

# Clinical Referrals to Medical Library

The xxx Medical Library provides services for patients and their families.

This survey will describe five (5) services or features and then ask you about your awareness of each one and whether you ever refer patients to the medical library for the purpose of that particular service or feature.

Please carefully read each description and then answer the corresponding questions.

## 1. Patient Portal Help: The library has public computers available so patients and their families can create and access Patient Portal accounts while they are visiting xxx. Librarians are available to help with the sign up process and answer general questions about Patient Portal accounts.

How familiar are you with this service for patients through the xxx medical library?

- Very familiar  
 Moderately familiar  
 Somewhat familiar  
 Slightly familiar  
 Not familiar (never heard of it)

How often, if ever, do you refer patients to the xxx medical library for this service?

- Almost every day  
 At least once a week  
 A few times a month  
 A few times a year  
 Less often than once a year  
 Never

Why have you never referred a patient to the xxx medical library for this service? (Choose up to 3)

- Not aware library has this service for patients  
 Don't know how to make a referral to library  
 Not appropriate during my visit with patient/Doesn't come up during visit  
 Another person/department handles this  
 Don't have time during visit  
 Concerned about quality of information (resources OR customer service) provided by library  
 Concerned about patients feeling overwhelmed by information if they visit library  
 I or other care team members want to control the information going to the patient  
 Library is difficult for patients to access  
 Other

If Other, please tell us a little more.

Why have you referred a patient to the xxx medical library for this service? (Choose up to 3)

- Patient asked me about this service or resource  
 It is a service that adds value to the patient's visit to xxx  
 It is a service that complements or enhances the patient's access to health information  
 The library is the only place that provides this service at xxx  
 The library is the best place that provides this service at xxx  
 Other

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If Other, please tell us a little more.

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How likely are you to refer a patient to the library for this service in the future?

- Extremely likely
  - Likely
  - Somewhat likely
  - Unlikely
  - Extremely unlikely
- 

Progress: 20% Complete.

**2. Access to health information related to a diagnosis: The library provides access to health information such as MedFacts, TestFacts, reliable websites, articles, patient handouts, and consumer health books available for checkout.**

How familiar are you with this service for patients through the xxx medical library?

- Very familiar  
 Moderately familiar  
 Somewhat familiar  
 Slightly familiar  
 Not familiar (never heard of it)

How often, if ever, do you refer patients to the xxx medical library for this service?

- Almost every day  
 At least once a week  
 A few times a month  
 A few times a year  
 Less often than once a year  
 Never

Why have you never referred a patient to the xxx medical library for this service? (Choose up to 3)

- Not aware library has this service for patients  
 Don't know how to make a referral to library  
 Not appropriate during my visit with patient/Doesn't come up during visit  
 Another person/department handles this  
 Don't have time during visit  
 Concerned about quality of information (resources OR customer service) provided by library  
 Concerned about patients feeling overwhelmed by information if they visit library  
 I or other care team members want to control the information going to the patient  
 Library is difficult for patients to access  
 Other

If Other, please tell us a little more.

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Why have you referred a patient to the xxx medical library for this service? (Choose up to 3)

- Patient asked me about this service or resource  
 It is a service that adds value to the patient's visit to xxx  
 It is a service that complements or enhances the patient's access to health information  
 The library is the only place that provides this service at xxx  
 The library is the best place that provides this service at xxx  
 Other

If Other, please tell us a little more.

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How likely are you to refer a patient to the library for this service in the future?

- Extremely likely  
 Likely  
 Somewhat likely  
 Unlikely  
 Extremely unlikely

Progress: 40% Complete.

**3. Librarian Consultation: Our librarians are available to help patients and their families research and find information on health-related topics. Librarians can perform expert searches of relevant literature to provide customized packets of information, or help with evaluating the quality of web resources.**

How familiar are you with this service for patients through the xxx medical library?

- Very familiar  
 Moderately familiar  
 Somewhat familiar  
 Slightly familiar  
 Not familiar (never heard of it)

How often, if ever, do you refer patients to the xxx medical library for this service?

- Almost every day  
 At least once a week  
 A few times a month  
 A few times a year  
 Less often than once a year  
 Never

Why have you never referred a patient to the xxx medical library for this service? (Choose up to 3)

- Not aware library has this service for patients  
 Don't know how to make a referral to library  
 Not appropriate during my visit with patient/Doesn't come up during visit  
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 Concerned about quality of information (resources OR customer service) provided by library  
 Concerned about patients feeling overwhelmed by information if they visit library  
 I or other care team members want to control the information going to the patient  
 Library is difficult for patients to access  
 Other

If Other, please tell us a little more.

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Why have you referred a patient to the xxx medical library for this service? (Choose up to 3)

- Patient asked me about this service or resource  
 It is a service that adds value to the patient's visit to xxx  
 It is a service that complements or enhances the patient's access to health information  
 The library is the only place that provides this service at xxx  
 The library is the best place that provides this service at xxx  
 Other

If Other, please tell us a little more.

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How likely are you to refer a patient to the library for this service in the future?

- Extremely likely  
 Likely  
 Somewhat likely  
 Unlikely  
 Extremely unlikely

Progress: 60% Complete.

**4. Physical library resources unrelated to health information: The front of our library is dedicated space for patients and their families. It provides a quiet spot to sit, computers for leisure, a printer, and our Take a Book Leave a Book cart with free leisure reading.**

How familiar are you with this service for patients through the xxx medical library?

- Very familiar  
 Moderately familiar  
 Somewhat familiar  
 Slightly familiar  
 Not familiar (never heard of it)

How often, if ever, do you refer patients to the xxx medical library for this service?

- Almost every day  
 At least once a week  
 A few times a month  
 A few times a year  
 Less often than once a year  
 Never

Why have you never referred a patient to the xxx medical library for this service? (Choose up to 3)

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 Other

If Other, please tell us a little more.

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 The library is the only place that provides this service at xxx  
 The library is the best place that provides this service at xxx  
 Other

If Other, please tell us a little more.

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How likely are you to refer a patient to the library for this service in the future?

- Extremely likely  
 Likely  
 Somewhat likely  
 Unlikely  
 Extremely unlikely

Progress: 80% Complete.

**5. xxx history or legacy information: The library has information about xxx history and background including copies of xxx, annual reports, and online links to archival photos and videos.**

How familiar are you with this service for patients through the xxx medical library?

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 Moderately familiar  
 Somewhat familiar  
 Slightly familiar  
 Not familiar (never heard of it)

How often, if ever, do you refer patients to the xxx medical library for this service?

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If Other, please tell us a little more.

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 The library is the only place that provides this service at xxx  
 The library is the best place that provides this service at xxx  
 Other

If Other, please tell us a little more.

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How likely are you to refer a patient to the library for this service in the future?

- Extremely likely  
 Likely  
 Somewhat likely  
 Unlikely  
 Extremely unlikely

Progress: 95% Complete.

**Finally, we have a few demographic questions to help us with data collection.**

What is your age?

- 25 or under
- 26-35
- 36-45
- 46-55
- 56-65
- 66 or older

What is your gender?

- Female
- Male
- Non-binary/third gender
- Prefer not to answer
- Prefer to self describe

Self describe

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How long have you worked at xxx? If you had interrupted employment, or switched departments or jobs, please indicate the total number of years worked at xxx added together.

- Less than one year
- 1-3 years
- 4-6 years
- 7-9 years
- 10 or more years

Please select the title that most closely matches your job.

- Physician
- Physician assistant
- Nurse practitioner
- Registered nurse
- Licensed practical nurse
- Certified nursing assistant
- Medical assistant
- Social worker
- Other

Job title

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Progress: 99% Complete.