**Recommend reliable & easy to understand resources**

### General Resources
- **MedlinePlus** [medlineplus.gov](http://medlineplus.gov)
  - The quintessential consumer health resource
- **HealthFinder.Gov** [healthfinder.gov](http://healthfinder.gov)
  - Provides information to help users stay healthy

### Drug Information
  - Information on drugs and supplements
- **NLM PillBox** [pillbox.nlm.nih.gov](http://pillbox.nlm.nih.gov)
  - Drug identification tool

### Specific Health Topics
- **ChooseMyPlate.Gov** [choosemyplate.gov](http://choosemyplate.gov)
  - Consumer oriented food, diet, and exercise information
- **Cancer.Net** [cancer.net](http://cancer.net)
  - Consumer health information related to all types of cancer
- **KidsHealth.Org** [kidshealth.org](http://kidshealth.org)
  - Health information related to children and teenagers
- **GirlsHealth.Gov** [girlshealth.gov](http://girlshealth.gov)
  - Health and relationship information for teenage girls
- **HealthyChildren.Org** [healthychildren.org](http://healthychildren.org)
  - Parenting kids from birth through their teenage years
- **CYFERnet.Org** [cyfernet.org](http://cyfernet.org)
  - Links to a myriad of resources related to child, teens, and, parenting
- **NIH Senior Health** [nihseniorhealth.gov](http://nihseniorhealth.gov)
  - Devoted to providing seniors with relevant health information
- **HealthyAging.Org** [healthinaging.org](http://healthinaging.org)
  - Consumer health information related to all ages
- **MedlinePlus Espanol** [nlm.nih.gov/medlineplus/spanish](http://nlm.nih.gov/medlineplus/spanish)
  - Patient health information in asian languages
- **SPIRAL** [spiral.tufts.edu/topic_list.shtml](http://spiral.tufts.edu/topic_list.shtml)
  - Patient health information in asian languages

### For Local Information
- **Arizona Department of Health Services** [azdhs.gov](http://azdhs.gov)
  - Consumer health information on a variety of topics with a local focus
- **Maricopa County Department of Public Health** [maricopa.gov/publichealth](http://maricopa.gov/publichealth)
  - Variety of general health and Maricopa specific information

**Tailor your recommendations**

### For Children & Teens
- **KidsHealth.Org** [kidshealth.org](http://kidshealth.org)
  - Health information related to children and teenagers
- **GirlsHealth.Gov** [girlshealth.gov](http://girlshealth.gov)
  - Health and relationship information for teenage girls

### For Parents
- **HealthyChildren.Org** [healthychildren.org](http://healthychildren.org)
  - Parenting kids from birth through their teenage years
- **CYFERnet.Org** [cyfernet.org](http://cyfernet.org)
  - Links to a myriad of resources related to child, teens, and, parenting

### For Seniors
- **NIH Senior Health** [nihseniorhealth.gov](http://nihseniorhealth.gov)
  - Devoted to providing seniors with relevant health information
- **HealthyAging.Org** [healthinaging.org](http://healthinaging.org)
  - Consumer health information related to all ages

### For Non-english speakers
- **MedlinePlus Espanol** [nlm.nih.gov/medlineplus/spanish](http://nlm.nih.gov/medlineplus/spanish)
  - Patient health information in asian languages

### For Local Information
- **Arizona Department of Health Services** [azdhs.gov](http://azdhs.gov)
  - Consumer health information on a variety of topics with a local focus
- **Maricopa County Department of Public Health** [maricopa.gov/publichealth](http://maricopa.gov/publichealth)
  - Variety of general health and Maricopa specific information

**Respect privacy**
- Consumer health questions can arise from a personal health matter such as a recent diagnosis or a family member suffering from an illness
- Standard reference interview questions may unwittingly offend or embarrass
- Use good judgement when inquiring about a user’s consumer health information needs

**Consider cultural differences**
- Different cultures and religions have varying views related to health issues and topics
- What someone might willingly discuss in public might be taboo in another individual’s culture
- Learn about the cultural traditions and the health beliefs of your community’s population

**Avoid potential missteps**
- Answering consumer health questions can be an intimidating prospect. Follow these tips to improve your quality of service.
  - Don’t dismiss or ridicule users’ health beliefs
  - Avoid personal anecdotes
  - Don’t refer users to specific health care providers
  - Avoid interpreting, explaining, or evaluating consumer health information for the user
  - Never offer medical advice!

**Learn more**

### Continuing Education
- **Medical Library Association Consumer Health Informationist Specialization (CHIS)** [mlanet.org/education/chis](http://mlanet.org/education/chis)
- **Spotlight! On National Library of Medicine Resources** [nnlm.gov/mcr/services/updates/spotlightresources.html](http://nnlm.gov/mcr/services/updates/spotlightresources.html)

### Resources for Librarians
- **Finding Health and Wellness @ the Library: A Consumer Health Toolkit for Library Staff 2nd Edition** [library.ca.gov/lds/docs/HealthToolkit.pdf](http://library.ca.gov/lds/docs/HealthToolkit.pdf)
- **CAPHIS** Top 100 List: Health websites you can trust [caphis.mlanet.org/consumer](http://caphis.mlanet.org/consumer)