Consumer Health Information Service

Susan Murray
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What is the Consumer Health Information Service (CHIS)?

CHIS is a free and confidential provincial service that provides a range of information to help consumers make informed health care decisions.

CHIS also has a federal role as the Complementary and Alternative Health Affiliate for the Canadian Health Network
www.canadian-health-network.ca

How Did CHIS Originate?

CHIS began as a pilot project funded by the Health Strategies Fund and opened in February 1992.

Founding partners were:
- Faculty of Information Studies, U of T
- Consumers’ Assoc. of Canada (Ontario)
- University Health Network (formerly Toronto Hospital, General Division)
- Toronto Reference Library
- Centre for Health Promotion, U of T

Who Funds CHIS?

- Ministry of Health and Long-Term Care
- In-kind support from Toronto Public Library
- Canadian Health Network project funded by Health Canada
What Services Does CHIS Provide?

★ Walk-in service
★ Local Phone
★ Toll-Free Phone
★ Quick Info, Referrals, Information Packages
★ E-Mail
★ Website
http://www.tpl.toronto.on.ca/uni_chi_index.jsp
★ Staffed by experienced health sciences librarians

What Services Does CHIS Provide?

★ Health Talks
★ Course on “Locating Reliable Information on the Internet”
★ Selects health and medical sites for the Toronto Public Library’s Virtual Reference Library http://vrl.tpl.toronto.on.ca/
★ Resource for others providing consumer health information

VRL: A-Z Subject List (Health & Medicine)
- Alternative and Complementary Medicine
- Anatomy and Physiology
- Child and Adolescent Health
- Death and Dying
- Dental Health
- Diseases, Disorders and Conditions
- Drugs
- Environmental Health
- General Resources
- Geriatrics
- Health Care System
- History and Biography
- Magazines, Journals and Indexes
- Medical Tests
- Men's Health
- Nursing
- Nutrition and Diet
- Occupational Health
- Physical Fitness and Exercise
- Pregnancy and Childbirth
- Preventive Medicine
- Public Health
- Rehabilitation
- Resources in Language Other than English
- Sports Medicine
- Substance Abuse and Addiction
- Support Groups
- Surgery
- Travel Health
- Women's Health
- Wounds and Injuries

Material in other Languages

★ A-Z Subject List
★ T:Translation & Multilingual Sites
★ Sites found in this subject: 16

★ The 24 Languages Project: Health Education Brochures in Multiple Languages
http://medlib.med.utah.edu/library/refdesk/24lang.html
Electronic access to over 200 health education brochures in 24 languages. Developed by the Spencer S. Eccles Health Sciences Library and the Utah Department of Health's Bureau of Primary Care, Rural and Ethnic Health. German, Hmong, Japanese, Korean, Lao, Portuguese, Romanian, Russian, Thai, Vietnamese, Arabic, English, Spanish, Armenian, Chinese, French, English
Material in other Languages

- Resources Other than English

- Top: Health and Medicine: Resources in Languages Other than English

  - Arabic
  - Chinese
  - Dutch
  - Farsi
  - French
  - German
  - Greek
  - Italian
  - Japanese
  - Korean
  - Other Languages
  - Polish
  - Portuguese
  - Russian
  - Spanish
  - Thai
  - Vietnamese

What is in the CHIS Collection?

- Approximately 3,700 books
- 235 periodical titles
- 3,000 pamphlets
- 550 subject files
- 800 videos
- Networked databases: Health and Wellness Resource Center, AltHealthWatch

What Information is on the CHIS Website?

- Healthnavigators – Annotated Guides
- Consumer Health Collection Guide
- Core Collection of Recommended Titles
- Bibliography of CHI Readings
- Dewey Decimal “Cheat Sheet”
- List of CHIS Periodicals
- List of CHIS Subject Files
- Frequently-Asked Health Questions

What Are Some Challenges that CHIS Faces?

- Sufficient Funding
- Competing Priorities
- Competitors
- Time/Staff to Market the Service and Be Involved in Partnerships
- Increased Service Expectations
Consumer Health – Essential Resources

★ CAPHIS (Consumer and Patient Health Information Section of the Medical Library Association)
★ Website: http://www.caphis.mlanet.org/
★ Newsletter: Consumer Connections
★ National Directory of Consumer Health Libraries
★ Discussion List

Recent CHI Publications