



# Office on Women's Health

U.S. Department of Health and Human Services

## NWHIC FACT SHEET

### HISTORY & BACKGROUND

Over the past decade, HHS has put measures in place to improve the physical and mental health of women. In November of 1998, The Department of Health and Human Services (DHHS) realized a pressing need for a single source of access for women's health information throughout the agency. Working with the Office on Women's Health (OWH), the concept for the National Women's Health Information Center (NWHIC) was developed. A gateway to women's health information, NWHIC serves the general public, providing information on hundreds of women's health topics through more than 4,500 women's health publications.

### MISSION & PURPOSE

NWHIC's mission is to provide current, reliable, commercial and cost-free, health information to women and their families. NWHIC is the leading Federal government source of women's health information. Through an increasingly popular toll-free call center and comprehensive web site, [www.4woman.gov](http://www.4woman.gov), NWHIC serves the entire United States, Puerto Rico and the U.S. Virgin Islands. NWHIC phone lines (available in English & Spanish) are open Monday through Friday from 9:00 am to 6 pm, Eastern Standard Time at 800-994-WOMAN (9662). Deaf and hearing-impaired callers with TTY equipment may call 888-220-5446.

### AWARDS

NWHIC's most recent awards include:

- ❖ American Consumer Satisfaction Index E-Government Satisfaction Index, top scoring Federal site in 2003 and 2004
- ❖ The 2002 Grace Hopper Government Technology Leadership Award
- ❖ WWW Site 2001 Award of Excellence Aesculapulus Award
- ❖ Best FEDS on the Web 2000
- ❖ WWW Health Awards 2000
- ❖ Internet Awards Academy 2001
- ❖ Comprehensive Health Information Award 2000
- ❖ Top of the Web Award 2001

### OUTSTANDING STATISTICS

NWHIC's public awareness level continues to increase at staggering levels. On a monthly basis NWHIC receives more than:

- ❖ 990,000 daily visitors to the web site, [www.4woman.gov](http://www.4woman.gov)
- ❖ 4,600 phone calls answered through the call center about various women's health topics
- ❖ 600 emails requesting health information
- ❖ 4,500 women's health publication requests
- ❖ 15,000 monthly health newsletter subscribers

