Information Prescription
The Patient Education Computer Kiosk Project

About the Project:
Laupus Librarians and the Patient Education Committee at the Family Medicine Center (FMC) have seen a real need to educate patients, often with multiple medical diagnoses, who visit the FMC clinic.

Many of those patients are indigent, come from lower economic means, have limited access to quality information at home with some patients mobility challenged, using wheelchairs and scooters as part of their daily lives.

Laupus Library and ECU Library Department of Family Medicine partnered on a project to install 4 patient education information kiosks in the new FMC.

Project Credits:
Family Medicine Center
Jamie Messinger, Pharmacist
Laupus Library
Matthew Bullchargy, Head of Digital Library Services
Jason Creede, Systems Librarian
Jeff Coghill, Director of Digital Services
Kathryn Kocinski, Head of the libraries, School of Medicine
Roger Russell, Director of Library Services
Note: Creditors: Nick Reading and Aliwot

Timeline & Workflow
January 2012

January
Kiosk idea proposed to FMC Faculty

March 15
Library received 4 awards for kiosk
Proposed kiosk locations:
- Firetower Road Medical Office (PHO)
- Family Medicine Center
- Primary Care modules (FMC RPM)
- Family Medicine Center Purple/Gold Module (FMC)
- Morehead Medical Center (MMC)

June
Kiosk delivered to Laupus Library

June-July
Kiosk programmed
Software & Resources Installed:
- MedlinePlus Patient Education Information
- Natural Standard – for natural supplements and vitamins (by agreement with vendor)
- American Academy of Family Physicians Patient Education Information

July-August
Kiosk delivered to clinics
Kiosk interface finalized

September 4
First day of stats gathering in clinics

Results:
The 4 kiosks were placed in high traffic areas of 4 different Family Medicine Clinics. Usage by patients in the clinics is immediate. 2,237 Unique Events or Users
6,479 Pages viewed

80 Started the SurveyMonkey survey
71 Finished the SurveyMonkey survey

Conclusions:
With the almost immediate acceptance by patients who are seeking good, quality health information, the Kiosk Project is a success with 2,237 visits and 6,479 page views.

Marketing/Branding:
- Splash screen interface
- Kiosk Instruction Poster
- Promotional posters/flyers

Pfizer design by Jason Cole