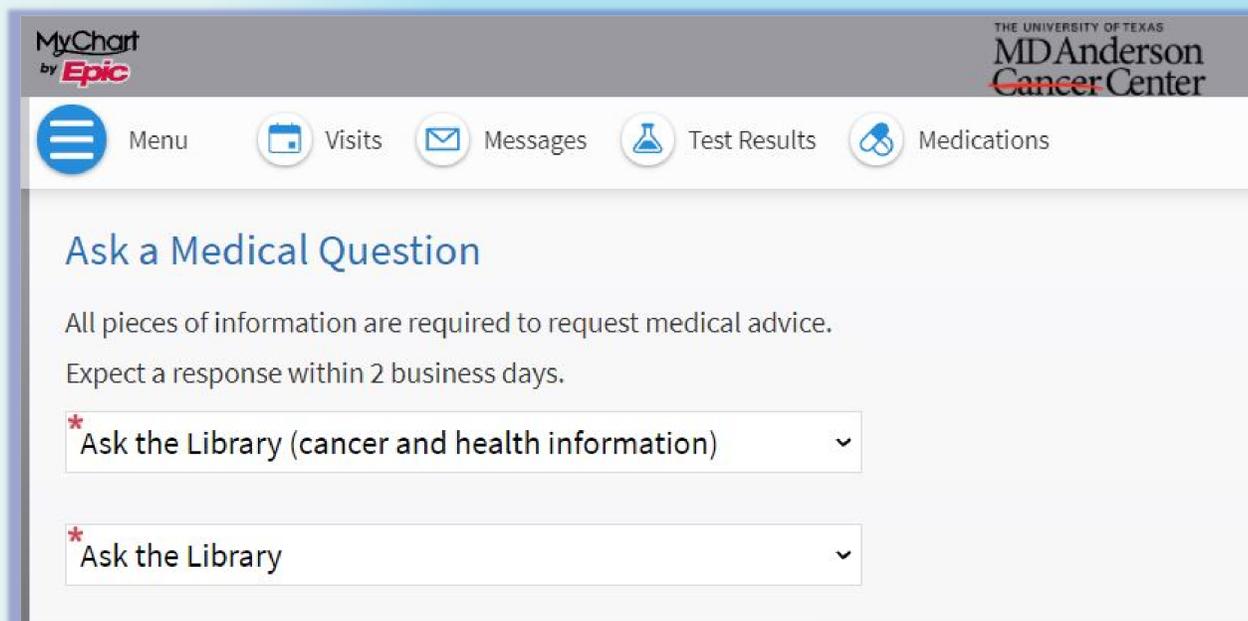


Ask The Library: How Patients Connect with The Learning Center in MyChart

Adela V. Justice, MS, AHIP

Patient Education, The Learning Center

Ask the Library was added to MyChart Messages in September 2020.

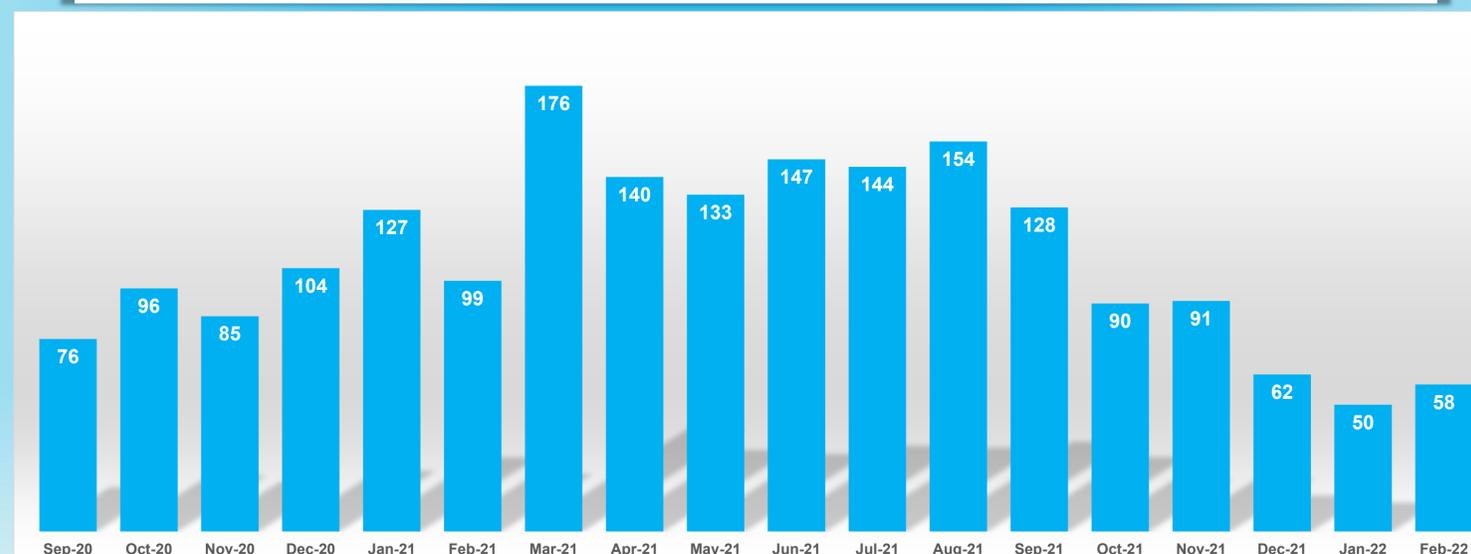


Examples of messages we receive:

- Side effects questions
- Appointment information
- Specific case queries needing clinicians' attention
- Test results explained
- Treatment information
- COVID-19 testing options
- Nutrition information



Number of Ask The Library Messages Received September 2020-February 2022



Ongoing efforts:

- Educate patients to use Ask the Library for general information only
- Inform patients how The Learning Center can help them
- Encourage MDA staff to refer patients to Ask the Library and The Learning Center

The Learning Center

- Consumer health library primarily for cancer survivors, family, and caregivers
- Three locations
- Est. 1996
- www.mdanderson.org/tlc | asktlcstaff@mdanderson.org