

**NATIONAL INSTITUTE OF ARTHRITIS AND
MUSCULOSKELETAL AND SKIN DISEASES
(NIAMS)**

NIAMS REQUEST TRACKING REPORT
February 1, 2002 — February 28, 2002

**NATIONAL INSTITUTE OF ARTHRITIS
AND MUSCULOSKELETAL AND SKIN DISEASES**

NATIONAL INSTITUTES OF HEALTH

Contract Number N01-AR-8-2234

Submitted by:

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National Institute of Arthritis and Musculoskeletal and Skin Diseases

Request Tracking Report

Analysis of Requests Received and Responses Given

NIAMS / NIH Staff

February 2002

Monthly	Number of Requests for February 2002	% of Total Requests for February 2002
REQUESTS	112	100.0%
E-mail	56	50.0%
In Person/Walk-in	1	0.9%
Telephone-NIAMS	55	49.1%
RESPONSE		
Telephone Only	112	100.0%
PUBS ORDERED	0	---

NOTE: Request percentages may not equal 100 percent because of rounding.

National Institute of Arthritis and Musculoskeletal and Skin Diseases

Request Tracking Report

Analysis of Requests by Disease Area

NIAMS / NIH Staff

February 2002

Category of Requests	Number of Requests for February 2002	% of Total Requests for February 2002
Arthritis and Rheumatic Diseases	41	32.8%
Arthritis (General)	10	8.0%
Fibromyalgia	3	2.4%
Lupus/Systemic Lupus Erythematosus	8	6.4%
Osteoarthritis	9	7.2%
Psoriatic Arthritis	1	0.8%
Raynaud's Phenomenon	2	1.6%
Rheumatoid Arthritis	5	4.0%
Scleroderma	1	0.8%
Sjogren's Syndrome	2	1.6%
General Topics	42	33.6%
Alternative Medicines/ Complementary Therapies	2	1.6%
Autoimmune Diseases	2	1.6%
Clinical Trials	3	2.4%
Financial Assistance	1	0.8%
NIAMS Information	7	5.6%
Other	11	8.8%
Out of Scope	5	4.0%
Physician Referral	1	0.8%
Research, Extramural NIAMS	2	1.6%
Research, Intramural NIAMS	2	1.6%
Surgery	1	0.8%
Web Comment	5	4.0%
Musculoskeletal Disorders	24	19.2%
Bone Diseases	4	3.2%
Bursitis/Tendinitis	1	0.8%
Carpal Tunnel Syndrome	1	0.8%
Hip Replacement	2	1.6%
Marfan Syndrome	4	3.2%
Musculoskeletal Diseases	4	3.2%
Osteogenesis Imperfecta	1	0.8%
Osteoporosis	4	3.2%
Sciatica	1	0.8%
Scoliosis	1	0.8%

National Institute of Arthritis and Musculoskeletal and Skin Diseases

Analysis of Requests by Disease Area

NIAMS / NIH Staff

(Continued)

February 2002

Category of Requests	Number of Requests for February 2002	% of Total Requests for February 2002
Musculoskeletal Disorders		
Spinal Stenosis	1	0.8%
Skin Diseases	18	14.4%
Acne	1	0.8%
Itching (Pruritus)	1	0.8%
Pemphigus/Blistering Conditions	2	1.6%
Skin Diseases and Disorders	12	9.6%
Sweating Disorders	1	0.8%
Vitiligo	1	0.8%
Total	125	100.0%

NOTE: Request percentages may not equal 100 percent because of rounding.

National Institute of Arthritis and Musculoskeletal and Skin Diseases

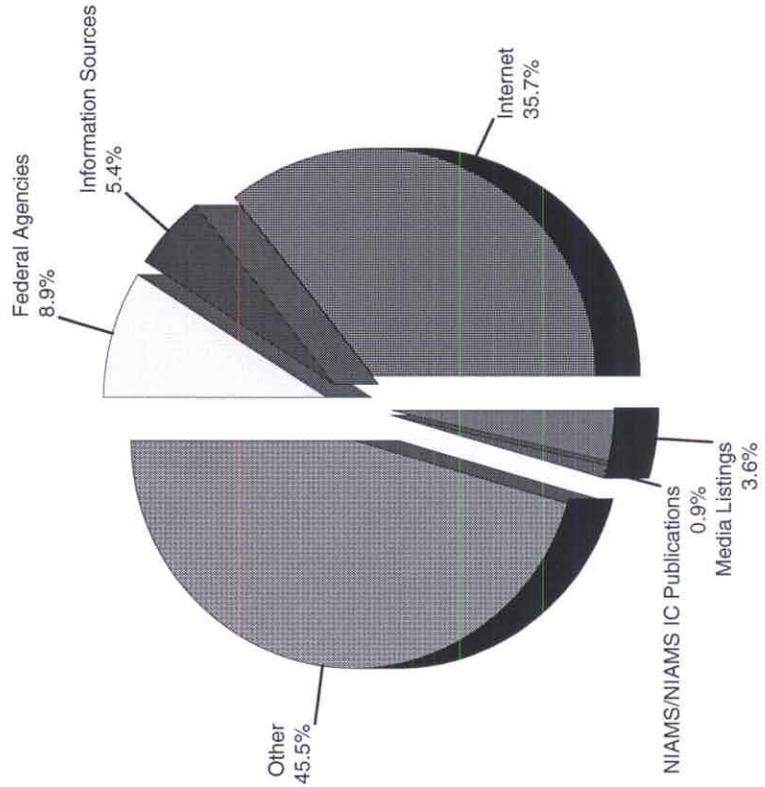
Request Tracking Report

Referral Source Profile

(HOW INQUIRERS HEARD ABOUT NIAMS)

NIAMS / NIH Staff

February 2002



Referral Source	Number of Requests for February 2002	% of Total Requests for February 2002
Federal Agencies	10	8.9%
NIAMS Staff	8	7.1%
NIH Staff	2	1.8%
Information Sources	6	5.4%
Informational Specialist	4	3.6%
Voluntary/Professional Association	2	1.8%
Internet	40	35.7%
NIAMS Home Page	39	34.8%
Other Web Site	1	0.9%
Media Listings	4	3.6%
Journals/Newspapers/Magazines	4	3.6%
NIAMS/NIAMS IC Publications	1	0.9%
NIAMS/NIAMS IC Print Materials	1	0.9%
Other	51	45.5%
Family/Friend/Patient	4	3.6%
Unknown	47	42.0%
Total	112	100.0%

NOTE: Request percentages may not equal subtotals because of rounding.

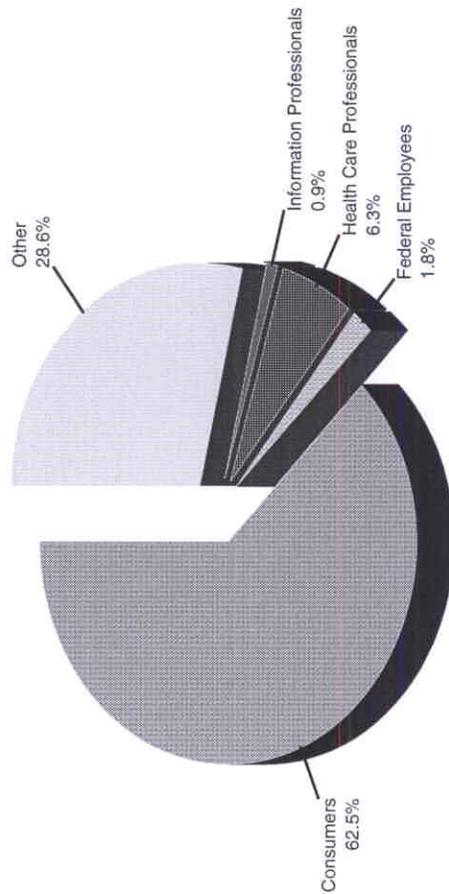
National Institute of Arthritis and Musculoskeletal and Skin Diseases

Request Tracking Report

Requester Profile

NIAMS / NIH Staff

February 2002



Requester Type	Number of Requesters for February 2002	% of Total Requesters for February 2002
Consumers	70	62.5%
Friend	5	4.5%
Student	4	3.6%
Other	10	8.9%
Family Member	14	12.5%
Patient	37	33.0%
Federal Employees	2	1.8%
Other NIH Staff	1	0.9%
NIAMS Staff	1	0.9%
Health Care Professionals	7	6.3%
Health Educator	1	0.9%
Other Health Professional	4	3.6%
Health Advocate	1	0.9%
Physician	1	0.9%
Information Professionals	1	0.9%
Information Specialist	1	0.9%
Other	32	28.6%
Web Manager	1	0.9%
Researcher	4	3.6%
Corporate Representative	5	4.5%
Media Professional	22	19.6%
Total	112	100%

NOTE: Request percentages may not equal subtotals because of rounding.

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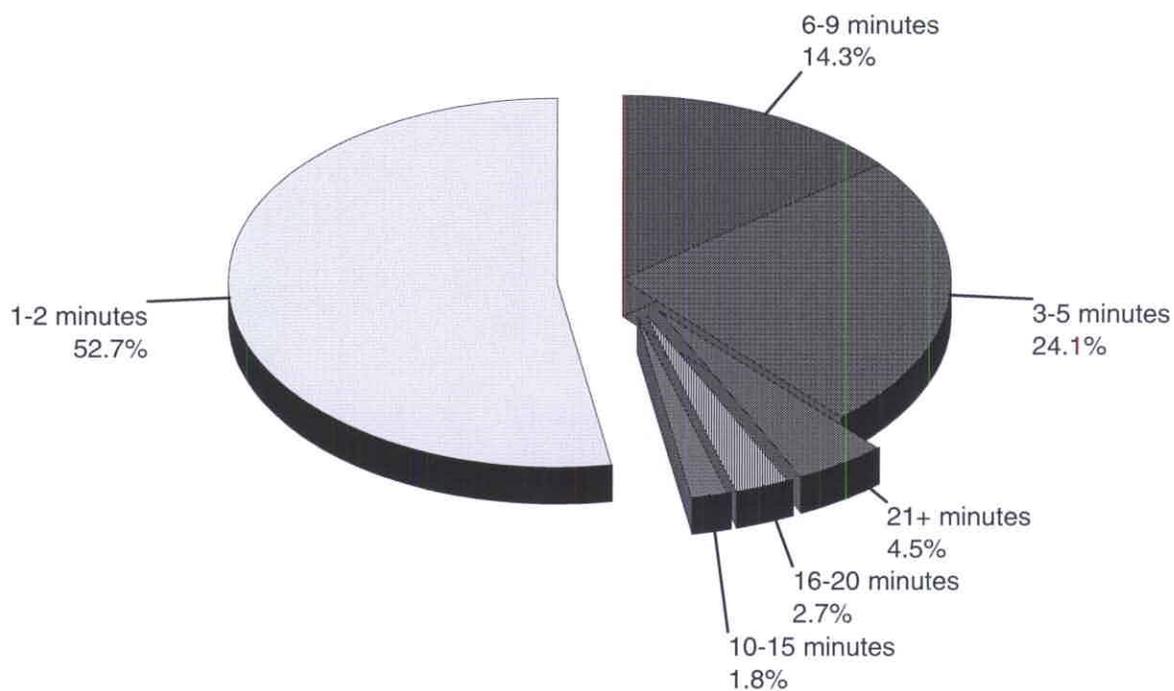
Request Tracking Report

Requests by Response Time

NIAMS / NIH Staff

February 2002

Call Length	Number of Requests for February 2002	% of Total Requests for February 2002
1-2 minutes	59	52.7%
3-5 minutes	27	24.1%
6-9 minutes	16	14.3%
10-15 minutes	2	1.8%
16-20 minutes	3	2.7%
21+ minutes	5	4.5%
Total	112	100.0%



NOTE: Request percentages may not equal 100 percent because of rounding.

National Institute of Arthritis and Musculoskeletal and Skin Diseases

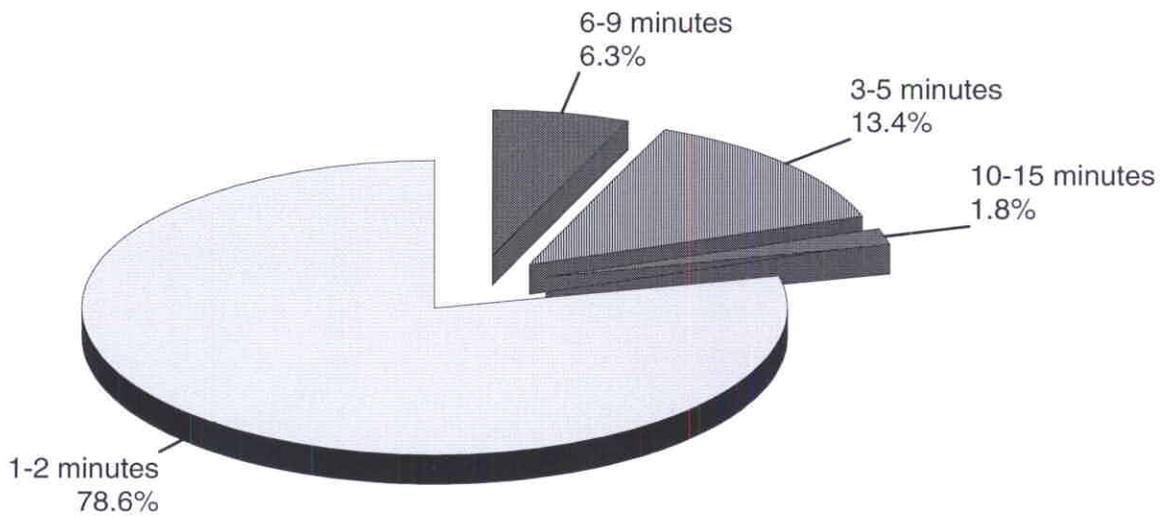
Request Tracking Report

Requests by Screening Time

NIAMS / NIH Staff

February 2002

Call Length	Number of Requests for February 2002	% of Total Requests for February 2002
1-2 minutes	88	78.6%
3-5 minutes	15	13.4%
6-9 minutes	7	6.3%
10-15 minutes	2	1.8%
Total	112	100.0%



NOTE: Request percentages may not equal 100 percent because of rounding.

National Institute of Arthritis and Musculoskeletal and Skin Diseases
Request Tracking Report
Summary of Requests Received
by State, U.S. Territory, Canadian Province, or Other Country
NIAMS / NIH Staff

February 2002

State, U.S. Territory, Canadian Province, or Other Country	Number of Requests for February 2002	% of Total Requests for February 2002
State		
(AZ) Arizona	1	2.3%
(CA) California	1	2.3%
(DC) District of Columbia	1	2.3%
(FL) Florida	3	6.8%
(KY) Kentucky	1	2.3%
(LA) Louisiana	2	4.5%
(MA) Massachusetts	3	6.8%
(MD) Maryland	5	11.4%
(MI) Michigan	1	2.3%
(MN) Minnesota	1	2.3%
(NC) North Carolina	2	4.5%
(NJ) New Jersey	2	4.5%
(NY) New York	3	6.8%
(OH) Ohio	1	2.3%
(PA) Pennsylvania	2	4.5%
(RI) Rhode Island	1	2.3%
(TX) Texas	5	11.4%
(VA) Virginia	3	6.8%
(WA) Washington	3	6.8%
Other Country		
BRAZIL	1	2.3%
GREAT BRITAIN	1	2.3%
PHILIPPINES	1	2.3%
TOTAL	44	100.0%

NOTE 1: Sum of requests shown is less than the total number of requests received in the month due to incomplete data collection.

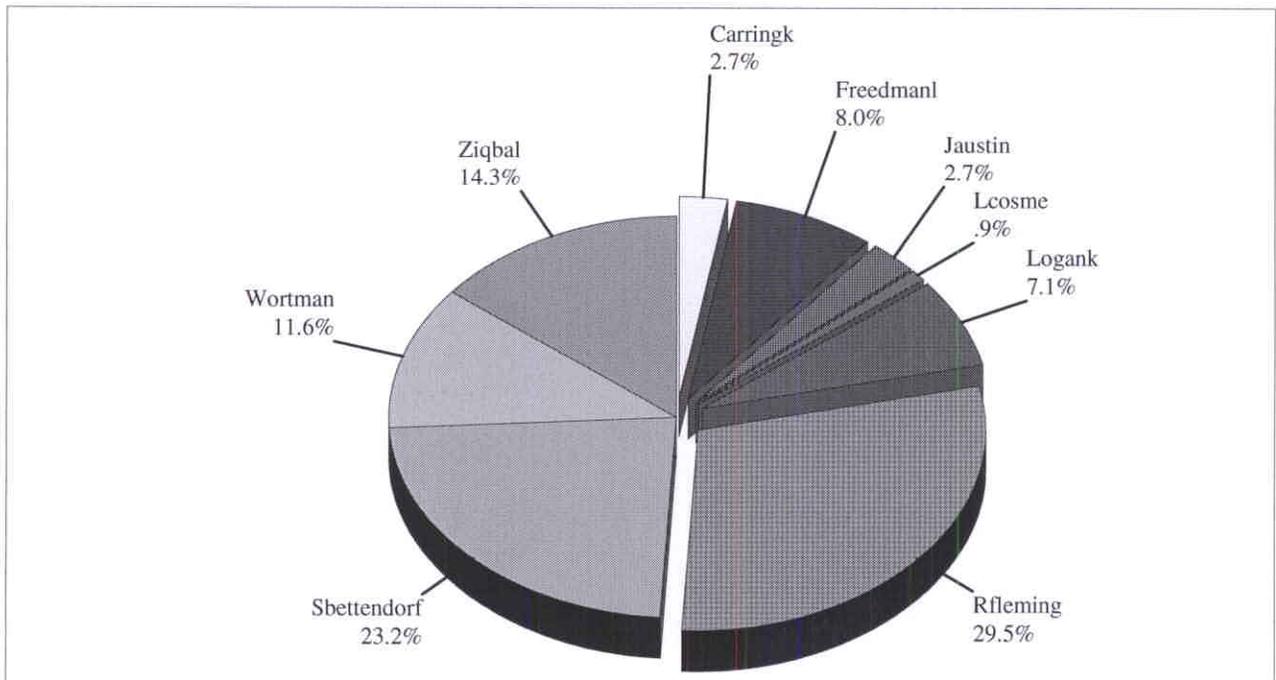
NOTE 2: Request percentages may not equal 100 percent because of rounding.

NOTE 3: The type of data shown in this report may not have been collected for all "Telephone Only" responses.

National Institute of Arthritis and Musculoskeletal and Skin Diseases
Request Tracking Report
Number of Requests by Staff

February 2002

Staff Name	Number of Requests for February 2002	% of Total Requests for February 2002
Jaustin	3	2.7%
Carringk	3	2.7%
Rfleming	33	29.5%
Logank	8	7.1%
Wortman	13	11.6%
Sbettendorf	26	23.2%
Freedmanl	9	8.0%
Lcosme	1	0.9%
Ziqbal	16	14.3%
Total	112	100.0%



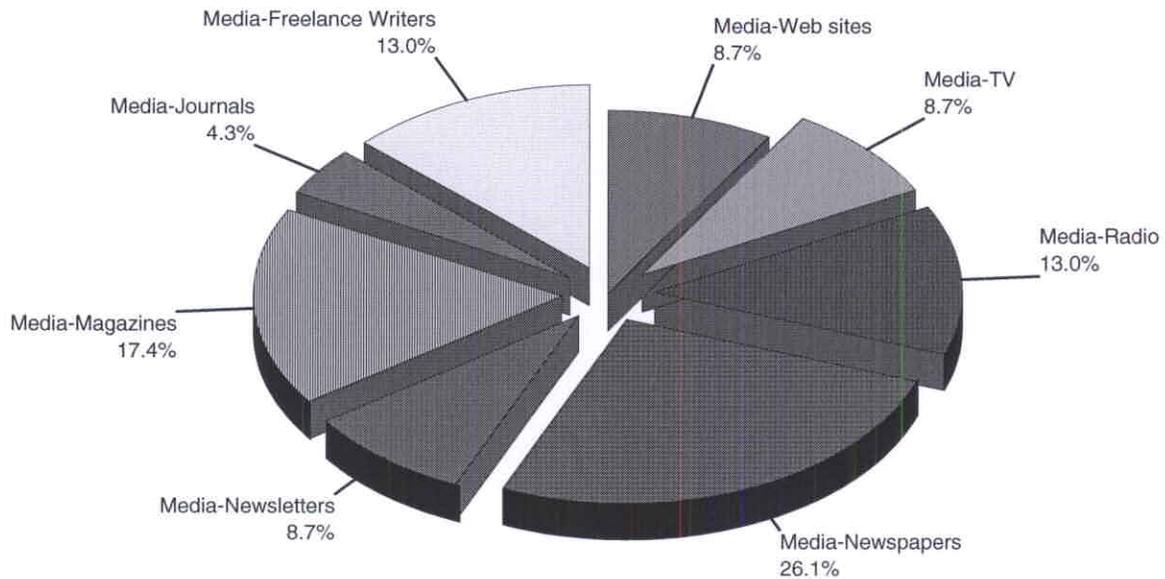
NOTE: Request percentages may not equal 100 percent because of rounding.

National Institute of Arthritis and Musculoskeletal and Skin Diseases

Total Number of Press/Media Calls

February 2002

Media Description	Number of Requests	% of Total Requests	Cumulative from January 1, 2001
Media-Freelance Writers	3	13.0%	20
Media-Journals	1	4.3%	8
Media-Magazines	4	17.4%	67
Media-Newsletters	2	8.7%	19
Media-Newspapers	6	26.1%	53
Media-Other	0	0.0%	27
Media-Radio	3	13.0%	10
Media-TV	2	8.7%	33
Media-Web sites	2	8.7%	23
Total	23	100.0%	260



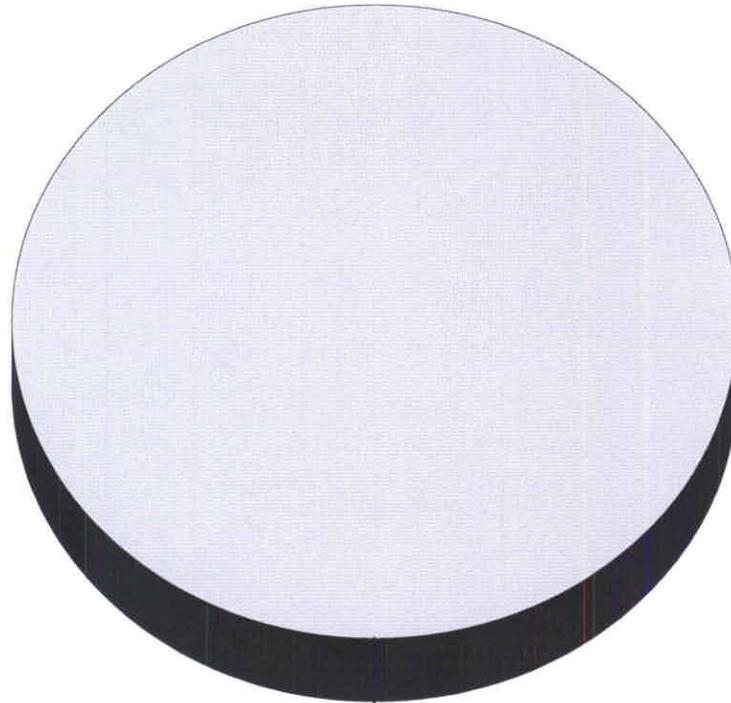
NOTE: Request percentages may not equal 100 percent because of rounding.

National Institute of Arthritis and Musculoskeletal and Skin Diseases

Total Number of Media Referrals

February 2002

Media Referrals	Number of Requests	% of Total Requests	Cumulative from January 1, 2001
Grantees	0	0.0%	7
NIAMS Interview	2	100.0%	19
Other Expert Interview: Other NIH Institute	0	0.0%	0
Other Expert Interview: Professional Org	0	0.0%	2
Other Expert Interview: Voluntary Org	0	0.0%	0
Total	2	100.0%	28



NIAMS Interview
100.0%

National Institute of Arthritis and Musculoskeletal and Skin Diseases

Total Number of Press/Media Calls by Disease Area

February 2002			
Request Category	Number of Requests for February 2002	% of Total Requests for February 2002	Cumulative from January 1, 2001
Arthritis and Rheumatic Diseases	6	26.1%	124
Arthritis (General)	2	8.7%	29
Fibromyalgia	0	0.0%	10
Gout	0	0.0%	1
Juvenile Rheumatoid Arthritis	0	0.0%	3
Lupus/Systemic Lupus Erythematosus	0	0.0%	15
Lyme Disease	0	0.0%	1
Osteoarthritis	2	8.7%	38
Other Arthritic and Rheumatic Diseases	0	0.0%	3
Psoriatic Arthritis	0	0.0%	2
Raynaud's Phenomenon	0	0.0%	1
Rheumatoid Arthritis	2	8.7%	12
Scleroderma	0	0.0%	9
General Topics	9	39.1%	59
Alternative Medicines/ Complementary Therapies	0	0.0%	1
Autoimmune Diseases	2	8.7%	3
Clinical Trials	0	0.0%	2
Drug Therapy	0	0.0%	1
Grant Information	0	0.0%	1
How To Find Medical Information	0	0.0%	1
Men	0	0.0%	2
NIAMS Information	3	13.0%	9
Other	3	13.0%	26
Out of Scope	0	0.0%	3
Research, General	0	0.0%	2
Research, Intramural NIAMS	1	4.3%	2
Statistics	0	0.0%	6
Musculoskeletal Disorders	5	21.7%	67
Back Pain (General)	0	0.0%	5
Bone Diseases	1	4.3%	11
Carpal Tunnel Syndrome	0	0.0%	1
Hip Replacement	0	0.0%	2
Knee Problems	0	0.0%	2
Marfan Syndrome	1	4.3%	1
Musculoskeletal Diseases	0	0.0%	12
Osteoporosis	2	8.7%	27
Other Musculoskeletal Diseases and Disorders	0	0.0%	4

National Institute of Arthritis and Musculoskeletal and Skin Diseases

Total Number of Press/Media Calls by Disease Area

(Continued)

February 2002			
Request Category	Number of Requests for February 2002	% of Total Requests for February 2002	Cumulative from January 1, 2001
Repetitive Stress Disorders/Repetitive Motion Syndrome	0	0.0%	1
Sciatica	1	4.3%	1
Skin Diseases	3	13.0%	39
Acne	0	0.0%	5
Bunions	0	0.0%	1
Eczema/Atopic Dermatitis	0	0.0%	1
Epidermolysis Bullosa (EB)	0	0.0%	1
Hair Loss	0	0.0%	3
Keloids & Hypertrophic Scars	0	0.0%	1
Lichen Sclerosis	0	0.0%	1
Psoriasis	0	0.0%	1
Skin Diseases and Disorders	3	13.0%	23
Sun/UV Exposure	0	0.0%	1
Vitiligo	0	0.0%	1
Sports Injuries	0	0.0%	2
Other Sports Injuries	0	0.0%	2
Total:	23	100.0%	291

NOTE 1: Not all percentage totals equal 100 percent due to rounding.

NOTE 2: Some requests covered more than one type of request, category of disease, and specific disease topic.

National Institute of Arthritis and Musculoskeletal and Skin Diseases Press/Media Calls Details

February 2002

NAME: ANON	ORGANIZATION:
	ORGANIZATION TYPE: Media-Web sites
RESPONSE: Telephone	REQUEST TOPIC: NIAMS Information
STAFF NAME: LOGANK	
COMMENTS: Provided Web Address To Someone Doing A Report	
NAME: WENDY	ORGANIZATION: NEW YORK TIMES
	ORGANIZATION TYPE: Media-Newspapers
RESPONSE: Telephone	REQUEST TOPIC: Other
STAFF NAME: JAUSTIN	
COMMENTS: Info On Women'S Health - Will Add Niams To Resource Section Only. Verified Info Due Out 4/21	
NAME:	ORGANIZATION: CONNECTICUT PUBLIC TV
	ORGANIZATION TYPE: Media-TV
PHONE:	
RESPONSE:	REQUEST TOPIC: Arthritis (General)
STAFF NAME: RFLEMING	
NAME:	ORGANIZATION: LUPUS FOUNDATION PA CHAPTER
	ORGANIZATION TYPE: Media-Newsletters
PHONE:	
RESPONSE: Telephone	REQUEST TOPIC: Arthritis (General)
STAFF NAME: FREEDMANL	
COMMENTS: Caller Wants To Include Niams Press Release On Antiphospholipid Syndrome (Aps) In March Issue Of Pa Lupus News. Told Her Info In Public Domain And To Go Ahead And Use Article And Let Us Know When It Is Published.	
NAME:	ORGANIZATION: CAIRO RADIO
	ORGANIZATION TYPE: Media-Radio
ADDRESS: SEATTLE WA	
PHONE:	
RESPONSE: Telephone	REQUEST TOPIC: Skin Diseases and Disorders
STAFF NAME: WORTMAN	
COMMENTS: Tanning Beds & Skin Cancer Referred From Nci - Noone Available For Comment Not Niams Study, Referred Back To Nci	