### Fertel Center Patient Lesson Plan

#### Contact Name
Sarah Goodman or Hope Kramer, Ruth U. Fertel Center (Brinton Family Health and Healing Center)  
sgoodma@tulane.edu and hkamer@tulane.edu

#### Time, Date, Place
Ruth U. Fertel Center/Tulane Community Health Center | 711 N. Broad Street, New Orleans, 70119  
November, 2014 - April, 2015. Sign up for service using the link below to a GoogleDoc  
[https://docs.google.com/spreadsheets/d/1Qw8lPt72d5DLzAjf2XuSRgtqR8WrTaj3OPF2eiS3ve8/edit?usp=sharing](https://docs.google.com/spreadsheets/d/1Qw8lPt72d5DLzAjf2XuSRgtqR8WrTaj3OPF2eiS3ve8/edit?usp=sharing)

#### Materials
1. **iPad** (with password-protected Fertel Center-provided wireless connectivity) bookmarked with MedlinePlus and Visitor online survey:
2. Patient lesson plan
3. Deciphering Medspeak brochures

#### Preparation for visitor training
1. Select a topic in Medline Plus (i.e. diabetes)
   - a. go to the topic page
   - b. find a video
   - c. locate information on the webpage which indicates that the information is authoritative
   - d. Review the topic page and find a related video. Locate text summary and print as patient education material (use as handout)
2. Review attributes of authoritative health information using MedlinePlus Evaluating Health Information  
3. Watch the NLM tutorial  
4. Review attributes of the North Carolina Program on Health Literacy: The teach-back method:  
[http://nchealthliteracy.org/teachingaids.html](http://nchealthliteracy.org/teachingaids.html)
5. Review objectives:
   - a. At least 50% of Fertel Center patients will state at least 3 attributes of authoritative online health information.
   - b. At least 50% of Fertel Center patients will demonstrate easily accessing m.MedlinePlus using an iPad or smart phone

#### Teaching Strategy 1:
1. **Permission**
2. **Demonstration:** m.MedlinePlus

   Explain: Medline Plus is a website of carefully selected links to Web resources with health information on over 800 topics to help consumers find trustworthy health information. It can be used as ‘one-stop-shop’ to learn about nutrition. Review home page explaining that MedlinePlus can be used to find health topics, drugs/supplements, and even watch health videos.

   1. Go to the topic page
   2. Find a video
   3. Check out the social network features
      - Click on the FB icon to post on your newsfeed.
      - Click on Twitter icon to share

### Time

| Time |  
|------|---|
| 8:00 |
# Fertel Center Patient Lesson Plan

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
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<tbody>
<tr>
<td>@2:00</td>
<td>Use teach-back method for comprehension check. Ask the patient what questions they have about MedlinePlus. Ask the patient to find m.MedlinePlus on a device (theirs or yours).</td>
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</tbody>
</table>
| @8:00 | Teaching Strategy 2  
   3. Attributes of authoritative online health information.  
   Return to a MedlinePlus page. Explain that we want current, unbiased information based on research.  
   - Webpage date (is the information current?)  
   - Author (is it an expert?)  
   - Who is responsible for the content of the website (government, company)?  
   - Do they want your personal information?  
   - Is this an advertisement for a product? |
| @2:00 | Comprehension Check  
   At the end of your patient encounter, ask the patient what questions they have about using MedlinePlus or evaluating online health information. It is important to use the phrase “what questions,” rather than “do you have any questions about MedlinePlus?” to avoid setting yourself up for a “yes” or “no” answer.  
   Ask the patient what questions they have about trustworthy online health information.  
   Ask patient to state at least three attributes of trustworthy online health information (i.e. webpage date, locate author, organization which created the page). |
| @2:00 | Closing  
   Ask the patient to take a minute to bookmark MedlinePlus on their mobile device.  
   Give the visitor a Deciphering Medspeak brochures.  
   Thank them for their time.  
   Give them contact information for the Ruth U. Fertel Center (Brinton Family Health and Healing Center). |
| | 4. Evaluation  
   Immediately after each training, volunteer or Fertel Center or BFHHC outreach team member completes an online survey which asks them to state if the patient  
   a. was able to find m.MedlinePlus on a device state  
   b. was able to state least three attributes of a trustworthy online health information.  
   [http://tulane.co1.qualtrics.com/SE/?SID=SV_6fln6DKPt6ReEzX](http://tulane.co1.qualtrics.com/SE/?SID=SV_6fln6DKPt6ReEzX) |

## Resources
- Health Literacy  
  - [ACP Video](http://www.acponline.org/patients_families/products/watch_videos/)  

Healthy People 2020 Health Communication Objective
<table>
<thead>
<tr>
<th>Topic</th>
<th>URL</th>
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</thead>
<tbody>
<tr>
<td>Matas Consumer Health Guide</td>
<td><a href="http://libguides.tulane.edu/consumers">http://libguides.tulane.edu/consumers</a></td>
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<tr>
<td>Patient education</td>
<td></td>
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<tr>
<td>About authoritative health information</td>
<td></td>
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<tr>
<td>Health on the Network Code (HON)</td>
<td><a href="http://www.hon.ch/HONcode/">http://www.hon.ch/HONcode/</a></td>
</tr>
<tr>
<td>Mobile</td>
<td><a href="http://m.medlineplus.gov/">http://m.medlineplus.gov/</a></td>
</tr>
</tbody>
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For next time