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



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.

Larly

anuary

to FMC Faculty

Timeline & Workflow Tanuary 2012

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



Application for NNLM Awards



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?

formation 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

6. Type in your search term

you or to discuss with your doctor.

1. Touch PET screen anywhere to start

5. Using the mouse ball and buttons, click on the

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

Kiosks 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

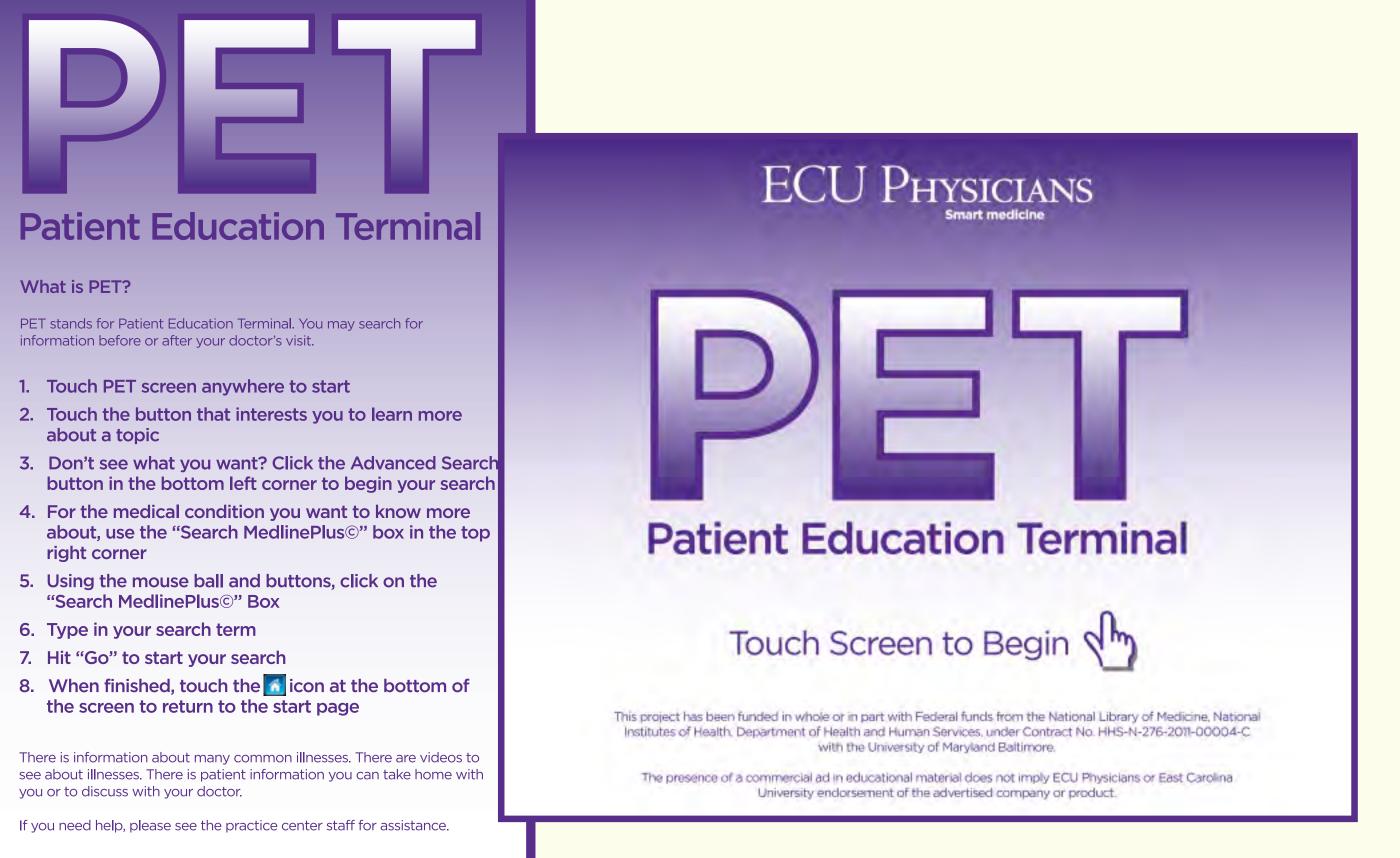
Marketing/Branding:

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

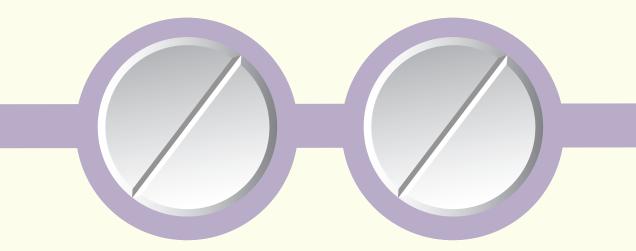
July-August

Demo for FMC Faculty

Web interface finalized







September 4

Kiosks delivered to clinics

September 16

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.

1,185 Unique Events or Users 3,213 Pages viewed

50 Started the SurveyMonkey survey 46 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 3,213 visits and 3,213 page views.

Du

Poster design by Jason Cottle

