



Update

Winter 2000

Volume XIV, No. 1

Navigating the Health Care System: An Internet Resource Guide for Patients

by Judith Kronick, MLS – HEALTHNET Librarian

- Where can I obtain health insurance for my child? My wife and I work for small companies that don't provide family coverage.
- How can I appeal this payment denial I just received from Medicare?
- Now that my father needs nursing home care, how can I find information comparing the nursing homes in Connecticut? I want to be sure he has the best care.

Patients' health concerns often extend beyond finding the best treatment for current disorders. They and their families may need answers to questions that do not always relate to diagnosis, etiology, or treatment of their illnesses. Patients' needs may include finding appropriate long-term care facilities, locating appropriate social services, and obtaining insurance benefits to pay for medical care. Sources of information on these topics are not always easily accessible. They exist in a variety of locations. To help staff, faculty, students, and patients find sources of information for answering non-clinical questions such as these, the Lyman Maynard Stowe Library at the University of Connecticut Health Center has compiled an interactive, Internet-based resource guide entitled **Navigating the Health Care System**.

It is available on the World Wide Web at:

<http://library.uchc.edu/departm/hnet/hcbib.html>.

Individuals without Internet access at home can access this guide using the Internet computers available to the public at most public libraries in Connecticut.

This Internet resource guide is intended to help patients and their families when they are faced with decisions about selecting insurance coverage, nursing homes, managed care plans, long-term care insurance, end-of-life planning and related topics. Arranged by topic, the guide lists books, brochures, national and local organizations, government agencies, sources for support groups, and Internet websites.

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Topics include: comparing managed care plans, understanding the Medicare system, obtaining health insurance, organizations to contact for assistance, long-term care options, gathering background information on a diagnosis, end of life decisions, and privacy rights. Each entry includes a brief description of the resource. Each website address listed is a direct hyperlink to that website on the Internet. The resource guide includes sources that can help patients find answers to all the hypothetical (..or perhaps very real) questions at the beginning of this article, as well as many others.

- ❖ The website of the HUSKY Plan: Healthcare for Uninsured Kids and Youth in Connecticut provides details on obtaining health insurance for uninsured Connecticut children up to age 19.
- ❖ The Center for Medicare Advocacy, located in Willimantic, provides free or low cost legal advice and representation for elderly Connecticut residents who want to appeal Medicare denials. Its address, phone number, and a direct link to its website are part of the **Navigating the Health Care System** resource guide.
- ❖ Nursing Home Compare is a searchable Internet database of inspection records for nursing homes that receive Medicaid or Medicare funds. Users can search for information on Connecticut nursing homes by the nursing home's name or by the city in which it is located.

Navigating the Health Care System includes many national resources but focuses on Connecticut resources when they are available. For example, it includes information on obtaining an explanation of Connecticut law regarding advance directives and living wills. This packet of information includes forms for preparing a living will. Also, there is an Internet hyperlink to a comparison of managed care organizations in Connecticut compiled by the State of Connecticut Insurance Department. There are details on how to obtain booklets entitled "Medicare Managed Care Choices. Plan Comparison Chart for 1999 for Beneficiaries Living in Connecticut," and "Programs that Help People in Connecticut. Benefits Available/Who is Eligible/Where to Go."

Although not all patients will have access to all the books on the resource guide at their own public library, any Connecticut resident with a valid public library borrowing card may visit any other public library in the state to use that library's collection or borrow materials there. Through the Interlibrary Loan service, patients may request materials from other libraries. These requests must be initiated through their town's public library.

Among the resource guide's recommended **books** available here at the Health Center's Lyman Maynard Stowe Library* are:

- ❖ Intelligent Patient's Guide to the Doctor-Patient Relationship: Learning how to talk so your doctor will listen. Author: Barbara M. Korsch. Oxford University Press, 1998. **W 62 K84i 1997**
- ❖ Studies Show. A popular guide to understanding scientific studies. Author: John H. Fennick. Prometheus Books, 1997. **Q 175 F337s 1997**
- ❖ The Self-Help Directory: a guide to Connecticut and national groups. Annual. Connecticut Self-Help/Mutual Support Network. **Reference WA 22 AC8 C752d**
- ❖ Nursing Home Facilities licensed by the State of Connecticut. Annual. **Reference WX 22 AA1 C752 1999/2000**

*Health Center Library borrowing privileges are only available to Health Center staff, faculty, students, and, by special arrangement, to Connecticut health care professionals.

Comments, questions, or suggestions about the **Navigating the Health Care System Resource Guide** should be directed to librarians Judith Kronick at 860/679-4047 or KRONIK@NSO.UCHC.EDU, or Alberta Richetelle at 860/679-4055 or RICHELLE@NSO.UCHC.EDU.



Donors to the Library...THANK YOU

The entire staff of the Lyman Maynard Stowe Library would like to extend their gratitude for the generosity of the following individuals who have made donations to the Library recently.

Mr. and Mrs. Charles Ciuci
Mr. and Mrs. Bernard F. Driscoll
Mr. Mark G. Harutunian
Mrs. Virginia W. Hughes
Mr. and Mrs. Donat C. Marchand

Dr. Kevin S. McLaughlin
Ms. Pamela S. Price
Mr. and Mrs. David Schwartz
Mr. and Mrs. Irwin Zagoren

Web Watcher: Psychiatry and Psychology Info on the WWW

by Kathleen Crea, MLS, 6th Year, AHIP – Information Services Librarian

If you are in need of online access to an ever-growing collection of psychiatry, psychology, neurology or mental health information, consider visiting the following sites. They represent comprehensive, current examples of the world of free information out there via the Internet.

1. **GATEWAY SITES FOR PSYCHIATRY.** Typically these directory-type sites provide links to U.S. or worldwide organizations or associations, academic institutions and centers, mental health links for professionals as well as consumers or patients, diagnostic & treatment guidelines, online psychiatry journal links, diagnostic or treatment guidelines. Here are several examples of comprehensive mental health web sites:

- MEDMARK: Psychiatry <http://medmark.org/psy/>
- MENTAL HEALTH NET: Professional Resources <http://mentalhelp.net/prof.htm>
- NEUROANATOMY & NEUROPATHOLOGY on the Net <http://www.neuropat.dote.hu/>
- MENTAL HEALTH INFOSOURCE <http://www.mhsource.com/>
- NIMH: for Practitioners <http://www.nimh.nih.gov/practitioners/index.cfm>

2. **PROFESSIONAL ASSOCIATION SITES FOR CLINICIANS**

- American Academy of Child & Adolescent Psychiatry <http://www.aacap.org/>
- American Psychiatric Association <http://www.psych.org/>
- American Psychological Association <http://www.apa.org/>

3. **U.S. GOVERNMENT-AFFILIATED MENTAL HEALTH SITES**

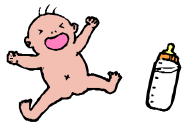
- National Institute of Mental Health <http://www.nimh.nih.gov/>
- National Institute on Alcohol Abuse & Alcoholism <http://www.niaaa.nih.gov/>
- National Institute on Drug Abuse <http://www.nida.nih.gov/>
- Substance Abuse & Mental Health Services Administration/US Dept. of HHS <http://www.samhsa.gov/programs/index.htm>

For a larger list of clinical links to psychiatry and psychology, go the URL below. There you will find an interactive instructional handout which was developed for a library orientation class for UCHC Psychiatry Residents in October 1999: <http://library.uchc.edu/eduoff/psycsites.html>

New on the Internet...

by Lynn White, MLS – Head, Computer Education Center (CEC)

Gold Standard Multimedia has put eight of their software programs online at www.imc.gsm.com. This “Integrated Medical Curriculum” site includes our heavily used “Human Anatomy” for gross anatomy and dissection and “Radiologic Anatomy” for imaging fundamentals. It also includes “Microscopic Anatomy” for histology, “Cross-Sectional Anatomy” for anatomical relationships, “Essentials of Human Physiology” for structure and function, “Essentials of Immunology” for physiologic defenses, “The Doctor’s Dilemma” for ethics, and “Clinical Pharmacology” for drug reference. The CEC has all these programs available for you but now you can access them anytime, anywhere. You must register the first time you use it and remember your username and password for future use.



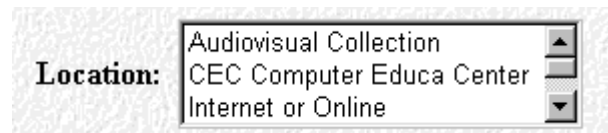
Congratulations to Daniel Dollar and his wife, Ellen, on the December 10th birth of their beautiful baby girl, Leah Caroline. Also, congratulations to Mary Petruzzi and her husband, Michael, on the joyous December 29th birth of their second son, Jacob.

Searching for Audiovisuals in the New Library Catalog

by Nancy Carter Menendez, MLS – Information Services Librarian

The easiest way to use *Lyman* (the Lyman Maynard Stowe Library Online Catalog at <http://lymannet.uchc.edu>) to locate audiovisuals in the UCHC Library is to do either a *Keyword Search* or an *Advanced Keyword Search*. By searching in this way you will be able to take advantage of the *Limits* feature that will allow you to search for and retrieve only audiovisual titles.

First select either *Keyword Search* or *Advanced Keyword Search* as your *Search Type*. **Before** you enter your keyword(s) you must set your limits by clicking on the *Set Search Limits* button. This will take you to the search limits screen where you scroll down to *Location* and click on *Audiovisual Collection* and then click on *Set Limits*. This will automatically take you back to the search screen where you may then proceed to enter your search term(s). After you have finished searching, click on *Clear Limits* to clear the search page for the next user.



When you do a *Keyword Search* you can use:

- a question mark (?) after a term to indicate truncation
- quotation marks around a specific phrase (“world wide web”)
- a plus (+) sign before a term to indicate that it is essential
- an asterisk (*) before a term to indicate that it is important

In *Advanced Keyword Searching* term(s) are automatically truncated on the right so there is no need to use a question mark.

Boolean operators (*and*, *or*, *not*) **can not** be used in a *Keyword Search*; you must go to *Advanced Keyword Search* for this feature.

Information Briefs

Free Educational Classes

The Lyman library's Information Services Department is currently offering more than ten **free** educational classes. Four new classes have been added to the list this year: **Evidence-based Medicine**, **Web of Science**, **MD Consult** and **Voyager** (UCHC's new public access catalog). One other class on searching electronic journals is coming soon.

These classes are offered on a monthly basis and are held in the classroom inside the library. To sign up or find out more details about these classes, please contact ref@nso.uchc.edu or call 679-4051

UCHC Library's New Service: Automatic SDI in Ovid Medline

The library is offering a new free service called Automatic SDI in Medline. The SDI, or selective dissemination of information, is a powerful feature of the Ovid Client/Server platforms. With an SDI, you can develop a search strategy one time, enter it into the system, and then automatically receive periodic email messages containing the new references retrieved when that search strategy is run against each database update. OVID database updates are run on a monthly basis. This service aims to help you stay up-to-date in a specific discipline, learn of new references by other researchers in your field, and save time for your search. This is an excellent way for you to obtain current medical information in a timely and individualized way.

If you need help with your one-time search strategy, an Information Services librarian can help you formulate that strategy for a small fee.

To register or learn more of the service, please call Hongjie Wang at 679-4053 or email to wang@nso.uchc.edu

1999 Usage Statistics for the Library's Databases

by Hongjie Wang, MLS, MA – Head, Information Services

1999 Databases: Changes and Changes

Change is the word that characterizes the way we manage databases. Four major events occurred in 1999 when it came to evaluating, purchasing and maintaining more than a dozen databases to which the Library subscribes. First, along with the UConn main library, we purchased **Web of Science**, a powerful citation database very useful to our research community. Then, we acquired Ovid's **Evidence-Based Medicine Reviews** (EBMR). EBMR is composed of two databases: the Cochrane Database of Systematic Reviews, from the Cochrane Collaboration; and Best Evidence, a database that contains "ACP Journal Club" and "Evidence-Based Medicine" from the American College of Physicians and British Medical Journal group. Later, in May of this year, we invested in **MD Consult**, a full-text database of both electronic textbooks and journals. MD Consult has become so popular that its usage almost doubles every month (see the usage statistics on page 6). To meet the information needs of our users, we are happy to report that the simultaneous number of users has recently been increased from five to eight. Lastly, we made dramatic changes with **PsycInfo**, a psychology database. In April, we migrated this database to the Ovid family of databases so that we could have a uniform search interface. After closely monitoring its usage, however, we decided to cancel its subscription due to its low usage and high cost when it expires at the end of this year. Ovid PsycInfo will be taken off the system early in 2000 but UCHC users will still be able to access PsycInfo from another vendor, SilverPlatter, via the UConn Storrs Library. Call Hongjie Wang at 679-4053 for more details.

If you ever wonder how the Library's databases are being used, we have the figures for you. The following is a summary of statistics indicating database usage for most of 1999. It includes all public and staff sessions established at terminals and workstations in-house at UHC as well as remote sessions of all network, dial-in and telnet connections.

<u>Month</u>	<u>Medline</u>	<u>C.C. Clin/Life</u>	<u>Coch</u>	<u>ACP</u>	<u>HAPI</u>	<u>CINAHL</u>	<u>Psyc</u>	<u>MD Consult</u>
Jan	2700	149/110	N/A	N/A	28	128	N/A	N/A
Feb	2766	146/122	N/A	N/A	54	159	N/A	N/A
Mar	3926	172/185	N/A	N/A	63	199	N/A	N/A
Apr	3343	163/165	73	80	69	173	166	N/A
May	2951	199/192	40	51	41	140	153	152
Jun	2401	133/120	57	63	30	120	158	457
Jul	2448	115/186	40	46	27	126	178	510
Aug	2368	112/108	20	25	39	85	133	1200
Sep	2895	130/175	28	48	31	174	264	1600
Oct	3229	139/156	67	81	74	207	249	N/A
Nov	4796	140/140	29	39	59	240	264	N/A
N/A								

*Databases abbreviations: C.C. Clin/Life = Current Contents Clinical Medicine, Current Contents Life Sciences; Coch = Cochrane Database of Systematic Reviews; ACP = ACP Journal Club's Best Evidence; HAPI = Health and Psychosocial Instruments; Psyc = PsycInfo

Selected New Books Received

by Helen Madden, MLS – Catalog Librarian

EMERGING SYSTEMS IN LONG-TERM CARE.

Editors: Paul R. Katz, Robert L. Kane, Mathy D. Mezey. New York: Springer Publishing Co., 1999.

WT 31 E53 1999

Addresses the challenges of developing long-term care solutions under the mandates of managed care. Topics include geriatric day hospitals, subacute care, the cost and process of delivering care, and transitions between acute and long-term care.

RIGHT HEMISPHERE DAMAGE: Disorders of Communication and Cognition.

Author: Penelope S. Myers. San Diego: Singular Publishing Group, 1999. **WL 354 M996r 1999**

Provides clinically relevant ways of conceptualizing the deficits associated with right hemisphere damage and offers techniques for diagnosis and management of the resulting communication disorders.

BLAMING THE BRAIN: The Truth about Drugs and Mental Health.

Author: Elliot S. Valenstein. New York: Free Press, 1998. **WM 402 V355b 1998**

This book is a call to rethink the causes of mental illness and the quick-fix reliance on drugs which has resulted in staggering growth and profits for the pharmaceutical industry and dramatically changed practice in the mental health profession.



Deadly Handwriting

by Marion Levine, MLS, MA – Associate Library Director

A few weeks ago, the Institute of Medicine released a study entitled "To Err is Human," on costly medical mistakes which the authors estimate take the lives of between 44,000 and 98,000 Americans each year. The full report is on order for the Library's collection. In the meantime, you can browse through the report online at www.nap.edu/books/0309068371/html/ There is a 14 page Executive Summary.

One of the problems contributing to some of the costly mistakes was the illegible handwriting of health professionals. If you are interested in improving your handwriting, you might want to check out the following two books readily available via the Internet (at Amazon Books and other e-booksellers) and probably at your local library and bookstore: Rosemary Sassoon's "Better Handwriting," 1994, \$13, and Barbara Getty's "Write Now: a complete self-teaching program for better handwriting," 1991, \$13. Amazon reviewers say of Sassoon's book "... (this is) NOT what you were taught in school... (the authors) fully expect that you will individualize your penmanship, that it should be individualized, and that it ought to suit you and your style." Of the Getty book, one Amazon reviewer wrote "...old dogs embarrassed by illegible writing can learn new tricks using this clear and intelligently produced guide." Several reviewers commented that they saw clear results with several days' practice.



E-Mail Alerts--Table of Contents

By Lorna Wright, MLS – Head, Technical Services

Do you wish you had known that a major article was published in your discipline yesterday? Many medical and scientific journals offer a web-accessible table of contents which you can find by searching the journal title in Lyman and linking to the publisher's site. Frequently, you can register for an e-mail alert service. Here are some titles that are widely used in the Health Center.

- Journal of Biological Chemistry: <http://www.jbc.org/cgi/etoc>
- Proceedings of the National Academy of Sciences: <http://www.pnas.org/>
- Science Direct: You can subscribe to an alert for over 100 electronic Elsevier journals accessed through Science Direct. When you search in the library catalog, look for the word sciencedirect in the URL as in these samples. Link to any of the journals and establish a free personal account from the UCHC IP address.
- Brain Research: <http://www.sciencedirect.com/science/journal/00068993>
- Behavior Research and Therapy: <http://www.sciencedirect.com/science/journal/00057967>
- UnCover Reveal: For a \$25 per year fee, this service will e-mail to you the table of contents of up to 50 print journals which you select from their database of 17,000 titles. You may also store 25 simple search strategies which will be run against your titles and the results e-mailed to you weekly. <http://uncweb.carl.org:80/reveal/individ.html>
- The National Center for Emergency Medical Informatics has a current awareness service available called JADE. JADE stands for "Journal Abstracts Delivered Electronically", and sends new citations (with abstracts) via email every Monday. This tool can be a quick and easy way to implement a current awareness service. Be warned, though, that the first time it sends out e-mail, it's going to consider **everything** new, so the mail message is likely to be awfully big. JADE: <http://www.ncemi.org/jade/>



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Update

WINTER 2000
Volume XIV, No. 1

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