# Jeff Coghill, MLIS, MA, AHIP Roger Russell, MLS, AHIP

William E. Laupus Health Sciences Library East Carolina University • Greenville, NC

# Information Prescription R-

The Patient Education Computer Kiosk Project

June 12

Delivered to

Laupus Library

September 2012 September 2013

# 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 clinics.

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's 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 Messenger, Pharmacist

#### Laupus Library

Matthew Ballengee Assistant Director for Web Services

Jason Cottle Graphic Designer Jeff Coghill Outreach Librarian & Director,

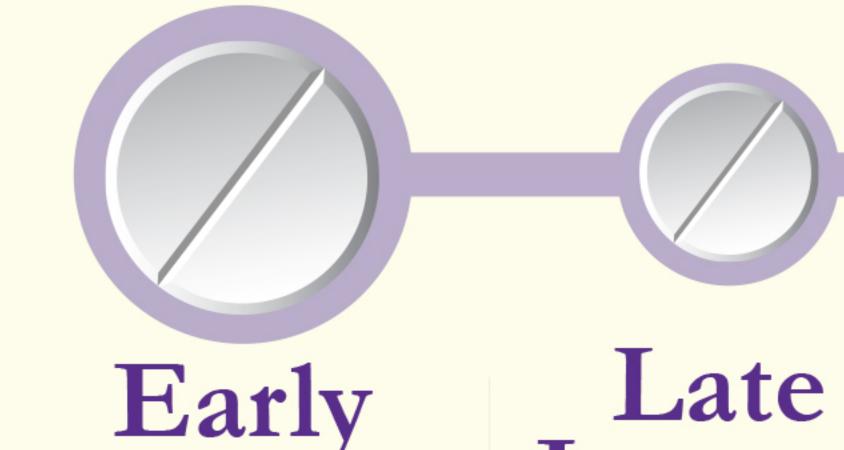
AHEC Library Services Katherine Rickett Liaison to the Brody School of Medicine

Roger Russell Assistant Director for User Services

Nate Saunders Tech Support Analyst

Teresa Tripp

Assistant Director of Administration



anuary

Kiosk idea proposed

to FMC Faculty

Late lanuary

**Application for NNLM Awards** 

## March 15

Library received 4 awards for kiosks

#### Proposed kiosk locations:

- Firetower Road Medical Office (FMO)
- Family Medicine Center Pirate Module (FMC-PM)
- Family Medicine Center Purple/Gold Module (FMC)
- Monk Geriatric Center (MGC)

## April

#### Kiosks ordered from **Meridian Kiosk:**

- Price: \$7,357 each
- Total cost: \$29,468
- Specialized hardware including USB ports



ECU Physicians

What is PET?

nformation before or after your doctor's visit.

"Search MedlinePlus©" Box

7. Hit "Go" to start your search

the screen to return to the start page

you need help, please see the practice center staff for assistance.

This project has been funded in whole or in part with Federal funds from the National Library of Medicine, National Institutes of Heal Department of Health and Human Services, under Contract No. HHS-N-276-2011-00004-C with the University of Maryland Baltimo

6. Type in your search term

you or to discuss with your doctor.

1. Touch PET screen anywhere to start

## Kiosks programmed

Software & Resources

#### Installed: MedlinePlus Patient

 Natural Standard—for natural supplements and vitamins (by agreement with vendor)

Education Information

 American Academy of Family Physicians Patient Education Information

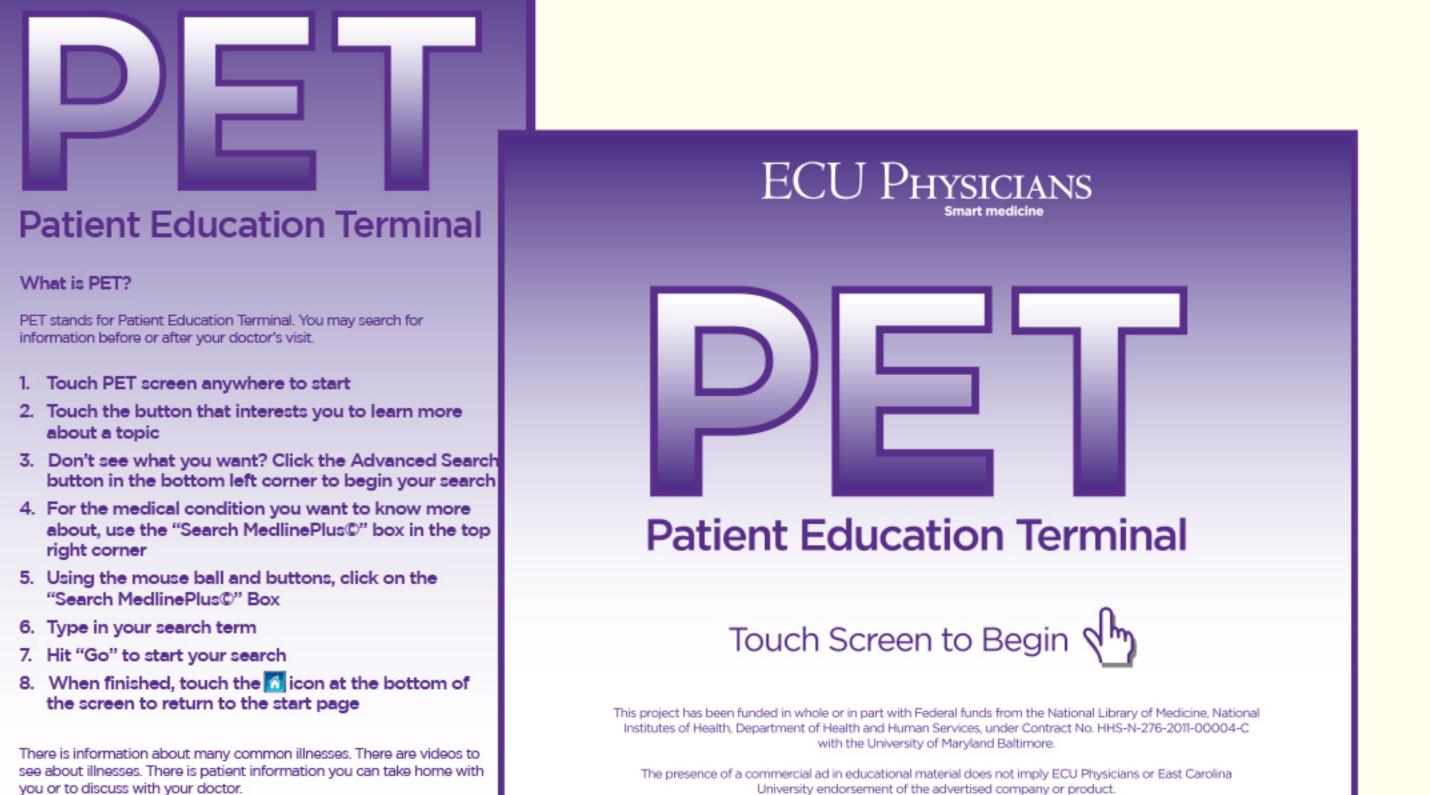
#### Marketing/Branding:

- Splash screen interface
- Kiosk instruction Poster
- Promotional posters/flyers

July-August

Demo for FMC Faculty

Web interface finalized



#### September 16 September 4

Kiosks delivered to clinics

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.

