

Artur Graboś

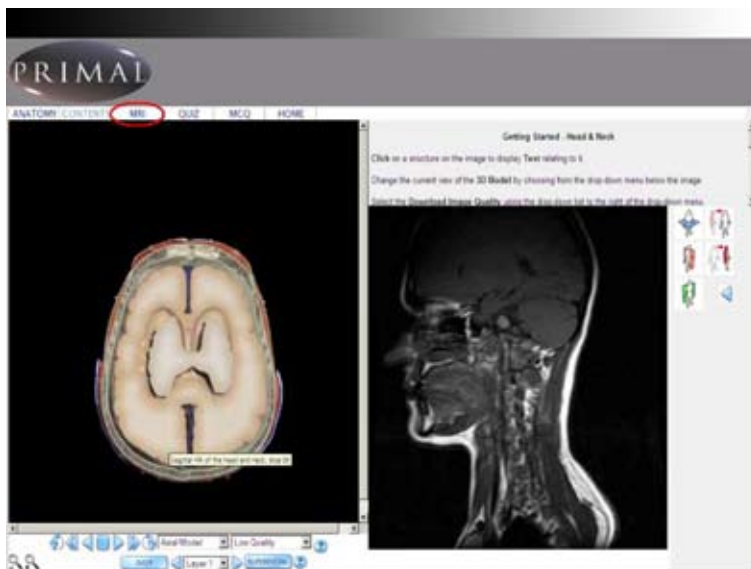
Nowoczesne narzędzia w edukacji medycznej i praktyce klinicznej MD CONSULT

Forum Bibliotek Medycznych 3/1 (5), 309-351

2010

Artykuł został opracowany do udostępnienia w internecie przez Muzeum Historii Polski w ramach prac podejmowanych na rzecz zapewnienia otwartego, powszechnego i trwałego dostępu do polskiego dorobku naukowego i kulturalnego. Artykuł jest umieszczony w kolekcji cyfrowej bazhum.muzhp.pl, gromadzącej zawartość polskich czasopism humanistycznych i społecznych.

Tekst jest udostępniony do wykorzystania w ramach
dozwolonego użytku.



*Mgr Artur Graboś
Wrocław - Elsevier*

NOWOCZESNE NARZĘDZIA W EDUKACJI MEDYCZNEJ I PRAKTYCE KLINICZNEJ

MD **CONSULT**

Nowoczesna narzędzie w edukacji medycznej i praktyce klinicznej - MD CONSULT / FIRST CONSULT

- Artur Graboś
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- Elsevier Health Sciences
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- 50-011 Wrocław

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MD Consult Clinical Knowledge System



Short Answer, Long Answer... always the Right Answer

MD Consult is designed to help physicians answer clinical questions and stay current with new developments in medicine.

- Over 50 leading medical reference books
- Over 80 full-text journals and Clinics of North America with MEDLINE
- Nearly 10,000 customizable patient handouts
- Drug Database provided by Gold Standard
- The latest medical news updated every weekday
- More than 1,000 peer-reviewed practice guidelines
- Over 50,000 images that can be downloaded or printed
- Earn Free CME credit online
- POCKET Consult – free for your PDA



Content is organized in 9 Categories

Home Books Journals The Clinics Patient Education Drugs Guidelines Images News CME

- Books
- Journals (including Browse or standard)
- The Clinics (including Browse or standard)
- Patient Education
- Drugs
- Guidelines
- Images
- News
- CME

Books

- Dozens of the most respected references
- Search within a book and scroll through the table of contents or the back of the book index



Books

- Search across the entire collection simultaneously
- Searching uses human-made indexes as well as MD Consult's controlled medical vocabulary and thesaurus



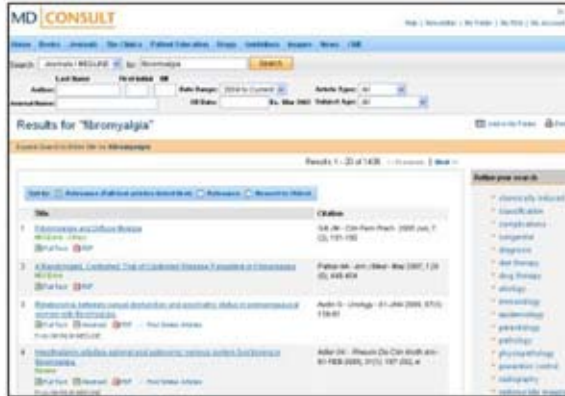
Books

- Search within a specific book

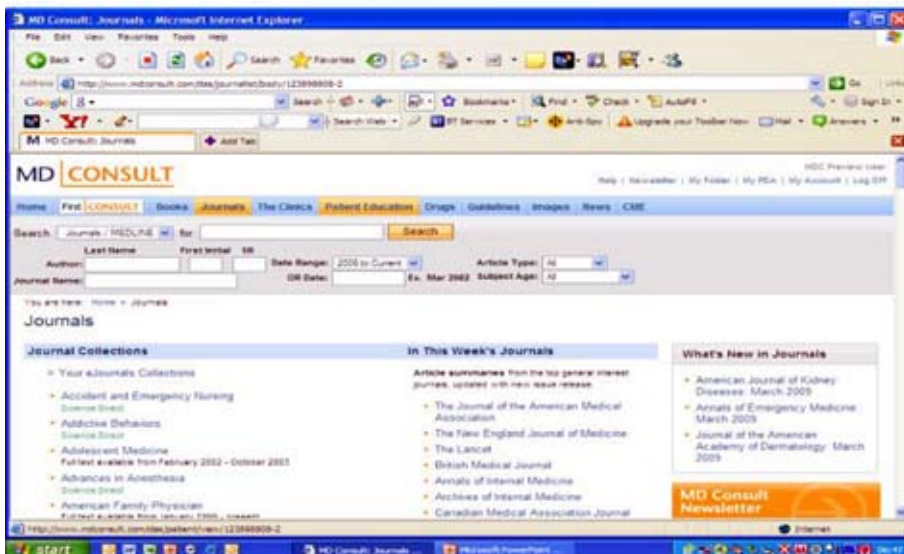


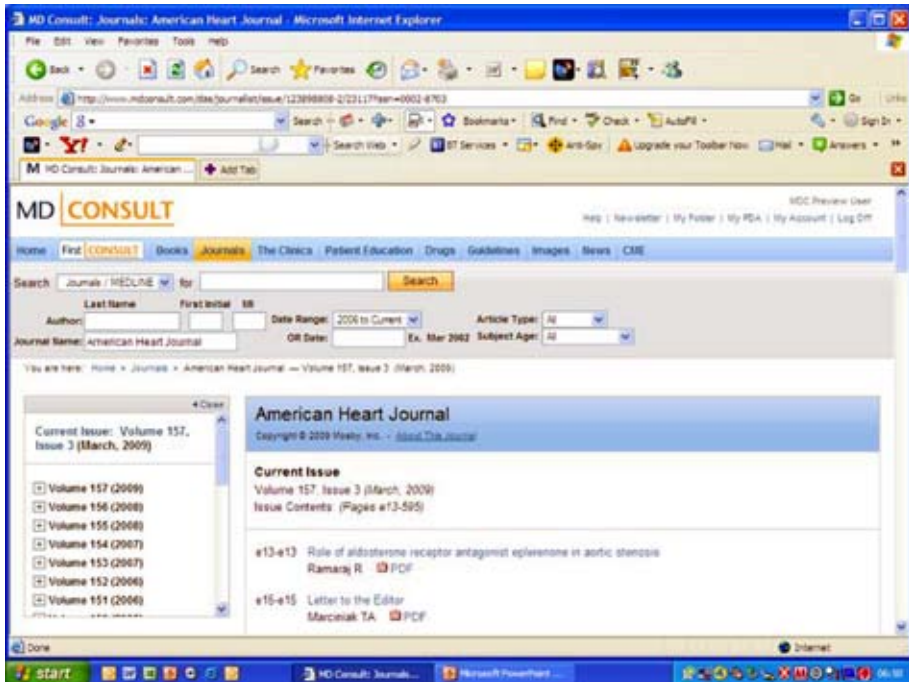
Journals

- Full-text articles from over 80 journals and clinics
- Includes the Clinics of North America and Year Books
- Simultaneously searches the MEDLINE and AIDSLINE databases
- Bibliographic data and Table of Contents available for each full-text article



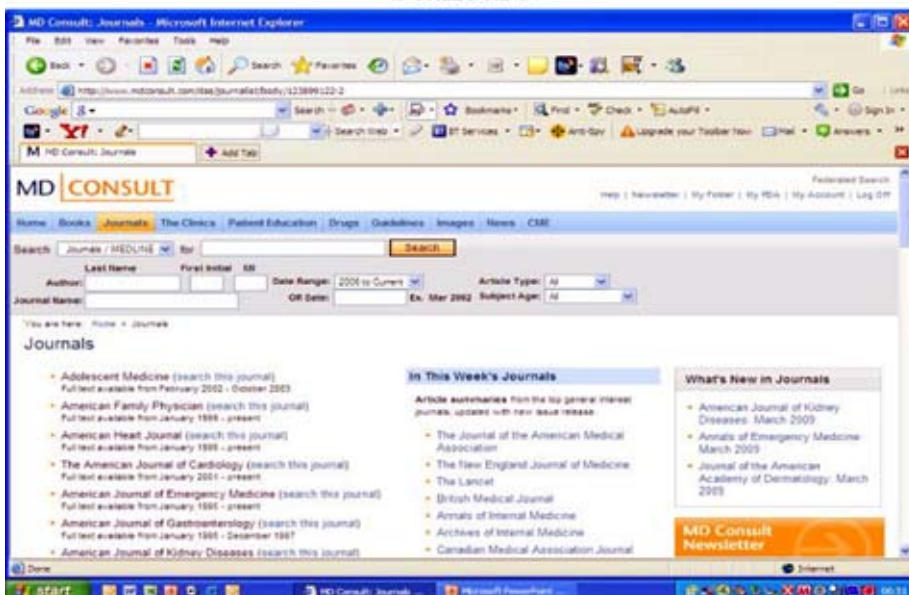
Browse

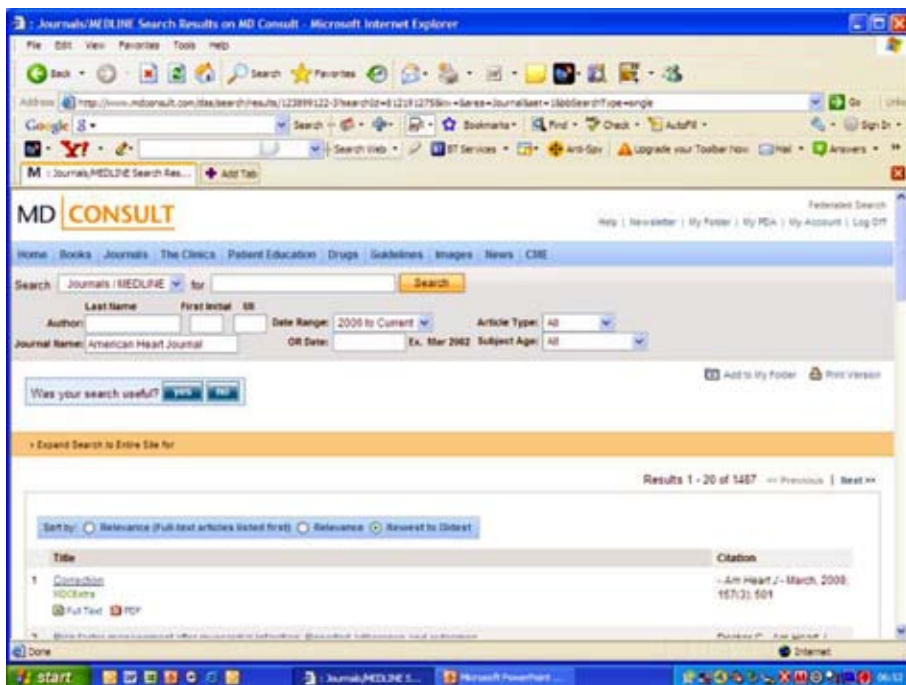




MD CONSULT

Standard





MD CONSULT

Journal Search

- Search options provide simple but flexible ways to refine searches
- Year Book articles are indexed to the original journal article
- Review articles, Cochrane Database articles, Options, and Trials are identified in search results

Journal PDFs

- Available for all Elsevier full-text journals and Clinics on MD Consult
- Users are able to view, download, and print the article in PDF format

The screenshot shows a search results page for "angina". At the top, it says "Results for 'angina'" and "Expand Search to Entire Site for *angina*". Below this is a "Sort by:" section with three radio buttons: "Relevance (full-text articles listed first)" (which is selected), "Relevance", and another "Relevance" option. A table with the header "Title" contains one entry: "1 Gender comparison of efficacy and safety of ranolazine for chronic and randomized clinical trials". Below the title are three icons: "Full Text", "Abstract", and "PDF". The "PDF" icon is circled in red. At the bottom of the entry, it says "From NBNLM MEDLINE[In Process Citation]".

Clinics – An Overview

- Around the world, the Clinics are read and respected for their authoritative, unbiased coverage of the topics that matter to practicing health care professionals.
- The Clinics provide comprehensive, clinical reviews of timely subjects, including diagnosis and therapy, new materials, and new equipment.
- Each Clinic contains invited reviews (10-14 per issue) on a single topic in a specific specialty or subspecialty.
- Guest editors for each issue invite leading experts to pen state of the art reviews on a specific aspect of the topic.

The Clinics

- Search across all 34 Clinics of North America simultaneously or within an individual Clinic
- Complete full-text article for the Clinics are available online
- PDFs available for all articles from 2002 to present
- Add-on Clinics packages available that allowing browsing of particular issues



The Clinics

- With an 'All Sections' search, the top 3 Clinics results appear in 'Top Results For All Sections'.
- All the Clinics results are easily accessed by selecting 'more results' from the top results page.
- Narrow your Clinics search by using some of the additional search options such as clinics name or author name.
- The Clinics search **does not** include Medline



Patient Education

- More than 10,000 patient education handouts that can be printed and distributed to patients are available.
- Most are written at a 6th- to 8th-grade reading level and are 1 to 2 pages in length.
- Spanish versions are available for approximately 30% of topics.
- Easily customizable, allowing physicians to provide additional instructions and contact information on each handout.



Drugs

- Drug Information provided by Gold Standard
- Includes generic and brand name drugs, investigational medications, nutraceuticals, and nutritional products.
- FDA Approvals and Safety Notices are added when announced by the US Food and Drug Administration or a specific drug manufacturer.



Drug Look-Up



- Allows users to search for a specific drug medication by:
 - Name (brand or generic)
 - Indication
 - Contraindication
 - Adverse reaction

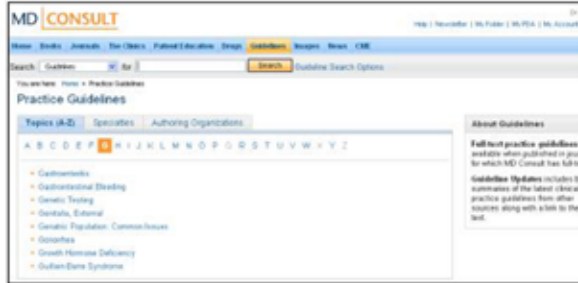
Drugs

- Current Safety Notice Updates and FDA Approvals
- Safety Notices and FDA Approvals are written from information as it is made available by the US Food and Drug Administration or a specific drug manufacturer.



Guidelines

- Over 1,000 peer-reviewed clinical practice guidelines
- Organized by topic, specialty, and authoring organization
- Full-text practice guidelines are available when published in journals for which MD Consult has full-text.
- Guideline Updates includes brief summaries of the latest clinical practice guidelines from other sources along with a link to the full-text.



Medical Images

- Quickly search over 50,000 high-quality medical images from the renowned medical books on MD Consult.
- Images include photos, tables, graphs, and more. Available to download for non commercial and educational use.
- Select an image to view in full-size.
- Select up to 4 images to compare images side-by-side.



News

- MD Consult News is **updated every weekday – not weekends.**
- Provides concise clinical summaries on new developments from all major journals, government agencies, and medical conferences.
- News stories are provided by Elsevier Global Medical News and MD Consult Editorial staff.
- Also includes:
 - Top Stories from Last Week
 - In This Week's Journals *



Print

- Ability to print any text page
- Allows users to view what will be printed
- Print right from the preview page



Global Search

■ Home page quick search box lets you search all sections simultaneously

■ Select a content area from the drop down list, and search only one area

■ Select the 'Search Multiple Areas' link and select multiple areas to search

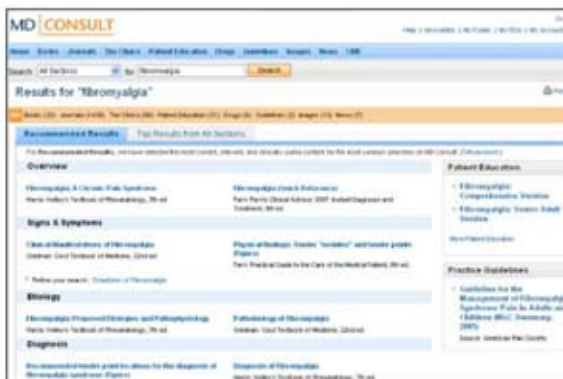


Recommended Results

■ Our top search queries provide "Recommended Results" pages

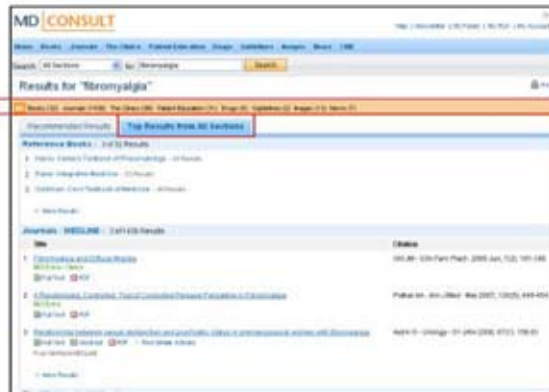
■ Recommended Results are organized by how physicians look for information to answer their medical questions

■ The standard search results are still available under 'Top Results from All Sections' tab



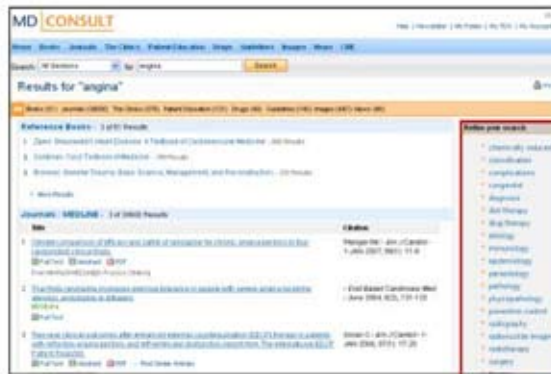
Top Search Results

- Summary page displays the most relevant top 3 search results in all sections
- Number of results in each content area is displayed
- Use the link in the orange bar or the 'more results' link to jump directly to all the search results for that section
- Teaser text



Refine Your Search

- Some search results display suggestions to help you refine your search
- Some types of searches such as diagnosis, treatment, etc.; have been classified and offer refinements that are specific for the topic or disease
- Selecting a refinement adds the term to your query and generates a new search



Searching Books

- Search all books simultaneously
- Search results for books are listed by number of occurrences
- After selecting a book, the results within the book are displayed



Searching Journals/MEDLINE

- Enter phrase(s) in the search box
- Date range defaults to the last 3 years
- Use additional search options to narrow your search
 - Author Name
 - Journal Name
 - Date Range or Date
 - Article Type
 - Subject Age



Searching Journals/MEDLINE

- Search results include:
 - Citation
 - Notation of specific types of articles
 - Year Books
 - Review
 - Cochrane Review
 - Opinions
 - Trials
 - Presence of full-text or abstract
 - PDF if available
 - Find similar articles
 - Generates a new search based on MeSH identifiers

Set to: <input type="checkbox"/> Relevance <input checked="" type="checkbox"/> Full-text articles <input type="checkbox"/> Sorted by: <input type="checkbox"/> Relevance <input checked="" type="checkbox"/> Show as: <input type="checkbox"/> Abstract	
Title	Citation
1. Fibromyalgia and Chronic Fatigue Syndrome - Update MEDLINE - CINA <input type="checkbox"/> Full Text <input checked="" type="checkbox"/> PDF	Can J. Clin. Fam. Pract. 2007; Jun 7 (2): 181-190
2. A Randomized, Controlled, Trial of Limited-release Paroxetine in Fibromyalgia MEDLINE <input type="checkbox"/> Full Text <input checked="" type="checkbox"/> PDF	Psychiatr. Ann. J. Am. J. Med. Mar 2007; 120 (3): 449-454
3. Relating to Subject, Social Definition and possibilities about a phenomenological version of Fibromyalgia MEDLINE <input type="checkbox"/> Full Text <input checked="" type="checkbox"/> Abstract <input checked="" type="checkbox"/> PDF <input type="checkbox"/> Full Text Article From MEDLINE/MEDLINE	Actas O. Linceo. 01 JUN 2006; 67(1): 199-217
4. Histamine, adrenergic, and serotonergic systems in fibromyalgia MEDLINE Review <input type="checkbox"/> Full Text <input checked="" type="checkbox"/> Abstract <input checked="" type="checkbox"/> PDF <input type="checkbox"/> Full Text Article From MEDLINE/MEDLINE	Actas O. Linceo. 01 JUN 2006; 67(1): 187-202, a
5. Fibros. Discomfort in Fibromyalgia MEDLINE - CINA <input type="checkbox"/> Full Text <input checked="" type="checkbox"/> PDF	Linchero MD. - Divers. Medicine Clin. March 2007; 2(1): 21-38
6. The Spanish version of the Fibromyalgia Survey: validation of a questionnaire to be used in the assessment of fibromyalgia and chronic fatigue syndrome MEDLINE <input type="checkbox"/> Full Text <input checked="" type="checkbox"/> Abstract <input checked="" type="checkbox"/> PDF <input type="checkbox"/> Full Text Article From MEDLINE/MEDLINE	Gerde-Campes J. - Gen Hosp Psychiatry - 01 MAR 2006; 28(2): 154-62

Searching Patient Education

- Enter phrase(s) in the search box
- Results are sorted by relevancy
- Availability of Spanish Version and images are indicated

MD CONSULT	
Home Books Journals The Clinics Patient Education Drugs Guidelines Images News CME	
Search: Patient Education <input type="text"/> for Fibromyalgia <input type="button" value="Search"/>	
Results for "Fibromyalgia"	
Expand search to other sites for Fibromyalgia	
1. Fibromyalgia, Comprehensive Version	
2. Fibromyalgia, Senior Adult Version	
3. Fibromyalgia, Woman's Version	
- Spanish Version	
4. Fibromyalgia	
5. Fibromyalgia, Management of	
6. Fibromyalgia, Staff Version	
7. Fibromyalgia, Exercise and	
8. Chronic Fatigue Syndrome, Comprehensive Version	
9. Depression, Comprehensive Version	
10. Systemic Lupus Erythematosus, Comprehensive Version	
11. Lyme Disease and Erythema, Comprehensive Version	

Searching Drug Information

- Enter search term in the search box
- Both the drug names and indications are searched
- Search can be limited to Drug Names, Indications, or Contraindications
- Search results include the number of hits
- Any search results found in Safety Notice and FDA Approvals are available under a separate tab



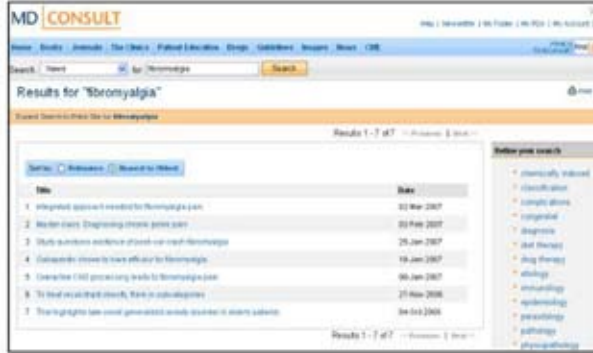
Searching Guidelines

- Enter phrase(s) in the search box
- Use additional search options to narrow your search
 - Author Name
 - Journal Name
 - Date Range or Date
 - Article Type
 - Subject Age
- Search results include:
 - Citation
 - Presence of full-text or abstract
 - Find similar articles link



Searching News

- Enter phrase(s) in the search box
- Select sort order
 - Relevance
 - Newest to Oldest
- Search results include:
 - Article title
 - Date



My Folder



- Personal filing tool
- Save and organize information
- Save searches for easy reuse
- Set Search Alerts
- Access folders from any computer



Add to Folder



- Bookmark information to My Folder
- Easy to access for future use
- Title the bookmark any way you choose



My Folder Search Alerts

- Click on magnifying glass to set search alert
- Setup daily, weekly or monthly email notification
- Email can include:
 - New results with summary
 - New results without summary
 - All results with summary
 - All results without summary
 - Folder link to new results
 - Folder link to all results



News Customization



- Select the specialty areas of interest to you
- News stories in these areas will appear first



Email to Colleague



- From any of the content, you can email a colleague a link with a personalized note
- * The colleague must be a subscriber to access the article/information

The screenshot shows the 'Email to a Colleague' form. It includes a 'Title' field with the text 'Fibromyalgia and Diffuse Myalgia: Clinics in Family Practice', a 'Type' field with 'Journal Article', and a 'URL' field with 'http://www.mdconsult.com/bedjournal/new/GMP/011002?nav=4747002FACE+1.html#source=...'. Below these fields, there are instructions: 'Email a link to this page by completing the form below:' and two bullet points: 'Please complete all the required fields on this form. (Those marked with * are required)' and 'Please feel free to include as much text as you need in the Note box.' The form contains several input fields: 'Sender's Name', 'Sender's Email', 'Recipient's Email', 'Subject', and 'Add This Note:'. There is also a 'Close Email Window' button at the top right.

Log Off



- Located in the upper right corner
- Click once you have finished your time on the service
- MD Consult will automatically log users off after 15 minutes of inactivity

POCKET Consult

- Current medical news
- Drug updates
- Personalized journal abstracts
- 20 Medical Calculators
- Drug Interaction Tool
- Initiate & save searches
- Palm & Pocket PC platforms
- FREE!



POCKET Consult



- My PDA button located in upper right corner
- First time users will have to create a new account



POCKET Consult

- Existing users simply need to click on the 'My PDA' link – no user name and password required
- Automatically taken into POCKET Consult



POCKET Consult



Channels tab allows users to select which sections they would like downloaded on their handheld

- Choices include:
 - MD Consult Drug Updates
 - MD Consult Medical News
 - This Week's Journals
 - Medical Calculators
 - Drug Interaction Tool

+	CHANNELS	Revision Memory	Description	
<input checked="" type="checkbox"/>	MD Consult	MD Consult Drug Updates	SDI	Subsequent your patients with the latest, most up-to-date drug news and information available, from MD Consult - the source practitioners trust.
<input checked="" type="checkbox"/>	MD Consult	MD Consult Medical News	SDI	Get summary articles of the hottest news and breaking developments in medicine channelled to you from MD Consult, directly to your PDA.
<input checked="" type="checkbox"/>	Medical Calculators	Medical Calculators	SDI	Time-consuming calculations DONE at the top of your screen instantly access what you need to help you diagnose and treat patients more quickly and effectively.
<input checked="" type="checkbox"/>	Medical Calculators	Medby's Drug Consult Interaction Tool	2.5MB	Drug Watch Plus software is a powerful tool that lets you quickly spot-check patients' medications for potentially dangerous drug interactions, right from your handheld.
<input checked="" type="checkbox"/>	MD Consult	POCKET Preview	SDI	Never miss a new release! Look here for announcements on brand new (Epuber products produced for your handheld so you always have the most powerful, cutting-edge programs and tools on hand.
<input checked="" type="checkbox"/>	MD Consult	This Week's Journals	Varies by number of journals selected	Key contents and summaries from current influential medical journals. New article summaries added daily. <i>You are receiving 700qs for 12 journals!</i>

POCKET Consult

<input checked="" type="checkbox"/>	MD Consult	This Week's Journals	Varies by number of journals selected	Key contents and summaries from current influential medical journals. New article summaries added daily. <i>You are receiving 700qs for 12 journals!</i>
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This Week's Journals

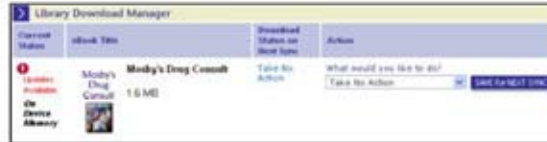
- Located under the Channels tab
- Click on the This Week's Journals link
- Choose the ones you want from over 400 journals
- Click 'Add Journals' when all selections have been made



POCKET Consult



- Library tab allows users to select which Elsevier handheld titles they would like downloaded on their handheld



POCKET Consult

- Daily update of current medical news, as well as important drug alerts

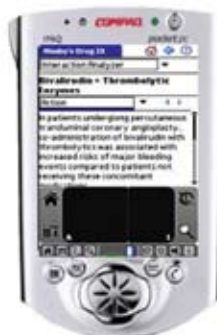
Drug Updates



Medical News

POCKET Consult

- Mosby's Drug IX, a drug interaction tool



Drug Interaction Tool

POCKET Consult

- 20 Free Medical Calculators
- BMI, Glasgow Coma Scale, Sodium Defect, Metric Units Conversion, and more.



POCKET Consult

- Download the table of contents from over 400 journals
- Provides the citation and/or abstract of journal articles



POCKET Consult

- Capture information needs on your PDA
- Searches are uploaded when you hot sync
- Searches are saved in "My Searches" for future use



Benefits of MD Consult

- **Convenience** - 24-hour access to medical content and news. Pocket Consult provides medical information and news to your PDA.
- **Trusted resources** - Accessing information from peer-reviewed medical resources.
- **Efficiency** – Faster searching, no junk hits. Search one or all of the references.
- **Be more productive** – The content on MD Consult helps you do your job better and faster.
- **Higher quality of care** – This is due to the depth and quality of the content on MDC.
- **Confidence** – Used by over 1,700 healthcare organizations worldwide and over 90% of U.S. medical schools.

Also don't forget:

- www.mdconsult.com/resources
 - PDF's brochures, content lists, links to content, newsletter archive, training slide shows and lots more
- NonSolus Institutional Marketing – info about products and competition
- Evolve (get username and password if you don't have it from iestechsupport@elsevier.com)
 - Updated pricing tools, license agreements, AAFs etc.



MD | CONSULT

🖥️ MDC Questions for you

🖥️ Live Demo MD Consult

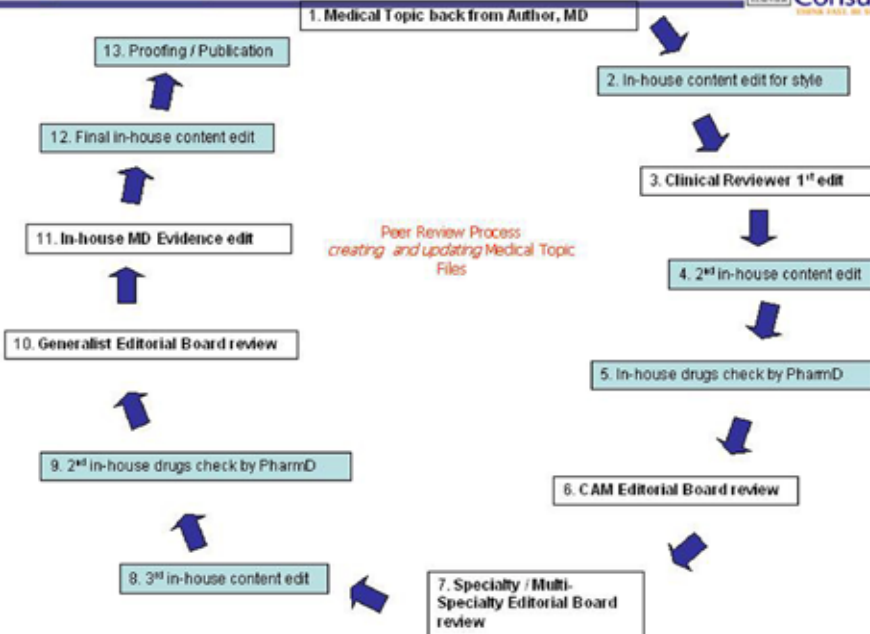
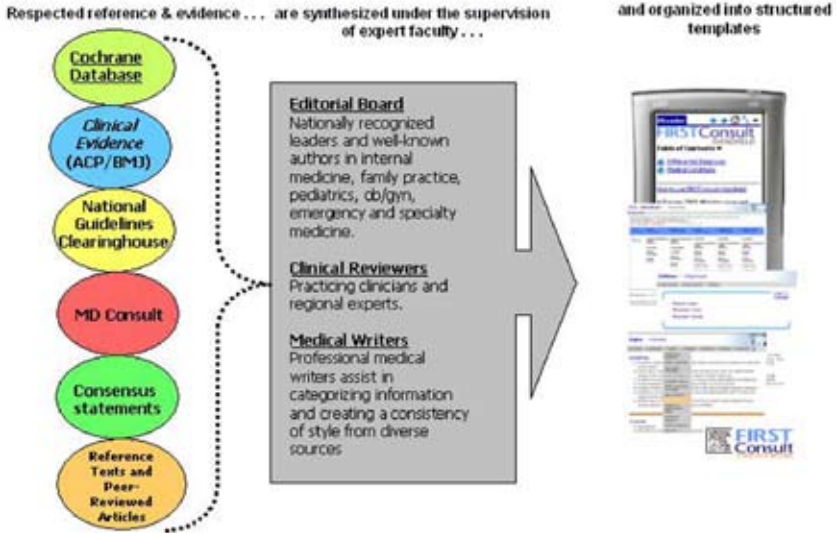
🖥️ Answers to questions

- FIRSTConsult – Evidence Based Medicine (EBM) at the point of care
- Authoring process
- FC integrated in MDC

What is FIRSTConsult?

- **FIRSTConsult** is a revolutionary web and PDA-based clinical information system that provides **continuously-updated, evidence-based** guidance on the latest in patient evaluation, diagnosis, and management — all written and designed for rapid access at the **point of care!**
- FIRSTConsult offers decision support from three sections:
Differential Diagnosis, Medical Topics and Procedures.
 - **1,800 potential diagnosis**
 - More than 800 medical topics
 - Procedures on surgical and diagnostic procedures – **video clips and animations**

FIRST Consult Collaborative Authoring Process



Searching for the evidence

FIRSTConsult includes evidence for treatments and preventative strategies.

The search strategy:

Evidence is summarized principally from three critically evaluated, very highly regarded sources:

Cochrane Systematic Reviews are respected throughout the world as one of the most rigorous searches of medical journals for randomized controlled trials. They provide highly structured systematic reviews, with evidence included or excluded on the basis of explicit quality-related criteria, and they often use meta-analyses to increase the power of the findings of numerous studies.

Clinical Evidence is produced by the BMJ Publishing Group. It provides synopses of the best currently available evidence on the treatment and prevention of many clinical conditions, based on searches and appraisals of the available literature.

The **National Guideline Clearinghouse™** is a comprehensive database of evidence-based clinical practice guidelines and related documents produced by the Agency for Healthcare Research and Quality in partnership with the American Medical Association and the American Association of Health Plans.

Level A

[Systematic reviews](#) of randomized controlled trials, including [meta-analyses](#)

Good-quality [randomized controlled trials](#)

Level B

Good-quality nonrandomized clinical trials

[Systematic reviews](#) not in Level A

Lower-quality [randomized controlled trials](#) not in Level A

Other types of study: [case-control studies](#), [clinical cohort studies](#), [cross-sectional studies](#), [retrospective studies](#), and [uncontrolled studies](#)

Level C

Evidence-based consensus statements and expert guidelines

First Consult – Evidence Methodology

Evidence Glossary

Case-control study

Involves identifying people or patients who have a disease or outcome of interest (cases) and a suitable control group without the disease or outcome, and examines the relationship of an intervention, exposure, or risk factor to the outcome of interest and how it differs between the two groups.

Clinical cohort study

A nonexperimental study that follows a group or groups of people (cohorts) in order to examine the effects of exposure to a risk factor, and follows the cohorts for the outcome of interest.

Cross-sectional study

An observational study that examines the relationship between diseases (or other characteristics) and other variables of interest as they exist in a defined population at one particular time. It can be used for assessing prevalence of a condition in the population.

Meta-analysis

A statistical technique that summarizes the results of several studies in which higher quality studies have a greater weighting.

Randomized controlled trial

Participants are randomly assigned into two (or more) groups:

Intervention group; or

An alternative treatment group (which may be placebo)

Retrospective study

A study looking back in time, so the outcomes have occurred to the participants before the study commences. Case-control studies are always retrospective, cohort studies can be, and randomized controlled trials are never retrospective.

Systematic review

A systematic review of the literature carried out in order to address a defined question and using quantitative methods to summarize the results.

Uncontrolled study

Any study that does not have a control group consisting of patients assigned to an alternative treatment and followed up over the same time period as those in the intervention group.

First Consult – Frequency of Updates

Editorial Board members, Clinical Reviewers and FIRSTConsult staff are on constant surveillance and regularly review the medical literature and news media for information that may be relevant for FIRSTConsult.

Updates to FIRSTConsult occur in three ways:

- **Regular rolling review**
Features on FirstCONSULT are continually assessed and updated on a rolling basis, with Medical Topics reviewed every month by our expert editorial board.
- **New findings under consideration**
New findings or other information submitted for review can initiate a collaborative authoring cycle at any time.
- **News and Urgent Updates**
With approval from the appropriate Editorial Board member, information of a timely nature (e.g., drug approval or withdrawals) can be posted immediately.

Searching First **CONSULT**

- Search First Consult content from within MD Consult
- First Consult provides the latest in evaluation and diagnosis, management options, patient education and disease prevention

* This feature is only available for those who subscribe to First Consult



Searching First Consult within MD Consult

- Clicking on the search result will take you to the appropriate location in the First Consult content

* This feature is only available for those who subscribe to First Consult

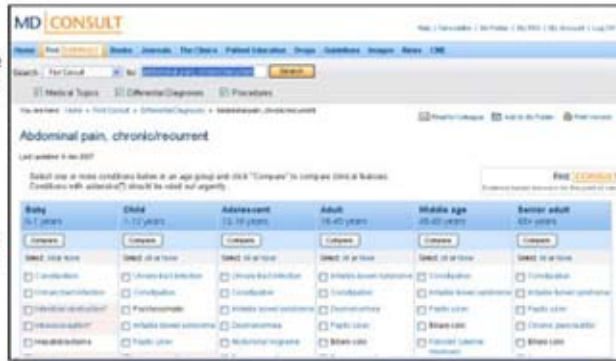


Differential Diagnosis Tool in First Consult

- Choosing a sign or symptom provides all the potential diagnoses, **in relative order or prevalence organized by age.**

- Life-threatening diagnoses are highlighted in pink, so that they can be ruled out quickly.

* This feature is only available for those who subscribe to First Consult



Differential Diagnosis Refinement in First Consult

- Each Medical Topic can be navigated using the convenient menu on the left.

- Clicking on Differential Diagnosis returns similar conditions that may have the same sign or symptom.

* This feature is only available for those who subscribe to First Consult



Differential Diagnosis Refinement in First Consult

- Expanding a condition presents features that differentiate among the potential diagnoses.
- This provides a clear method of learning diagnostic reasoning, as explained in the 2006 The New England Journal of Medicine article: "Educational Strategies to Promote Clinical Diagnostic Reasoning" by Judith L. Bowen, M.D.;355:2217-25.



* This feature is only available for those who subscribe to First Consult

■ FIRSTConsult Questions for you.

■ Live Demo FIRSTConsult

Answers to questions

MD Consult Clinical Knowledge System



Short Answer, Long Answer... always the Right Answer

Price Quote

1. Check which country group in the pricing sheet.
 2. Find out who has access. Clinicians and/or medical students? **Hospitals** (only clinicians have access)
 - Number of beds
 - **Universities** (only medical students have access)
 - Number of medical students
 - **Hospitals/Universities** (both clinicians and medical students have access).
 - Add together the price for the number of beds and the number of medical students to find the right price.
- For customers purchasing both MD Consult Core and FIRSTConsult we offer 25% discount on the FIRSTConsult price. Please note that FIRSTConsult has one sheet for hospitals FIRSTConsult Hospitals and one list medical school (students) FIRSTConsult Med. Students
3. Go to Site Pricing Tool and choose your product from the drop down and find the price/s and add together.

Trials (30 day free passwords)

- Before setting up a pilot for a whole institution it can be a good idea to send out 30 day free usernames and passwords to a limited number of users. Contact jestechsupport@elsevier.com and ask them to send you 100 30-day free trials for MDC and FC
- Simply go to www.mdconsult.com and register your username and password and you will have 30 days free trial from the date of registration.

New customer – License Agreement

- New customer
 1. Complete License Agreement incl. (see example):
 - Address
 - Proposable person to sign
 - P/E
 - Address contact, phone, fax and email
 - Title
 - Consideration and date of payment date
 2. Send the License Agreement to the new customer to:
 - Check
 - Print
 - Sign
 3. Have the customer to email or fax the License Agreement to Sara Vora, s.vora@elsevier.com in St. Louis, USA, at fax number 001 314 453 4777
 4. Send email to Sara at s.vora@elsevier.com and ask her to confirm receiving the faxed License Agreement.
 5. Confirm to Henrik Larsson when all has been received.

- Template License Agreement (ex)
- Standard contract for all Consult-products apart from JournalsConsult.
- Normally we don't change these but if there is a need for it contact legal, Maureen McArdle in the US.

New customer – Account Activation Form. (AAF)

6. Complete Account Action Form (AAF)

- Your name and email
- Address
- Admin contact, phone, fax and email
- Commencement and expiration date
- Specify price
- Specify product (MD Consult Core or FIRSTConsult)
- Specify access method (IP or password) also put SITE
- Specify email address where to send the usage stats

7. Send AAF with a copy to jestechsupport@elsevier.com and mdc.finance@elsevier.com and d.hageman@elsevier.com who will activate the account and send out an invoice.

Renewal

1. Contact customer regarding renewal and renewal price
2. Complete Account Action Form (AAF) – No contract needed!
 - Your name and email
 - Address
 - Admin contact, phone, fax and email
 - Commencement and expiration date
 - Specify price
 - Specify product (MD Consult Core or FIRSTConsult)
3. Send AAF with a copy to jestechsupport@elsevier.com and mdc.finance@elsevier.com and d.hageman@elsevier.com who will activate the account and send out an invoice.

Training

- Run a global search for Otitis Media. In how many books do you find info about Otitis Media?
- What is the price for a Wroclaw hospital for MD Consult Core standard non browse (465 beds).
- A librarian at a Krakow hospital would like a list of content available on MD Consult Core, where do you find it

Training

- How many online reference books are available on MD Consult Core?
- What is FIRSTConsult? When is it used?
- Complete a License Agreement and AAF for a new customer for MD Consult Core using the following information:
 - ABC Hospital, 124 Street, Krakow, Poland
 - Adm. Contact: Dr. A. Kropolis tel. 123123123 email: a.kropo@lis.gr
 - IP 244.321.534

Training

- What will you do with the:
 1. License Agreement?
 2. AAF?
- A customer would like a PDF brochure of MD Consult. Where can you find that?
- Linking titles on MD Consult is very popular, where can a librarian find the links to the reference books?

Correct answers

- Run a global search for Otitis Media. **Place your search term in the centre searchbox on MD Consult and click "Go".**
- What is the price for Wroclaw hospital for MD Consult Core (465 beds) \$11500
- A librarian at a Krakow hospital would like a list of content available on MD Consult Core, where do you find it?
- **Go to www.eresourcesonline.com/resources click MD Consult, click Content Lists .**

Correct answers

- How many online reference books are available on MD Consult Core?
Over 50
- What is FIRSTConsult? **Evidence Based Clinical online problem solving tool. When is it used? For diagnosing, evaluating and treating patients.**
- Complete a License Agreement and AAF for a new customer for MD Consult Core using the following information:
 - ABC Hospital, 124 Street, Athens, Greece
 - Adm. Contact: Dr. A. Kropolis tel. 123123123 email: a.kropo@lis.gr
 - IP 244.321.534

Correct answers

- What will you do with the:
 1. License Agreement? **Send to customer to check, print sign and fax to Sara Vora at fax no 001 314 453 4777 or email at s.vorah@elsevier.com**
 2. AAF? **Send to iestechsupport@elsevier.com and d.hageman@elsevier.com and mdc.finance@elsevier.com who will activate and invoice the account.**
- A customer would like a PDF of MD Consult. Where can you find that? **www.mdconsult.com/resources click MD Consult, click PDF's of brochures, click on the PDF to download.**
- Linking titles on MD Consult is very popular, where can a librarian find the links to the reference books? **www.mdconsult.com/resources click MD Consult, click Content Lists and use Master Content List.**

Who to contact?

- Order printed brochures – Sara Vora, s.vora@elsevier.com
- 30 day trial passwords – Technical support, iestechsupport@elsevier.com
- Pricing issues – Cliff Rotenberg, c.rotenberg@elsevier.com
- Specific contractual issues – Elsevier Legal – Maureen McArdle
- Customers can't find an article that should be on MDC – iestechsupport@elsevier.com
- Invoicing – Kim Stewart, k.stewart@elsevier.com
- Delayed payments – Christa Robinson, c.robinson@elsevier.com
- Specific authorization (e.g. signed authorized documents for tenders etc.) – Scott Wilson, s.wilson@elsevier.com

Also don't forget:

- www.mdconsult.com/resources
- NonSolus Institutional Marketing – info about products and competition
- Evolve (get username and password if you don't have it from iestechsupport@elsevier.com)