The objective of this project was to implement a consumer health information center at a tribal healthcare facility where no medical library or consumer health information service existed. Although the public library promoted MedlinePlus and patient education materials were provided through a commercial service, neither patients nor the public had convenient access to these. Awareness of Internet-based resources was low.

**METHODS**

Partnerships among:
- The Chickasaw Nation – Provides space within their healthcare facility
- Computercraft – A Chickasaw Nation technology company that develops and hosts the Web site and provides project management
- National Library of Medicine – Provides information expertise, training, and financial support

**RESULTS**

The CHIC:
- Adds an important component to the Chickasaw Nation’s healthcare environment
- Provides a safe environment to empower the Chickasaw Nation to become health advocates for themselves and their families
- Located in the Nation’s current health facility and will receive more visibility in the main gallery space of the new health facility
- Will be located in main gallery space in new the health facility

The full-time CHIC customer service representative:
- Manages the CHIC office and maintains the hardware, software, and supplies
- Provides onsite assistance to users unfamiliar with searching for health information
- Increases community awareness about the CHIC and provides one-to-one guidance

**CONCLUSIONS**

At this point, there is a clear need to assess various aspects of the CHIC including the response of health facility patients to it. The CHIC will have a more visible location in a public gallery area of the new health facility. The results of increased visibility as well as less privacy will be monitored.