



HEALTH ONLINE: Finding Information You Can Trust

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Today we will talk about:



Searching for health information that can be trusted



How to read a webpage – finding quick facts and key points



How to tell if the information you found is from a reliable source



Finding websites in other languages



Local places to use the internet

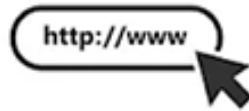
IMPORTANT:

Information you find on **any** website does **not** replace what your medical provider recommends.



Common Web Terms

URL



Search bar



Browser



Domain



Social Media



Scroll



Spam



Hyperlink



Example

How can using online resources for health be helpful?



Find information quickly



Check your health symptoms



Research diseases



Communicate with your doctor or nurse



Look for wellness tips



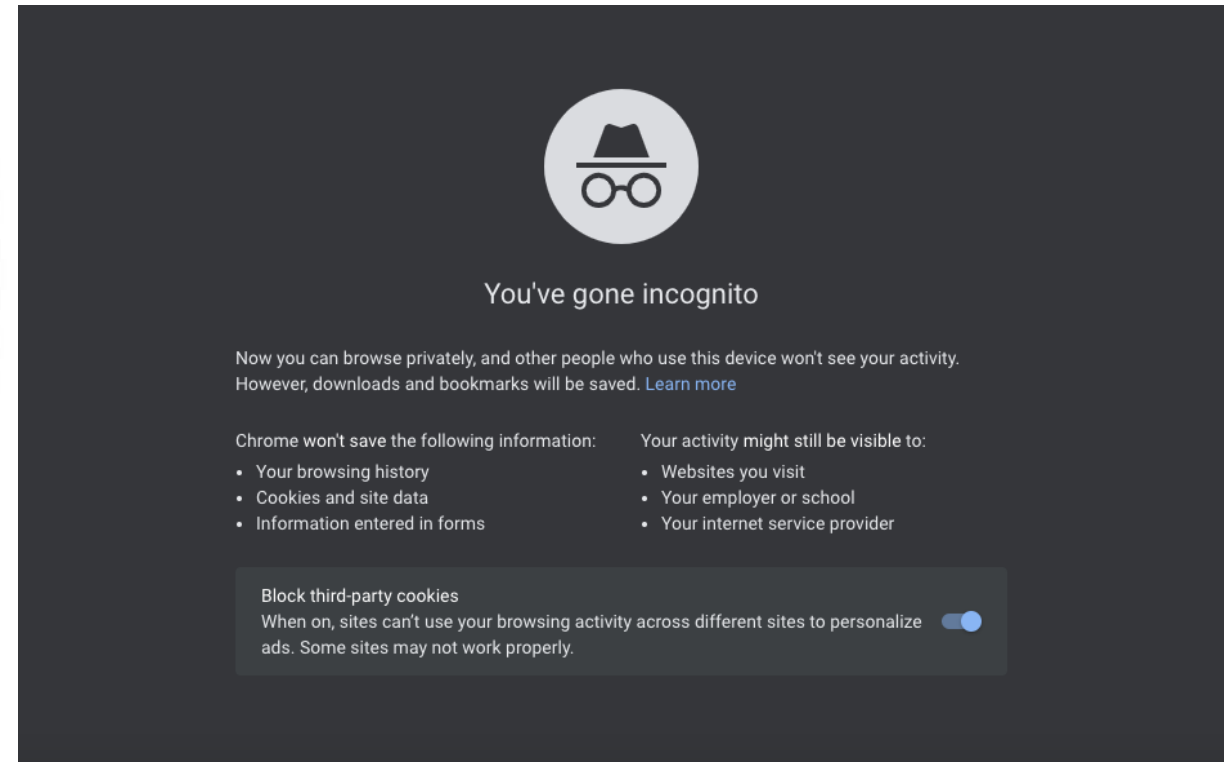
Track your health conditions



Much more...

Search for health information

- Different Search Tools:
- Search engine:
 - [Google](#)
 - [Bing](#)
- Search bars on websites
- Search tools for privacy:
 - [DuckDuckGo](#)
 - Google Chrome Incognito Browser



Tips for doing a search:



- List multiple symptoms
- Use full disease name
- Be gender specific
- Be age specific

Try a search

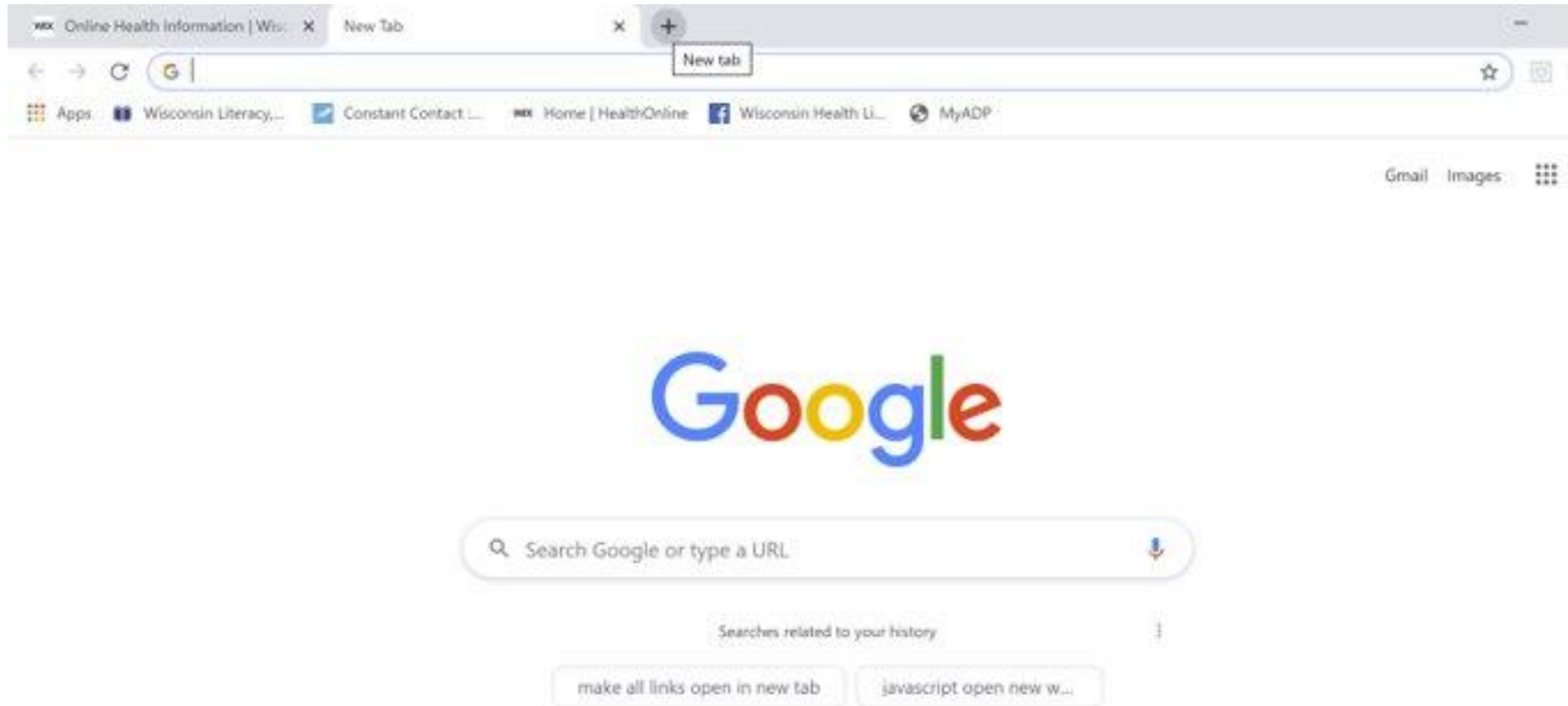
You just saw the doctor about your symptoms. They told you it sounds like an upper respiratory infection. You are given papers before you leave, called an after-visit summary. You want to learn more about your diagnoses. On the papers you see the following words:

- upper respiratory infection
- cold
- URI

Using a search engine, search the words listed above (one at a time). What differences do you see from your search results?



Open a new tab



How to read a webpage

Scanning makes for a quick and easier way to find what you are looking for.

Scanning tips:

- Start with bigger, bolder words
- Read left to right
- Use left tool bar and top menu bar to find topics
- Read content before clicking on hyperlinks

When scanning search results:

- Scan multiple results, not only the top two results
- If you don't find what you want, start over with new words in search box. Don't continue to add words to what you already searched.



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An overview of diabetes types and treatments

Main Content

Types | How insulin problems develop | diet tips | Using insulin | Other medication | Monitoring tips | Outlook | Takeaway

Supplementary Content

Diabetes is a condition that impairs the body's ability to process blood glucose, otherwise known as blood sugar.

In the United States, the estimated number of people over 18 years of age with diagnosed and undiagnosed diabetes is 30.2 million. The figure represents between 27.9 and 32.7 percent of the population.

Without ongoing, careful management, diabetes can lead to a buildup of sugars in the blood, which can increase the risk of dangerous complications, such as stroke and heart disease.

Different kinds of diabetes occur, and the way the condition depends on the type. Not all forms of diabetes require insulin, and some are very preventable. In fact, some are preventable with a healthy diet and an active lifestyle. In fact, some are preventable with a healthy diet and an active lifestyle. In fact, some are preventable with a healthy diet and an active lifestyle.

Types

Main Content



Medically reviewed by [Suzanne Falck, MD](#) on January 9, 2020 — Written by [Rachel Nall, RN, MSN, CRNA](#)

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Latest news

- Closing schools has only a minor role in suppressing COVID-19
- Marine life is slowly making a comeback
- COVID-19 live updates: Total number of deaths passes 120,000
- Researchers establish factors linked with staying healthy for longer

Secondary Content

How to tell if information is good or harmful

Credibility = Proof that information is reliable and from a trusted source.

Ways to find credibility:

- Look at "About Us" section of the site
- Look for unbiased research (supported by facts)
- Check bottom of webpage for dates, sponsors, crediting, and other details

Domain differences

- .com - most likely owned by commercial business
- .gov - government owned website
- .org - most likely owned by non-profit organization
- .edu - owned by school



Credible things to look for:



Medical providers writing articles about topics in their practice



Contact information



Clear, straight forward information – does not hide any information



Content reviewed by a medical professional (MD, DO, PHD, RN)



Evidence-based: based on credible research findings



Privacy policy

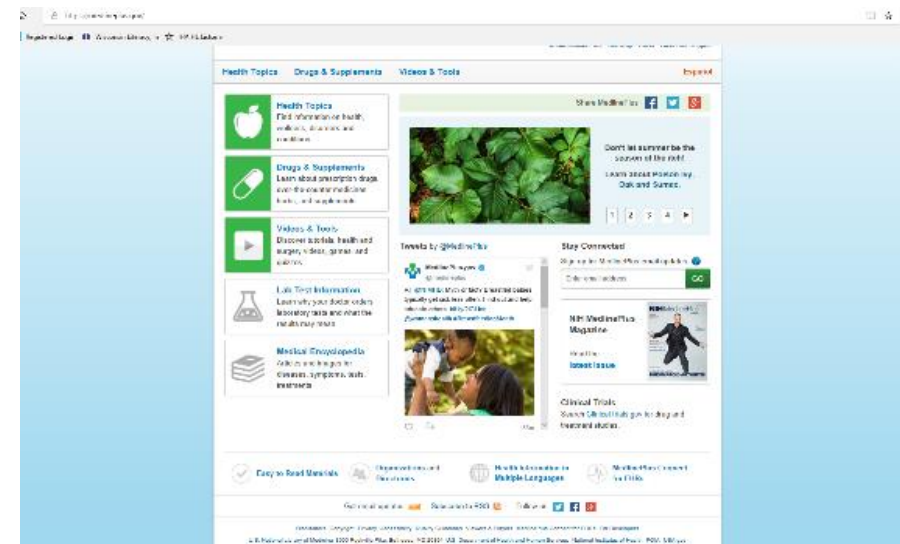
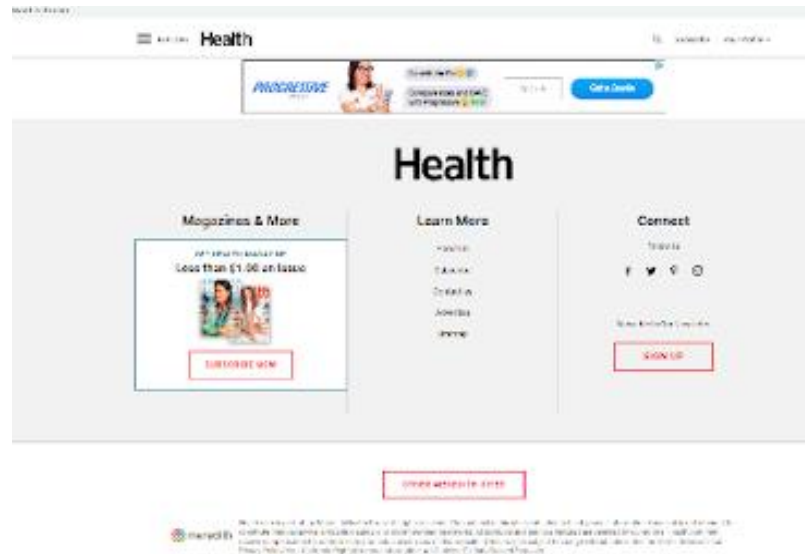
Be careful of:

- Certain brand names or products being credited - may be trying to sell you on something
- Content reviewed by “medical experts”
- Opinion-based: based on someone's opinion



Compare websites for credibility:

Compare health.com to medlineplus.gov



Websites to visit for health information

Basic consumer health information:

- medlineplus.gov
- cdc.gov
- mayoclinic.org/patient-care-and-health-information
- familydoctor.org
- healthline.com
- pillbox.nlm.nih.gov
- healthcare.gov
- medicare.gov
- mlanet.org/page/top-health-websites



What about Wikipedia?

Can be an okay source to get a general idea, but you should do more research.

Information on the site can change at any time by anyone in the world. Wikipedia has paid workers who review edits and correct if edits are false.



Websites to search for recommendations

You may be looking for a new doctor, caregiver, health insurance or need to find another service. Here are websites that show reviews, customer feedback, and finder tools:

- [healthgrades.com](https://www.healthgrades.com) - healthcare rating website to find doctor or hospital
- [care.com](https://www.care.com) - website to find caregiver, childcare, home cleaning
- medlineplus.gov/directories - list of websites to find different health services



Evaluate a website

Use the checklist on the handout to evaluate the website familydoctor.org

Website Checklist:

Use this checklist to ask some questions about the website and find reliable health information.

WEBSITE OWNER	
Who is in charge of the website?	
Why are they providing the site?	
Can you contact them?	
FUNDING	
How is the website supported?	
Are there ads? Are they from the website company or an outside company looking to sell a product or service?	
QUALITY	
Where does the information on the site come from?	
How is content selected?	
Do medical professionals review the information on the site?	
Is the site believable and not full of fetched ideas?	
Is it up-to-date?	
PRIVACY	
Does the site ask for your personal information?	
Does it tell you how it will be used?	
Are you comfortable with how it will be used?	

Adapted from <http://www.nlm.nih.gov/medlineplus/medlineplus/websitechecklist.html>

Websites with multiple languages

medlineplus.gov/languages

medlineplus.gov/spanish

[medicare.gov/about-us/other-languages/information-in-other-languages](https://www.medicare.gov/about-us/other-languages/information-in-other-languages)

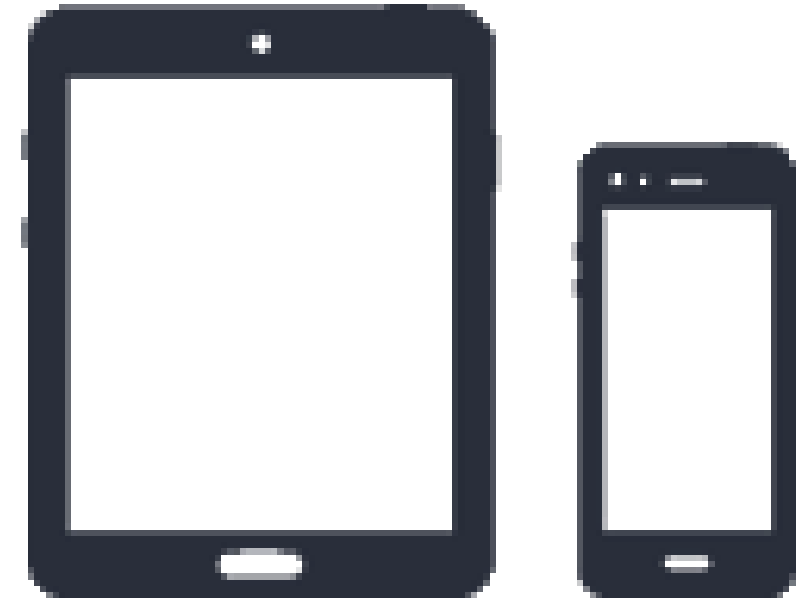


Differences between using a computer or mobile device

Computers, tablets and phones can be used to access online information and resources. You may prefer one over the other.

Mobile device (phone or tablet):

- smaller screen
- less visuals and text
- drop-down icon
- easier to access and take with you
- takes longer to scroll through information
- may lose track of place on webpage when clicking on new pages or hyperlinks



Differences between using a computer or mobile device - continued

Computer device (desktop or laptop):

- larger screen
- full page views making it easier to see more information at a time
- more navigation tools and tabbed selection bar
- usually more visuals and information
- easier to search and scroll through information on webpage



Local places to use the internet

Internet is not always available or reliable, especially in rural areas.

- Mobile devices can help if...
- you do not have Wi-Fi but have smart-phone data. Phone data can be used to access the internet.
- you visit a local cafe or business that offers free Wi-Fi.

Places to use a computer:

- Library
- Hospital
- County health departments
- Community centers or senior centers
- Schools (for students)

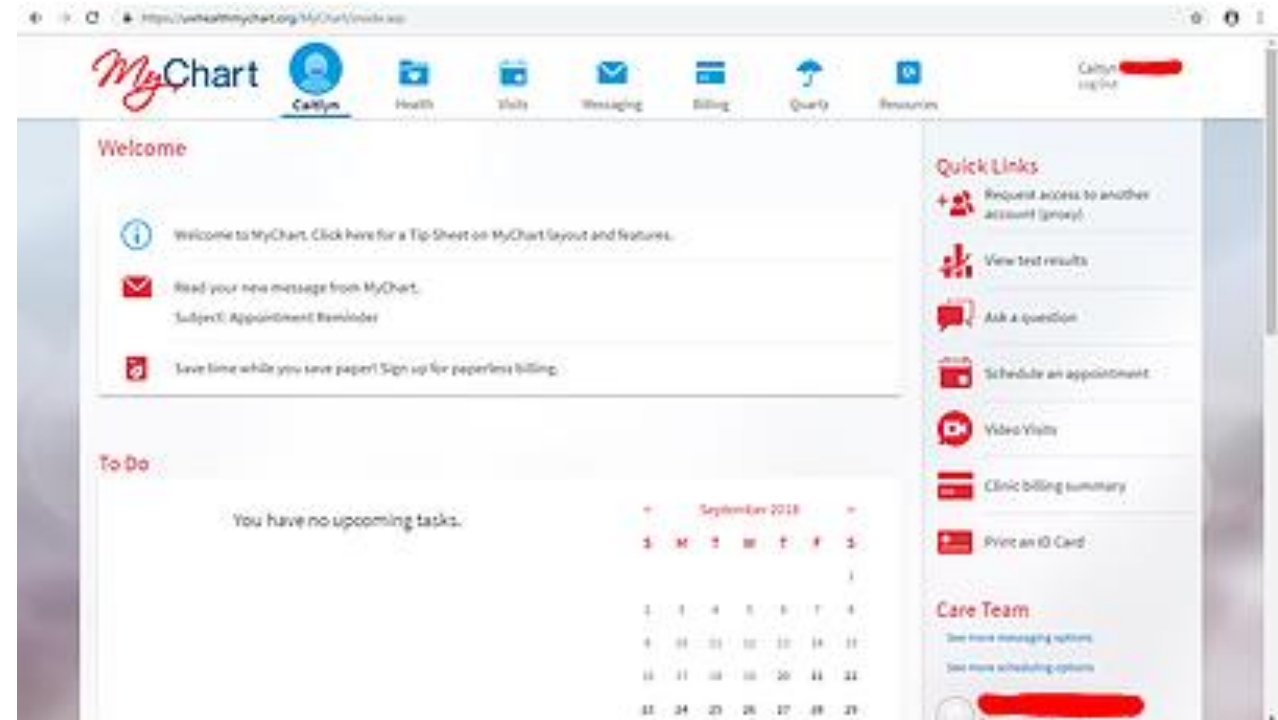


Other online resources - 1

Ask Siri, Alexa, Google Assistant about a health question – it is like searching “Google”

Health portals through healthcare providers:

- After visit summaries
- Medications
- Communication with providers
- Prescription requests
- Health news



Other online resources - 2

Wearables: track your health vitals, such as heart rate, steps walked or run, sleep pattern, diet

Apps: provides online health resources for mobile devices

Examples:

- [Medicare "What's Covered"](#)
- [Mayo Clinic](#)

NLM Mobile Resources:

- nlm.nih.gov/mobile



Other online resources – 3

Sign-up for health newsletter

- Looking for a printed or e-mail version of information?
 - Sign up for reliable health news by subscribing to newsletters from credible websites
 - Some are free
 - Can be age and gender specific



Thank you!

Developed resources reported during this presentation are supported by the National Library of Medicine (NLM), National Institutes of Health (NIH) under cooperative agreement number 1UG4LM012346. The content is solely the responsibility of the authors and does not necessarily represent the official views of the National Institutes of Health.

