurse or social worker for a non-urgent health issue (24/7), call Info-Santé at 8-1-1

Quebec and Canada
- Quebec.ca (Provincial health information and services)
- Régie de l'assurance maladie du Québec (Provincial health insurance board)
- List of medications covered by RAMQ (Basic prescription drug insurance plan)
- Health Canada
- Public Health Agency of Canada

US and Other International Sites
- MLA Top Health Websites (US Medical Library Association)
- FamilyDoctor.org (American Academy of Family Physicians)
- Healthline (HOICode certified consumer health website)
- MedlinePlus (US National Library of Medicine)
- Mayo Clinic (US Not-for-profit academic medical centre)
- Centers for Disease Control and Prevention (US Public Health Institute)
- UpToDate (Evidence-based clinical decision support reference - For Advanced Users)

Page last updated on JUNE 27, 2019
The PEN database and the Browse Websites pages are being updated regularly.

To add patient education materials to the PEN Database or Browse Websites pages, please do not hesitate to contact the PFRC librarian at library.jgh@mail.mcgill.ca

In addition to helping patients and family, the PFRC librarian also helps staff with the development of patient education materials.
Patient Education Resources

Welcome to our collection of consumer health materials!

In keeping with the JGH vision, the Patient Education Collection has made a commitment to supporting patient-centred care, which sees the patient acting as a partner in their care whose unique needs are heard and respected.

Several factors make it difficult to access reliable and up-to-date health information:

- lack of time
- too many deceptive or incorrect online sources
- lack of awareness of website quality indicators

The Patient and Family Resource Centre acts as an access point for health information that patients and their healthcare providers can rely on. Here are some of our offerings:
Patient Education at JGH

PEN Database:
Contains reliable sources selected by JGH librarians and includes material created by JGH specifically for their patients. It also has the potential to help minimize the duplication of effort and encourage interdisciplinary collaboration.

Health Information Service (InfoRx):
Personal meeting with the PFRC librarian to search for relevant online health information.

Services for staff:
- Assistance in the creation of educational materials for patients.
- Editing for readability service to improve the readability of educational materials for patients.
- Finding reliable sources of information (web links) that can be integrated into patient documents.
- Free 1-hour training sessions on "Finding information to share with patients" or "Creating effective educational materials for patients".

To recommend material for the Patient Education Collection, please contact the Patient and Family Resource Librarian at 514-340-8222 extension 22391 or library.jgh@mail.mcgill.ca.

For information about how to submit material, please go to the Submission page.
5. Reminders
Reminders

- The Patient and Family Resource Librarian is available for one-on-one help (part-time):
  Mary Kalogerakis 514-340-8222 ext. 22438
  mary.kalogerakis.ccomtl@ssss.gouv.qc.ca
  Tuesdays (all day), Wednesday (AM), Thursday (AM)

- Alternative contact information:
  library.jgh@mail.mcgill.ca
  514-340-8222 ext. 22391 (Julia Kleinberg)

- This presentation will be placed on the JGH website for future reference.