

## FILES

### HOW TO USE THE FILES

There is an index to the files. The Occupational Health files have a separate index. There is also a master list of files which is useful when trying to decide where a piece of material should be files.

In the file card drawer, there is a card for each file. The index is cross-referenced. A coloured dot on the card indicates that there is a file with that name. The other cards are the cross-reference cards which show the name of the file with the information needed.

All articles, clippings, etc. in the files should be labelled as to source and date of publication.

If you need to take a file home, make sure that it is not when it is likely to be needed on shift. Leave a note in the journal if you take a file home. Only Health Collective workers may take files home. Others may photocopy articles in the files.

### HOW INFORMATION GETS INTO THE FILES

Journals and newsletters:

Journals, articles, newsletters, etc. when first received in the office are date stamped and put in the "to be read" box. They remain there for one month during which time they are available for borrowing. There is a sign-out sheet where the name and issue of the journal, the woman borrowing it and the dates out and in are recorded.

Anyone reading a journal and finding an article, news item, etc. which she thinks should go in the files should mark the article indicating the appropriate file(s) and also clip a piece of paper on the front of the journal indicating the pages on which the articles to be photocopied can be found. The marked journals should be returned to the "to be read" box.

Once a month someone whose job it is goes through the ~~to-be-read~~ box and takes out everything that has been there for more than one month. Marked journals go in the "to be photocopied" box. She also goes through all the journals to make sure that all important articles have been noted. Other journals, newsletters, etc. are put in the appropriate places for future filing e.g. journals go in the "journals to be filed" bin.

#### Newspapers:

Newspaper clippings are put in the "to be photocopied" bin. They are thrown away after they have been copied and the source and date written on the copy.

Most of the clippings come from the Sun which one woman reads and clips regularly, but other women bring in clippings from the Globe, New York Times, etc.

#### Biomedical Library:

Articles from medical journals at the Biomedical Library, Willow Pavilion, 10th and Willow, are found for the files. Sometimes articles are acquired when a particular topic is researched, but it is also useful for someone to go there on a regular basis to look through the current journals for recent and interesting information. There is a photocopier there which takes dimes.

Some journals which should be looked at on a regular basis are Lancet, Modern Medicine, Journal of the American Medical Association and British Medical Journal.

#### PHOTOCOPYING FOR THE FILES

Make sure that the source of every article and the date is on the copy i.e. name of journal, volume, date; name of newspaper and date of clipping.

Articles in our journals should have a check in the journal to indicate that they have been copied.

Copies go in the "to be filed" box with an indication of which file they should go in written on them. If in doubt, check the master list and make sure that the notation corresponds to the master list. Sometimes an article which seems appropriate for several files has to be copied twice or more.

#### FILING

All articles, copies of clippings, newsletters, etc. which should be filed go in the "to be filed" bin. They should be marked with the name of the appropriate file but the filer will sometimes find that she has to do this herself. If in doubt, check the master list. Filing is quicker if the pieces are put in alphabetical order beforehand.

## MAKING NEW FILES

New subject files may be added when appropriate. They should be consistent with the current system.

New file titles are typed on a 3x5 white card which goes in the file index. A green dot is put beside the title on the card to indicate that there is a file by this name. As well you must enter the new file title onto the computer list which is entitled "subhead" and "subhead2". This is done in the "word" program.

There is also a cross-referencing system in the cards. We should be able to look for a topic and find out from the cross-reference card (which does not have a ~~file~~<sup>green</sup> dot) where that information is filed. E.G. if we look up 'breast cancer', the card will say 'filed under CANCER: Breast' or if we look up 'fetal monitoring', the card will say 'filed under PREGNANCY & BIRTH; Fetal Monitoring.

There are also lists of files related to the topic on many cards e.g. the card on HYSTERECTOMY will say 'see also FIBROIDS, MENSTRUATION - Menorrhagia'.

It is important when creating new files that the card index and computer listing is brought up to date by adequate cross-referencing.

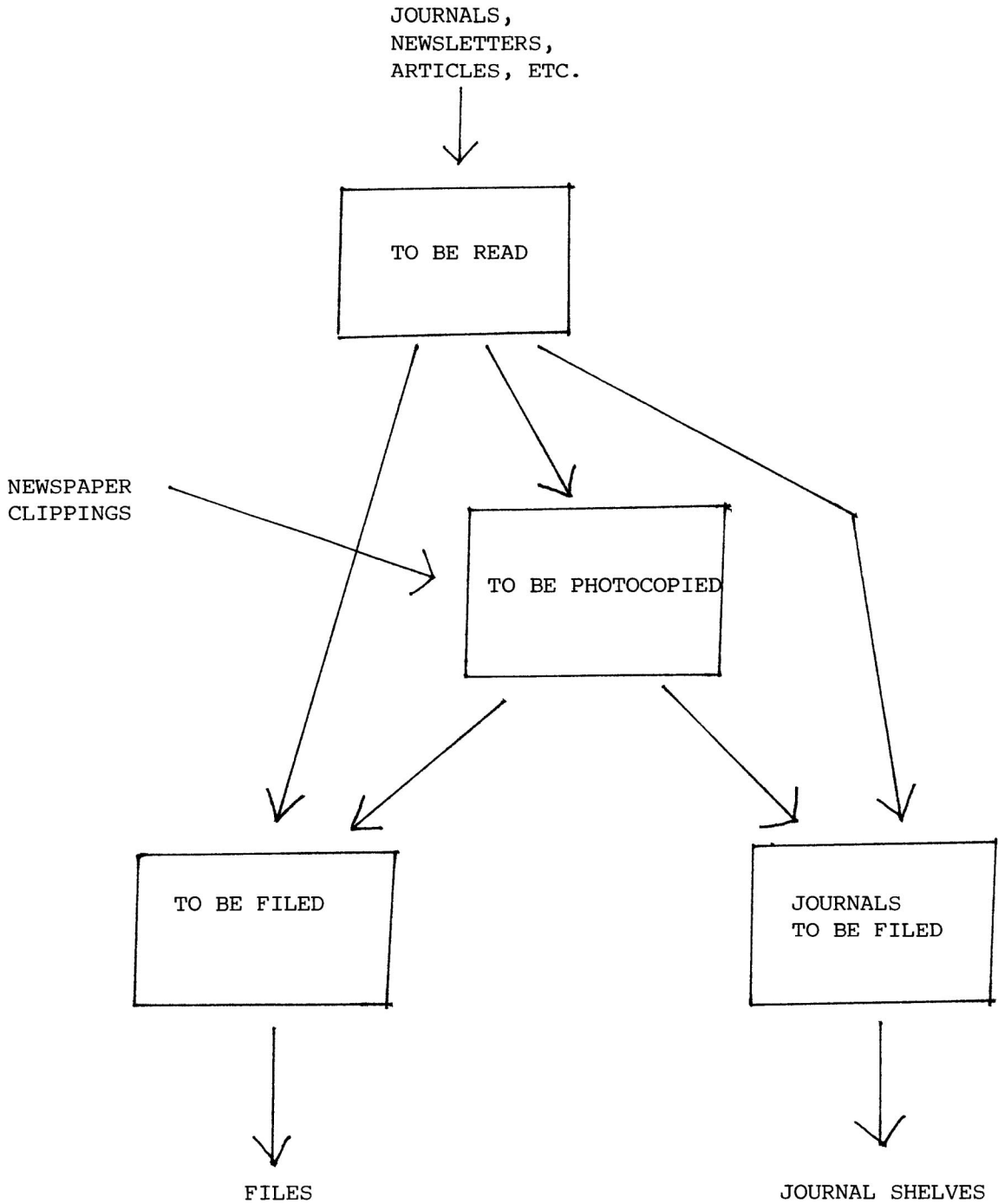
Files are legal size and the title is typed on a label.

## "WEEDING" THE FILES

Periodically it is necessary to go through every file to look for misplaced files and misfiled articles, and to throw out articles which are duplicated, out of date in some way or redundant.

## UPDATING THE FILES

Files are periodically checked for gaps in information and lack of up to date information. When the gaps are identified, we should try and find the necessary information e.g. by going to the Biomedical Library.



## Doctor Directory

The doctor directory was originally intended to help women find a good doctor. However, we have come to believe that the quest for a "good doctor" by itself is a mistake. After repeated bad experiences with doctors we believed to be good, we began to look more closely at the health care system. We discovered that:

Sickness is Big Business: The 'health care' system is really a monopoly industry, where a few people have the power and the money, and the rest of us are forced to take what those on top decide is available. In this case, what doctors, administrators, the college of physicians and surgeons, drug and medical equipment companies decide; where and how we have our children, which drugs are prescription and which are non-prescription, who is licensed to heal and so on. As in all industries the motive is profit, not health or humanitarianism.

"A Good Doctor is Hard to Find": As women we have been conditioned to think that everything would be all right if we could only find "Mr. Right", be it a husband, boyfriend, doctor, etc. If we believe that doctors are the only ones who really know what is happening when something goes wrong with our bodies, we have no choice but to go to them every time something bothers us, and to accept everything they say. By placing such blind trust in and obedience to doctors, we are forgetting that:

- good health care is our right and we need not be grateful when we receive it
- we must learn to pay attention to the clues our bodies give us about our health
- we must demand clear and understandable information from doctors
- we have invested heavily in our doctor's education through direct and indirect taxation. Only in rare instances do doctors share their knowledge with us
- a doctor is someone with specialized knowledge about a particular subject, just like a mechanic or plumber. The information they have is valuable and they can be used as good resources. They are not gods.

We can take more responsibility for our health and lessen our dependence on doctors.

### How to Use the Doctor Directory:

When a woman asks to see the doctor directory:

- 1) explain we do not refer to or recommend doctors because we believe there are no perfect doctors, and that we prefer to encourage people to take more responsibility for their own health care
- 2) the doctor directory is made up of evaluations from women who have used different doctors' services
- 3) direct her to the directory itself
- 4) the index file lists alphabetically under various specializations, allergists, surgeons, paediatricians, etc. Each card provides the doctor's name, address and phone number, a symbol indicating whether s/he is male or female, their specialty, and the year s/he graduated (if available) A green dot on the bottom right corner of the card indicates that we have evaluations on that doctor
- 5) when the woman finds a doctor in the index file who seems to suit her needs, she then refers to the main file in the top drawer of the green filing cabinet.
- 6) the main file lists all doctors and health care practitioners alphabetically by name only. When she finds the file she is looking for, ask her to remove the entire file
- 7) ask her not to return the file, but to leave it in the refiling tray on top of the filing cabinet

### Making up a file for a practitioner not already listed:

This is usually required when a woman completes an evaluation on a health practitioner we do not have in our file.

- 1) check name, address and phone number are correct by:
  - a) checking listing in B.C. College of Physicians and Surgeons directory located behind the front desk (does not have phone numbers)
  - b) checking the yellow pages
  - c) phoning the office to confirm the number is correct, to find out if the practitioner is male or female, and what his/her specialty is
- 2) write all the information on an index card using the same format as for the others. Place a green dot in the appropriate place
- 3) file the index card
- 4) make up file by typing practitioner's name on a label and placing that on the file. Place a red "Do Not Refile" label on the outside of the file
- 5) place evaluation(s) in file and add it to the alphabetical listing.

## THE THERAPIST DIRECTORY

The therapist index file is divided by type of therapy (e.g. gestalt, art) and specialty (e.g. mediation, lesbian, groups). There are also sections for psychologists, psychiatrists and agencies. This means that a therapist's name will probably appear a number of times in various sections. A blue dot indicates that there is a file on the therapist. If there is no file, the card will have the therapist's address and phone number. The files are in alphabetical order and have a green 'do not refile' sticker.