

Appendix C
Trainer's Notes

CLIC on Health Classes for Seniors

Overview of Classes: Instructor's Notes

I. Before classes:

Divide seniors into 3 groups, depending on their self-reported experience with computers and the Internet.

1. Absolute beginners—no computer experience—start w/2 sessions of Computer Basics
2. Some computer experience, no Internet experience—1 session of Computer Basics, then Web Basics class, 2 Health Web sites classes
3. Internet Experience—Health Web site sessions only

Plan to teach up to 5 at a time. Teach one concept—then do exercise for that concept before moving on.

II. Intro to the project (Why are we here)

Give your name, contact info

A. Goal

Our reason for being here: CLIC on Health's **goal** is to help people in the Rochester area find high-quality healthcare information and resources they need to make wise lifestyle and healthcare choices. To reach that goal, CLIC provides:

- a Web site of quality health information, both local and national resources
- Classes in using computers, the Internet, and the Web sites

B. Why?

People who are well-informed about their health conditions can take better care of themselves and participate better with their doctors in making decisions about their care. (Patient education results in fewer doctor visits, fewer complications, fewer hospitalizations, Bartlett, Edward E. "Cost-benefit analysis of patient education" Patient Education and Counseling 26 (1995) 87-91.)

Doctor appointments can be very brief. Sometimes have questions later. Health Web sites aren't intended to replace information from the doctor, but to supplement it.

C. Focus Activity: Ask seniors to take a minute to think of a reason they came to the class today (or to the senior center), and to share it. Or ask if there is any particular thing they're hoping to learn.

D. Some things we will learn to do in the classes:

- Find information about any health condition you, a family member, or a friend might have, what research is being done on it
- Look up information about your doctors—where educated, are they board certified? Have they had any legal actions against them?
- Look up information about your medicines: how they work, side effects, how to store, do they interact with other medicines you take?
- Find instructions about Medicare Section D, EPIC
- Do your own health proxy or living will online

I. Target Audience

Seniors who self-report little or no computer experience

II. Materials

Computers w/Internet Access, Projector
Powerpoint show

Handouts

Pre & Post-test or survey

Powerpoint slides handout

Exercise sheet

Evaluation form

Freebie, such as CLIC on Health pens, bookmarks, refrigerator magnet, etc.

III. Before Class

Prepare the computers for mouse practice:

- Add JigZone site to favorites <http://www.jigzone.com/g.php?14> for practice (slide 11). Start w/6 piece puzzle. Turn on the computer's speakers for satisfying sound effects when a puzzle piece is properly placed. (Settings>Control Panel> Sounds& Audio>Volume)
- Add SeniorNet's Mouse Exercise to Favorites <http://www.seniornet.org/howto/mouseexercises/mousepractice.html>
(We'll probably add this to the CLIC Web site under Computer Tutorials)
- Put Solitaire or other Game shortcut on the Desktop, if it's not already there (Start>Programs>Games)

IV. Slide 1: Intro

A. Focus activity & motivation

[Ask who likes to play cards, jigsaw puzzles, has health ques. Ask what they'd like to do on computer. Ask why they come to senior center. If they answer food, be connected w/others. Internet can connect them w/others, keep up to date. Learning something new can keep their minds healthy.]

Why use computers?

Play computer games, send email. Can type letters if your handwriting is hard to read.

Why use the Internet?

Can use email to write to family & friends. Can use Web to look up info about favorite topics, or play games, read news, book plane tickets. Can look up health info.

Why look up health info?

Check info about medications, conditions you or family has. Look up info about doctors. If you plan to have a medical test or procedure, you can find descriptions of what to expect. Can find the results of medical research. Get latest info about nutrition and staying well.

Purpose of CLIC on Health seniors project: know about and use reliable health info sources on Web, but need to know how to use computer & Web 1st.

Some people worry they'll break a computer—can't break by pushing buttons or keys. If drop on floor, or open w/ a screwdriver, can break it.—but otherwise, don't worry, try things.

C. Feel free to call or email if have questions after class—or ask senior center staff.

V. Computer Basics slideshow

A. Slide 2: Goal of Computer Basics Classes—to be able to use computer well enough to navigate the World Wide Web, not to become computer experts.

B. Slide 3: Today we will

C. Slide 4: Parts of computer—and what it does.

Console (actual computer and memory in this. Where processing, calculating happens. The “brains”)

Computer Screen (displays what computer is doing)

Mouse (for pointing & clicking—tells computer what we're interested in)

Keyboard (for entering info. Computers don't have ears yet.)

Printer

Questions? Any other parts you'd like to know?

Exercise sheet: Exercise 1: parts of computer. When ready to move on, put exercise sheet on top of computer monitor.

C. Slide 5: the Mouse

- Use the mouse to point at something on the computer screen.
- Clicking the left button on the mouse gives the computer a command.

- The bottom of the mouse has a ball or a small red light which records movement on the tabletop and moves the arrow around on the computer screen.
- Using the mouse takes us from page to page on the Web.

D. Slide 6: Holding the Mouse—If get good at using mouse, won't need to type as much.

E. Slide 7: Moving the Mouse

F. Slide 8: Pushing Buttons

- Almost every computer mouse has 2 buttons –left and right—and each has special functions. We will use only the left button-- the command button.
- When you press the left button, you will hear a small click. This is why we commonly say “click” on this or that when referring to commands on the Internet. Make your click a quick click, just like you would say “piz-za.”
- Hold the mouse steady while you click or the computer will get confused.

G. Slide 9: Mouse actions or mouse vocabulary

H. Slide 10: Cursors (picture of swear word symbols)

How do you know when to click?

- As you move your mouse around, you might notice that the arrow on the screen sometimes changes shape.
- You will see a blinking I , or a hand with a pointing finger, or the familiar arrow. Each symbol means something different on a web page:

I = text seen here or to be typed here

Hand = link to another page

Arrow = helps you navigate around the screen

We'll learn about the double arrow cursor in the next class.

I. Slide 11: Mouse Practice

Mousercise (thru CLIC on Health)

Jigzone if time. Choose a puzzle category, and choose a 6 piece puzzle to start.

J. Slide 12: Next Class & Homework: Practice using the mouse. Try a jigsaw puzzle at Jigzone or solitaire under *Games*. [*Demo how to access games.*]

See you next class! If any questions, contact me or senior center staff.

I. Materials

Computers w/Internet Access, Projector
Powerpoint show

Handouts

Pre & Post-survey?

Powerpoint slides

Exercise sheet

Evaluation form

Freebie: CLIC on Health pens, bookmarks, pillboxes, etc

II. Before Class Preparation

Add Notepad shortcut to desktop to use in Exercise 4 (Start>

Programs>Accessories>Notepad—right click on Notepad to create shortcut)

Add Computer & Tutorial Page to Favorites for easier access

(<http://www.cliconhealth.org/orgmain.asp?orgid=525&storyTypeID=1&sid=&>)

III. Slide 1: Intro

A. Focus Activity- Who has used the computer since the last class—how did it go? Any successes? Any problems? Any questions?

Mouse review—left Click mice together (to the rhythm of “pizza”)

B. Slide 2: What we'll cover today

C. Slide 3: The Desktop

1. The screen is called the **desktop**. Sort of like the dashboard of car.
Shows everything you need to “drive” computer. What's on screen?
Shortcuts to programs.
2. Lightly left doubleclick on browser icon.—big blue E. Window opens.
3. The **e** will show on the taskbar at the bottom. The taskbar shows which programs are open.
4. Left doubleclick on Notepad shortcut. This is a simple word processing program which could be used for writing letters.
5. **Start** button. Click on Start for a variety of options.

C. Slide 4: Windows

1. Bars:

Titlebar—shows name of page or document you're using

Menu bar—click on **File**, opens a menu of options

Tool bar—special tools for using the program (or browser)

Address bar—address of Web page. Each Web page has its own address.

Scrollbar—at right of window and at bottom if the whole page doesn't show in the window. Like a paper towel roll—can roll through rest of page.

2. Buttons

Minimize—Window still open, but doesn't show on desktop. Will show on task bar. Click on name on task bar to re-display window.

Resize—Click on Square to maximize window (will fill whole desktop).
Click on 2 squares to reduce window (can set this size)

Close —Click on X to close the window.

3. Demo & practice:

- a. Pointing and clicking—Minimize, maximize—reduce, close
- b. Dragging—hold left button of mouse down & move mouse
 - i. scrollbar to read more of the Web page
(optional: ii. titlebar—to move window
 - iii. corners of window—cursor changes to double arrow—to resize window)

4. Exercise 1 and 2

D. Slide 5: Cursors (review)

E. Slide 6: Keyboard

1. Same order as typewriter keys.
2. Top row—F keys or function keys—don't need to know
3. **Enter** to send (don't need to hit enter at end of line as on a typewriter)
4. Top right of typewriter box—**backsp** (erase to the left) **del** key—to delete letters to right of cursor. These are important keys to know if you make a lot of mistakes when typing.
5. Arrow keys—can use instead of mouse to move around
6. **Shift** key to capitalize.
7. Dialog boxes—click on and type in. ex. Web page address box:
medlineplus.gov
8. *Demo how to access the Keyboard for Exercise 3. (CLIC on Health Homepage>About Us>Computer & Web Tutorials>The Keyboard)*
9. Exercise 3
10. *Demo how to access Notepad & type your name, etc., for Exercise 4 (if time)*
11. Exercise 4

F. Slide 7: Next Class

The Internet, mainly the World Wide Web!
Meanwhile, practice playing with the Internet Explorer window, typing in Notepad. Pay special attention to what the cursor looks like—arrow, double arrow, hand, bar.

See you at the next class!

I. Materials

Computers w/Internet Access, Projector
Powerpoint show

Handouts

Pre & Post-test survey
Powerpoint slides
Exercise sheet
Evaluation form
Freebie: CLIC on Health pen, bookmark, magnet, etc

II. Intro

A. Slide 1: Intro

How did practicing go? Any successes? Any problems or questions?
Who has used World Wide Web? Today we will learn about it.

B. Slide 2: What we'll cover

- Overview of the Internet & World Wide Web
- Internet Explorer: using links
- Using Google to search the Web
- Printing Web pages

III. Slide 3: What is the Internet?

1. Network of computer networks--what's different about it from any other computer network:
 - a) All kinds of computers can communicate, as long as use same communication rules
 - b) Any computer on Internet can communicate w/ any other computer on Internet
2. When one communication network is down, can go through another network
3. Info can be sent from one computer to another in < 1 second.

IV. Slide 4: What is the World Wide Web?

Internet is a bunch of computers & cables (network)

WWW is a global info system. Like a big book of pages (Web pages), but pages are on computers all over the world. Links on each page connect one page to another.

V. Using the Web [*Demo the material on Slides 5-9, then have the participants try it. The slides are for reference.*]

A. Slide 5: Getting to the Web

Computer needs to be connected to the Internet.

On the desktop, double click on the blue e (IE shortcut) to open the Web browser.

The browser window will open to the homepage.

- Notice the Web address for the page.

[Demo this & have everyone do it.]

B. Slide 6: Links

Click on links. Cursor arrow turns into a hand. IE icon in upper right corner moves to show that it has contacted the remote computer and is downloading the Web page for the link you requested.

Do Exercise 1: Links

C. Slide 7 & 8: Toolbar

Toolbar: back, arrow by back, forward, stop, home

D. Slide 9: Scroll bars

Exercise 2: Tool Bar

E. Slide 10: Web addresses

Parts of an address: 1) Name of server: usually www

2) Name of organization or Web site: cliconhealth

3) Domain: the type of organization providing the page
(org)

4) / directory or pathway to file/filename.

The address is unique for each of billions of pages on Web

F. Slide 11: Typing Web Address

Don't need to type http:// Security: https:// Will show a padlock on lower right on status bar

(if using credit card—make sure it's a secure site—padlock on status bar. If not there, don't put in credit card number. Don't give out social security number—ex. amazon.com).

Exercise 3: Web addresses

G. Slide 12: Error Messages

H. Slide 14-15: Google

What is it, Why use it

Search only most important words

[Demo]

Watch out for sponsored results *[show]*
Searching Images *[Demo]*

Exercise 4: Google search

I. Slide 16 Printing *[demo]*

Exercise 5: printing

VI. Next class:

Click on Health Web site. Bring a health topic you're interested in to search.

I. Materials

Computers w/Internet Access, Projector
Powerpoint show

Handouts

Pre & Post-Survey
Powerpoint handouts: 2 slides per page
Evaluation form
CLIC on Health doodads (pens, bookmarks, etc)
CLIC on Health's Health Web sites brochure
Stabins Wellness Information Center bookmarks

II. Preparation

Set CLIC on Health as home page (or add to Favorites)

May want to set computer's Accessibility Options for better readability (Control Panel>Accessibility Options>Display) Check "Use High Contrast". Click on "Settings", Choose "High Contrast White" for **Your current high contrast scheme is.**

Use **Shift left-Alt PrtScr** buttons to shift from Accessibility display to regular display.

III. Intro [Slide 1]

A. Focus Activity

Has anyone used the computer since the last class? Find anything interesting? Had any problems?

B. Today's Goal [Slide 2]

1. Find Rochester area health information, including
CLIC on Health Website
RGH Wellness Info Center
2. Find information about doctors using NYS Doctor Profile, especially your doctor
3. Use MedlinePlus overview & ADAM Medical Encyclopedia
[Take a minute to discuss these goals with seniors—what are their goals for the session?]

C. What is CLIC on Health? [Slide 3]

Community Library Information Collaboration on HealthJoint project of Rochester area libraries—hospital, public, academic and local health organizations—hospitals, agencies, to provide health information to people in the Rochester area

Provides:

- A Web gateway to

- Rochester area health information and services
- High quality national health information
- Training in the use of health information on the Web.

RRLC coordinates

Sponsored by grants from NLM, NYS Library, state senator Jim Alesi

[show Web site: About Us]

D. Why use CLIC on Health? [Slide 4]

The more people know about their own health problems, the better they manage their own health, and make it less likely to have complications. They can help their doctor make the best decisions for their care.

1. To find Rochester area services for various health problems—e. g. arthritis, cancer, diabetes, support groups
2. Check information about doctors, medications
3. CLIC on Health links to the best health Web sites with reliable information—librarians & health professionals have screened for you.

More than 50,000 health Web sites exist---some do not have correct information. Half have not been reviewed by a health professional. Sometimes patients, even teenagers produce their own Web sites about their particular health problem or for a class health project.

(Example: Tourette syndrome:

<http://members.tripod.com/~tourette13/> produced by undergrad student)

--Many Web sites give information, but their main purpose is to sell a product

--Can be hard to find reliable Web sites. CLIC on Health does it for you.

IV. Tour of CLIC Web site [slide 5] (demo—slides for reference)

A. How to access

from Public library Web page or Type in address www.cliconhealth.org

1. Health News on Left (Channel 10 TV)

2. Rochester Area Health Services

On Right—Click on Rochester Area Services Tab

B. Rochester Area Services [slide 6-7]

1. Over 400 services are listed. Browse by name or topic

Sample Record: Arthritis Foundation

Sample Record:

Date last updated (each organization is responsible for updating its own record) If no date at top, info is 3 years old.

Parts of record—contact info, may include email & Web site.
Info about the program, events

2. Exercise—find a local service for a health topic of your choice
3. Search box—*[demo difference between searching All Topics and Rochester Area Services]*
Searching All Topics will search Rochester Area information AND MedlinePlus Health Topics
4. [If time, show Local Support Groups (under Local tab on homepage)]

C. Local Services Wayne-Ontario County area – *[for residents of those counties only—slides 8-12]*

D. Explore local services exercise [slide 13]

E. Stabins Wellness Info Center [slide 14] (*Show Wellness Info Center bookmarks*)

Free confidential answers to Rochester area residents' health questions
phone #: (585) 922-WELL

Can call—you don't need the computer for this one. The Wellness Center will send an information packet specifically for the health problem you request. (But they don't do students' homework!)

email: wellness @viahealth.org

[optional: show the Stabins Wellness Information Center record under Rochester Area Services]

F. To return to the home page, click on the CLIC on Health logo

V. NY Doctor Profile [slide 13]

Since 2002 practicing physicians in NYS are required to provide info about their medical education, if their office provides language interpreting services, and if they have had legal actions. Most doctors provide additional information about their practices.

Disclaimer—although the site tries to have accurate info, no-one is checking it at the moment. Doctors are legally liable for the information.

A. Access: On CLIC on Health homepage, click on Health and Wellness tab.

B. Search: [slide 15-17] by name or specialty or location (by location—might not get all) (ex. William Morehouse). Shows license #, date of licensure, education—req field, optional fields: practice location, affiliated hospital privileges, insurance, and professional activities.

C. Legal actions: [slide 18-20] Important to check OPMC (Office of Professional Medical Conduct) under “NY Licensee Actions”. This links to the NYS Health Department’s documentation of any state legal actions. If 0 documents are found, there have been no license actions against the physician in the last 10 years. The OPMC link also shows license actions against physician assistants and physicians in other states.

D. Exercise: look up your own doctor [slide 21]

VI. MedlinePlus overview

A. What is MedlinePlus? [Slide 22]

Best starting point for basic, quality consumer health information on Web.

- **Health Topics** info pages for > 700 conditions
- **Drug Info** > 9,000 prescrip and non-prescrip medicines (no herbs)
- **Med Encyclopedia** > 4,000 articles
- **Med Dictionary** for definitions and spellings of 60,000 medical words & phrases
- **Health News** for past month
- **Directories** of drs, dentists, hospitals, and helpful organizations
- **Other Resources** w/ info about 9,000 health orgs
- **Tutorials** for >165 health conditions (includes sound for clients w/low literacy)
- And More

B. Why use MedlinePlus? [Slide 23]

- Lots of high quality info—very comprehensive
- Done by pros-- Reviewed and selected by NLM staff-- world’s largest medical lib
- Updated daily
- No commercials--Only information from government and non-profit health organizations.—no ads, not selling anything
- Spell checker-- helps to spell medical words

IV. Medline Plus demo [from this point on, live demo—slides are for reference.]

A. Accessing MedlinePlus [Slide 24-28]

Watch first, and then you will have a chance to try

1. Start from CLIC homepage> Health & Wellness>MedlinePlus [slide 25-26]

Or type in Web address: MedlinePlus.gov [Slide 27]

2. Do Exercise #1—accessing MedlinePlus [slide 29]

B. MedlinePlus Homepage [Slide 28]

- Categories on Left—we will look at each.
- Search box at top Left—suggest you try categories first—especially **Med Encyc** and **Health Topics**
- **News** in Middle—changes daily. Click on **More News** for last 30 days of news
- **Interactive Tutorials** on Right

C. Medical Encyclopedia [Slide 30]

Watch first, and then you will have a chance to try

- Start w/ Med Encyclopedia to get background info
- 4,000 medical topics. Includes pictures & diagrams. Constantly updated by medical experts.
- Good place to look up lab tests and procedures .
- To access, click on Med Encyc.

1. Med Encyc intro page [Slide 31]

Click on letter of alphabet to browse for topic

2. Sample topic: High blood pressure [Slide 32]

- Thumbnail pictures. Click on them to enlarge.
- Table of Contents
- Underlined words are links to more info.
- Show sections of article.
- Currency of info
- Name, address, credentials of article's author.

Exercise: Your turn: look up your own health topic in the Encyclopedia. [Slide 33]

VII. Summary [Slide 34]

For next class:

Bring a health topic to search, list of medications you take if you want to look them up and see how they interact with each other.

Materials

Computers w/Internet Access, Projector
Powerpoint slideshow
Attendance sheet

Handouts

Post-survey
Powerpoint show handouts
Freebie: CLIC on Health pens, bookmarks, if not given out before
Paying for Healthcare

Evaluating Web sites handout: choice of one of the below:

- MedlinePlus Guide to Healthy Web Surfing
www.nlm.nih.gov/medlineplus/healthywebsurfing.html
- Article about evaluating Web sites from Arthritis Foundation Newsletter, or from bottom of Stabins Wellness Information Center Web page
www.viahealth.org/library/wellnessinfocenter
- National Institute of Aging's Online Health Information: Can You Trust It?
www.niapublications.org/engagepages/healthinfo.asp

I. Preparation

If necessary, set up accessibility options ahead of time to High Contrast White Large. (Under Control Panel>Accessibility Options> Display (click on Use High Contrast and choose Settings) –in case it's needed for *Drug Digest*. (use left **Alt** +left **Shift+PrtScrn** buttons to change to High Contrast)

II. Intro [Slide 1] Our last class

Find any interesting information for your friends since the last class? Any problems or questions?

Today we will cover [Slide 2]

MedlinePlus
Info about Medications (including paying for medications)
If time, we will also use Drug Digest to check drug interactions.
Evaluating reliability of health info on the Web

Does everyone have a topic or medications to search?

III. MedlinePlus

A. MedlinePlus Review [Slide 3]

1. Last class we looked at the Medical Encyclopedia. This class we'll check the other sections.
2. To Access MedlinePlus [Slide 4-5]

B. Health Topics—links to high quality Web sites [Slide 6]

- 740 topics
- thousands of links to government and professional health Web sites.
- No commercial sites or ads
- I'll demo. Watch first, and then you will have a chance to try

1. Health Topics intro page [Slide 7] *[Demo this section. Slides 7-8 are for reference.]*

Browsing choices:

- by letter of alphabet,
- part of body,
- Diagnosis & therapy—good place to find out about tests
- demographic group—Seniors' Health!
- Easy to read
- Low vision

Browse Topics: Demographic Groups>Seniors' Health

Sample topic: High Blood Pressure or Diabetes (or another topic someone suggests)

2. Sample Health Topic Page for High Blood Pressure [slide 8]

- Brief summary of topic with illustration(s), written by National Institutes of Health and other government health departments for MedlinePlus. Synonyms are listed under the topic heading. Related topics are in a box on the right side of the page.
- **Start Here:** Lists links to overviews, especially from National Institutes of Health. If an interactive tutorial is available, it will be listed here.
- **Table of Contents:** Multi-colored tabs list links to more specialized information, including news about the topic in the last 30 days. All items in these categories are listed farther down on the same Web page.
- **Go Local:** Links to local Web sites are listed in a box on the right side of the page. CLIC on Health may add its local health services directory to Go Local in the next few years.
- Click on a link, new Window opens. Note that **Back** button is grayed out. Close window to return to Health Topic Page.

3. Exercise [slide 9]

Look up your own health question in Health Topics. *[If they can't find information on their topic, try using e-medicine. Search the health topic on Google and add "e-medicine" to the Google search box.]*

C. Search [Slide 10-13] *[Demo this. Slides are for reference.]*

Watch first, and then try.

- If can't find anything in Medical Encyclopedia or Health Topics, try Search box.
- If not sure how to spell a word, try anyway. The spell checker will suggest correct spellings
- Search will search all parts of MedlinePlus
- Search Results page will show sections searched and the # of results for each section on the Left side of page

Your turn to try.

IV. Medications

A. MedlinePlus [Slide 14]

- >9,000 prescription and OTC medications listed (most also in Spanish)
- Includes information for over 100 herbs and supplements from Natural Standard.

- 2 Sources for drug info: Medmaster (American Soc of Health System Pharmacists) and USP DI (US Pharmacopeia Advice for the Patient)
 - Medmaster easier to understand
- Brand name refers to generic name
 - e.g. Tylenol > Acetaminophen

1. Drug Info Intro page [Slide 15-16] [*Demo this part. Slides are for reference*]
Watch first

2. Sample Page: Lopressor (hydrochlorothiazide) (diuretic for high blood pressure)
Under Drugs: look at MedMaster version. At top of page, click on browse. Shows
Medmaster & Pharmacopeia versions

3. Herbs and Supplements [Slide 17]
Bottom part of Drugs & Supplements page. (also covers vitamins)

4. Sample Page: ginkgo

Point out the chart that shows how much evidence is available about effectiveness of herb or supplement. Key to grades at bottom of chart:

- A: Strong scientific evidence for this use;
- B: Good scientific evidence for this use;
- C: Unclear scientific evidence for this use;
- D: Fair scientific evidence against this use;
- F: Strong scientific evidence against this use.

Also point out interactions section.

5. Exercise [Slide 18]

Look up a medication of your choice. Choose Medmaster version [find out how to store, or what to do if miss a dose]

Look up an herb or supplement of your choice (vitamin D for example)

B. Paying for Prescriptions—Price Comparisons—AGRx Web site [Slide 19]

The NYS Attorney General's Office recruits volunteers to compare prices for 150 common medications at drugstores throughout the state. Volunteers send in monthly price changes. Attorney General's office reports these on the Web site. By law, each drugstore must publicly post of list of prices for these drugs.

1. To access [Slides 20-21] [*Live demo. Slides are for reference only.*]

On CLIC on Health homepage, choose Medications tab. On Medications page, choose "New York State Attorney General's Office Prescription Drug Price web site."

Or go to www.nyAGRx.org.

2. To search [Slide 22-25] [*Live demo. Slides are for reference only.*]

Can search by City/County or by Zipcode.

3. Prices are listed from cheapest to most expensive [Slide 24]

4. If you can't find prices listed at your drugstore [Slide 25]

That probably means no one has volunteered to supply the prices. To find out how to volunteer, see the AGRx homepage (lower right corner), or call 1-866-228-5563.

5. For information about assistance in paying for medications, click the Resources tab. [Slide 26]

Optional resources to check, if people are interested, and there is time:

a. fda.gov page for info about buying drugs online or from Canada—(links listed on right sidebar of fda page-- <http://www.fda.gov/buyonline/> or <http://www.fda.gov/importeddrugs/>.)

b. EPIC (Elderly Pharmaceutical Insurance Coverage) –listed under NY State programs http://www.health.state.ny.us/health_care/epic/

Epic Help Line: 1-800-332-3742 email: EPIC@health.state.ny.us Or write:
EPIC
P.O. Box 15018
Albany, NY
12212-5018

EPIC is a NYS sponsored prescription plan for senior citizens who need help paying for prescriptions. >350,000 seniors already belong and are saving, on average, >80% of cost of their meds.

c. Medicare Drug plan questions: See bottom of resources list: medicare.gov and the hiicap program.

6. [Also mention Paying for Health Care handout]

7. Optional Exercise, if time [slide 27]

C. Drug interactions (if time and interest) [slide 28-33] [Demo. Slides are for reference.]
Drug Digest www.drugdigest.org

1. Access Drug Digest:[Slide 28-31] From CLIC on Health's Medications page, click on Drug Digest. On Drug Digest homepage, click on "Check Interactions".

2. Sample search.[Slide 32] Click on Search. Type name of drug in box on top left. Search results will show in box below. Click on your drug name and click on the >> button to put the drug name into the Interaction List box. The drug name should appear in the Interaction List box. Enter each drug name into the Search box, then select it from the Search Results box and >> it into the Interaction List box. If the wrong drug name goes into the Interaction List box, click on << to remove it. Interactions report has date of last update. [Note special print version]

3. Exercise [slide 33]

Use Drug Digest's Interaction Checker to look for interactions among the medications you take

V. Evaluating Health Information [Slide 34]

A. In the year 2000, there were at least 50,000 health Web sites. Half of these hadn't been reviewed by any health professionals. Some Web sites contain errors. Web sites that sell products often provide biased information.

[Go over the handout for evaluating information].

B. ACS test [Slide 35]

From American Cancer Society's Web site: "Simple Test Rates Accuracy Of Cancer-Related Web Sites" at www.cancer.org/docroot/NWS/content/NWS_2_1x_Simple_Test_Rates_Accuracy_Of_Cancer-Related_Web_Sites.asp

"Users can rate a site with four simple yes-or-no questions designed by the authors of "The Internet for Medical Information About Cancer: Help or Hindrance?" (*Psychosomatics*, 44:100-103, April 2003). Each "yes" answer is considered a "red flag" -- a warning to users that the Web site is likely to have vague or scientifically inaccurate information. The questions are:

1. Is online purchasing permitted?
2. Are "patient testimonials" available?
3. Is the treatment described as a "cancer cure"?

4. Is the treatment described as "having no side effects"?"

VI. Additional Web sites to try (for very interested, advanced students)

MyPyramid.gov—food guidelines

Cancer.gov—National Cancer Institute

www.doyourproxy.org –interactive instructions for completing a health care proxy

Seniors.gov—directory of US government Web sites of interest to seniors

VII. Summary [Slide 36]

Administer post-survey.

ConsumerHealth—Evaluating Web sites

Trainer Notes

I. Introduction

- Consumers have access to medical information like never before.
- Patients are using the Web to find medical information.
- “79.4 million Americans used the Internet to locate health information in 1998” (February 1999 Louis-Harris poll)

The advent of sophisticated search tools means that:

1. A greater number of patients are accessing information on the Internet.
2. A greater possibility exists that the information they find is of questionable quality.

Quality of information on the Web varies tremendously. There are valuable nuggets of information amid masses of JUNK. Patients are believing that the Web is a reliable source of information...if it is on the Web, it must be true.

II. Web vs. Print

Evaluating the Web is inherently different than evaluating print resources. Print sources range from vanity publications to scholarly publications. Web pages have an even wider range, often with a blending of information, entertainment and advertising.

III. Types of Web sites

The first thing to determine is what is the **purpose** of the Web page?

Types of Web sites include:

1. Advocacy (ex. American Heart Association)
2. Business/marketing (ex. Pfizer)
3. Informational (ex. National Center for Health Statistics)
4. News (CNN)
5. Personal (My Sailboat)
6. Entertainment (Official Star Wars Fan Club)

IV. The 5 Basic Criteria for Evaluating Web sites

(Sample Web sites and their URLs are listed on handout 3 (blue). It would be best to bookmark them ahead of class.)

1. **Accuracy**
2. **Authority**
3. **Bias**
4. **Currency**
5. **Coverage**

ConsumerHealth—Evaluating Web sites Trainer Notes

Each of these alone is meaningless, but together they create solid guidelines for evaluation. If you cannot answer the following questions, the Web site your patient is looking at is suspect.

A. ACCURACY

Is the information accurate? Remember:

- Anyone can publish on the Web.
- Many Web pages are not reviewed or verified by editors or peers.
- Web standards to ensure accuracy don't exist.

If the information is factual, not opinion, the basic question is whether the facts are accurate.

- a. Unless the information appears in a refereed journal subject to peer review, you are depending on the authority and expertise of the author and the sources the information is drawn from.
- b. Are the sources of the information clearly given? If the information is drawn from the writer's own experience, was it based on simple observation or on carefully designed research?
- c. Is the author drawing conclusions and generalizations based on his or her experience, and are they appropriate?
- d. Is the information consistent with other sources?
- e. Is research indicated? Are citations listed?
- f. Is the information well written, well organized, and logically presented? Is it free from spelling and grammatical errors, which may indicate some care in its presentation?

Samples:

Clones R Us (<http://www.d-b.net/dti>) Take a few minutes to check it for accuracy.

Questions for discussion:

1. Quote from *BioScience Journal* on homepage—a reputable source?
2. Testimonials? What can be learned here?
3. About us: what can we find out here?
4. Accuracy of cloning statements
5. What type of site is this? (spoof) What is its purpose? (entertainment)

Three towns:

Aitkin, MN (www.aitkin.com)

Elk River, MN (www.elkriverchamber.org)

New Hartford, MN (www.lme.mnsu.edu/newhartford/newhtfd.html)

Questions for discussion:

1. One of these towns doesn't really exist. Which one and why? (New Hartford)
2. What types of sites are the Aitkin and Elk River site? (Informational, marketing)

ConsumerHealth—Evaluating Web sites Trainer Notes

3. What type of site is the New Hartford site? (class project)

B. AUTHORITY

Is the author an authority on the subject? Remember:

- It's often difficult to determine the authorship of Web pages.
- If a name is listed, his/her qualifications are frequently absent
- Check if the Web page has the backing of a well-established organization, institution, or agency.

Be sure to ask yourself these questions:

- a. Do you know who the author of the information is? An unsigned piece of information does not have the authority of a signed piece.
- b. If it is unsigned, is it posted in a usually authoritative place? For example, you would be more likely to credit a factual piece in the *New York Times*, a newspaper that can be expected to check its sources, than you would an advertising page.
- c. If the author is known, what do you know about the author? Is the author an expert in the subject matter?
- d. What can you tell about the author? A student does not have the authority of a professor. An unknown writer does not have the authority of a well-known, frequently published writer.
- e. Does the author bring any biases in posting the information?
- f. How does this topic compare with other sources on the same topic?

Other hints:

- a. Check the URL. Information that has the backing of an organization has better quality control than an individual, who has no one to answer to. Does anyone know what a ~ stands for in a URL? (~ generally means that the information is from an individual and is not necessarily endorsed by the organization hosting the site.)
- b. Health sites from outside the US may provide treatment options that are not generally available in the US (Check the URL for .uk, .de, etc.)
- c. Contact information is very important. The more information an author provides about him/herself, the better. Be skeptical about names of organizations that sound prestigious; the “National Alliance for Cancer Treatment Analysis” may sound like a reputable organization, but it could be out of someone's basement.
- d. Most sites have an “About Us” link that should tell you a little bit about the background of the site.
- e. Think about where you can find information that is already evaluated.

Sample sites:

Take a few minutes to look at

ConsumerHealth—Evaluating Web sites Trainer Notes

Facts about Tourette Syndrome (<http://members.tripod.com/~tourette13/>)

Questions for discussion:

1. “original, though not official Tourette Syndrome Web site”
2. Disclaimer on homepage
3. Check URL: ~, what is www.tripod.com ? (a free Web site provider)
4. Who is the author, and what are his/her credentials? Where did you find this out? (Disclaimer)
5. Does the information appear to be accurate? Why?
6. What type of site is this? (personal) What is its purpose? (To provide information and support for other Tourette patients)
7. When might a Web site written by a person who has the disease be helpful? (for support, to share information about living with the disease).

CureZone.com (<http://www.curezone.com/diseases/default.asp>)

Questions for discussion:

1. Who are the authors and what are their credentials? (Agnes & Lillian, a housewife and health coach, no obvious credentials)
2. Is there a sponsor?
3. Does the information appear to be accurate? Why?
4. What type of site is this? It says “CureZone.com is educational **not-for-profit web site.**” (alternative, quack) What is its purpose? (promote alternative therapies)

C. BIAS

Does the author bring any biases in posting the information? Remember:

- Web pages often function as virtual “soapboxes”.
- Goals of the person presenting the material aren’t clearly stated..
- Watch out for the emotional “kick”...photographs, exclamation points, huge fonts.

Questions to ask:

- a. Can you judge the author’s purpose in posting the information?

If the author’s purpose is to persuade you or sell to you, you must judge the information accordingly. For example, an evaluation of a pharmaceutical is questionable if it is posted on a competing pharmaceutical manufacturer’s site. It is more credible if it is posted by a truly independent laboratory.

- b. Who paid for the Web page?

ConsumerHealth—Evaluating Web sites Trainer Notes

Examples:

Toilet Training: Signs of Readiness

(www.pampers.com/en_US/display.jhtml?id=/repository/article/en_US/2309.xml)

Questions for discussion:

1. What about this statement:
“While children begin to master most of the necessary skills between the ages of 18 and 30 months, your toddler may not be ready to master toilet training until as late as the end of her fourth year.”
2. Who is the author? Is s/he an authority? (yes)
3. Does the information appear to be accurate? Why?
4. Does the information appear biased?
5. Who is the sponsor—is there any motive the author or sponsor would have for delaying toilet training?
6. What type of site is this? (commercial) What is its purpose? (sell diapers)

DHMO—The Truth (www.dhmo.org) (<http://www.dhmo.org/truth/Dihydrogen-Monoxide.html>)

Questions for discussion:

1. Who is the author? Is s/he an authority?
2. Who is the sponsor?
3. Does the information appear to be accurate?
4. Is any bias evident?
5. What type of site is this? (spoof) What is its purpose?

D. CURRENCY

Is the information current and timely? Remember:

- Dates are not always included on Web pages.
- If dates are included, it may not be clear if the date is the date created, the date revised, or the date the page was placed on the Web.

Questions to ask:

- a. Is the information dated or can you tell from the content when it was written?
- b. Is the information likely to change?
- c. Is it recent enough to be useful?

Sample site: Anthrax (www.deskmedia.com/~reggie/Anthrax/index.html)

Questions for discussion:

ConsumerHealth—Evaluating Web sites Trainer Notes

1. What dates can you find on the page? (c 1998) Has much changed about this topic since 1998?
2. Who is the author? Is s/he an authority?
3. Does the information appear to be accurate?
4. What type of site is this? What is its purpose?

E. COVERAGE

Many health sites are not comprehensive. The information they give may be accurate, but important information may be left out. Don't stop with a single site unless you can answer these questions to your satisfaction.

- a. How does this information compare with other sources (including published print sources) on the same topic?
- b. Is a better source available? (Consider varying your approach to searching for relevant information.)
- c. Does the site have a disclaimer that describes any limitations, purpose, scope, currency or authority of the information?

Sample site: www.medical-library.net

Click on "symptom correlation" and type in "runny nose"

Questions for discussion:

1. What conditions are associated with a runny nose, according to this database? (Wegener's Granulomatosis) What other conditions could be associated with a runny nose that aren't included here?

F. OTHER SITES

Quackwatch.com (www.quackwatch.com) is a place to check the validity of treatments.

G. EXERCISE

(Break the class into groups and have each group evaluate a Web site listed on handout 4 (pink), according to the five basic criteria, and report back to the class the pluses and minuses of the site and whether the Web site is reliable.)