NOTE: The MCHSL CHL staff assists its customers by providing in-person services and virtual access to accurate, timely, relevant and unbiased consumer health information resources.

1. Information services and customer consultations shall be provided to the MCHSL CHL customers in-person and virtually.
2. Information requests can be submitted in person, by e-mail, or by telephone addressing MCHSL CHL.
3. Consumer information will be furnished from credible consumer information Web sites, databases, and/or from the MCHSL CHL Consumer Collection.
4. Response time for information requests shall be in a timely manner.
5. The customer will determine delivery method of search results compliant with MCHSL CHL Policies and Procedures.
6. Customer consultations with MCHSL CHL Librarians can be arranged in person during MCHSL CHL opening hours or upon request by e-mail or by telephone.
7. Requests for information from customers outside the MCHSL CHL customer group shall be referred to other health sciences, academic or public libraries.
8. Confidentiality shall be maintained in all matters by all parties.
9. Statistics and related data shall be reported only in aggregate, and only as needed for administrative decision support, performance improvement or staff training.

Disclaimer:
MCHSL CHL information provided in-person or accessible through MCHSL CHL website is not an attempt to provide medical advice or professional healthcare services. Information is provided to adults for educational purposes only and it is not a substitute for professional medical care or advice. We recommend customers consult their professional healthcare providers if they have or are concerned about any health problem or have need for any information regarding diagnosis or treatment.

DEVELOPED BY: Library Staff  DATE: 02/07/11
REVISED BY:  DATE: 02/07/11
REVIEWED BY: Steve Roksanic, Director  DATE:
APPROVAL FOR IMPLEMENTATION BY:  DATE: 02/10/11