





mainly from the health resource centers managers, from people inside the medical system. All the centers employ mainly nurses and some librarians or information specialists. They provide health information to consumers and enable them to take active part in the treatment, and assist them to participate in the decision making process relating to their own lives as well as those of their relatives. To accomplish these goals the resource centers use various types of information resources, and mostly books and pamphlets. The health information distribution using mailed pamphlets was found to be unique in Israel. All the centers, except for the Clalit Call Health Resource Center, provide the information personally to the consumers. Most of the information provided in all the centers take place by answering questions asked on the phone and by sending packages in the mail. The amount of requests for health information is small but is constantly rising in all the centers. Quite often consumers turn to the health resource centers asking for information about a specific disease. The service is provided to all consumers, regardless of medical condition, and free of charge. None of the centers has established a code of behavior yet, but they all emphasize the quality of service and attitude towards the consumers. Most of the interviewees have a lot of professional experience (over 15 years) in roles relating to their work in the resource centers, but have very little experience in providing health information. This lack of experience is the result of the short time during which the centers exist in Israel and the fact that the information studies and librarianship schools have not yet developed a specific programs for health information providers. It is important to note that consumer health resource centers exist in the United States over 20 years and have programs for qualifying information scientists and librarians that will provide health information. In Israel these centers are only getting started and does not yet employ large and qualified personnel. Most of the resource centers in Israel are supported by medical centers and mainly funds and contributions. All around the world medical centers are aware of the importance of having a health resource center within the organization and they provide funding for establishing the resource centers and for maintaining them. Clalit Call Health Resource Center is the only one funded by the organization to which it belongs without the need for donations. Only the health resource center of Ha'Emek Medical Center is physically located inside a medical library, managed by it and combines its collection in this of the library. However the resource center is still located in a different hall inside the library. Two other resource centers are located inside medical centers. All the centers

