Format: Is health information desired likely to be available on the Internet?

PubMed or other appropriate database of print resources

Use browsing site such as HealthWeb to learn more about the context of the question. Work broad to narrow. Others: MedlinePlus or Yahoo.

Type = Is request for specific type of information?

Type = Device

Type = Drug

Type = News

Geography: Is preference for information from outside the USA?

No / Don’t Care

Yes

Understanding: Does patron have expertise in topic of question?

No

Yes

Novelty: Is question on rare or unusual topic?

No

Yes

Currency: Is topic new or cutting edge?

No

Yes

Complexity: Does question have multiple concepts or related factors?

Yes

No

Audience: Does questioner want consumer health or clinical information?

Consumer

Clinical

Language = English

Language = Spanish

Language = Other

Type = Device

MAUDE

Type = Drug

RXlist

Type = News

CNN

OMNI

HON

Language = French

Language = Other

NOAH

WebMD, HealthAtoZ, MedlinePlus

MW Search

FAST

When all else fails ...