USER CHARACTERISTICS OF THE ON-LINE POISONS INFORMATION SERVICE IN THE NETHERLANDS

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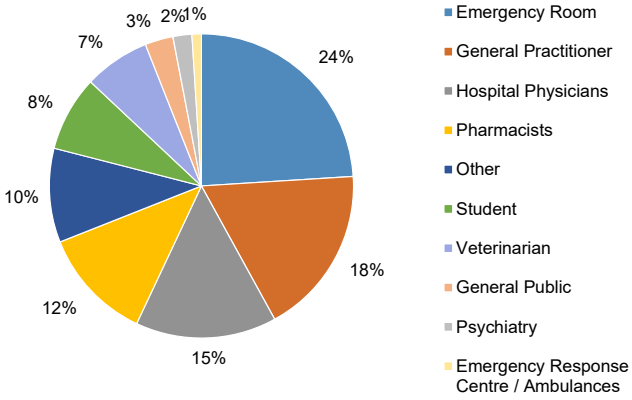
Objectives: The Dutch Poisons Information Center (DPIC) provides a 24-hour telephone information service for medical professionals in the Netherlands (population 17 million). Since 2007, medical professionals can also access our website (In Dutch: www.vergiftigingen.info) for toxicological information, free of charge. Unique to this website is the calculating tool to estimate the severity of intoxication, expressed in mg product per kg bodyweight of the patient. This "Severity Estimation Analysis (SEA)" results in a graphic presentation of the expected severity of the poisoning (non-toxic, mild, moderate, severe or worst case/unknown), the symptoms expected, relevant diagnostics, and treatment options. Apart from the calculating tool, users can also perform product searches to view toxicological information and treatment protocols directly by accessing the substance monographs. In this abstract we provide an overview of user characteristics and their preferred mode of use of the website.

Methods: We retrospectively analyzed the data of all website consultations in 2014, using dedicated software (Qlikview).

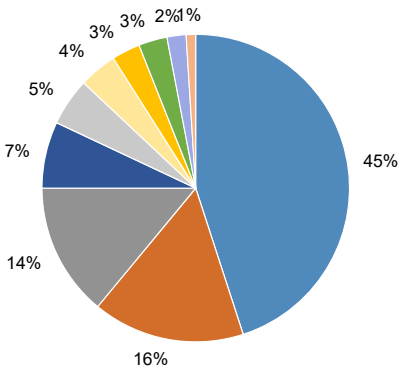
Results: Monographs were directly viewed 26.025 times and 13.628 SEAs were performed. Monographs are mostly accessed by emergency room (ER) physicians (24%), general practitioners (GP) (18%) and non-ER hospital physicians (15%) (Figure 1). The top 3 monographs accessed were acetaminophen, anionic detergents and ethanol. The possibility to perform a SEA is most popular with ER physicians (45%). For most user types the number of views of monographs exceeds the number of SEAs performed. However, for ER physicians this number is comparable; i.e. 6.149 monographs directly accessed versus 6.101 SEAs. The number of SEAs also exceeds the amount of consulted monographs for psychiatric hospitals (662 vs 542) and for emergency control rooms / ambulance services ("911") (582 vs 283). The SEAs performed were mostly related to medicines (78%), followed by alcohol and drugs of abuse (9%). Treatment protocols were viewed 3.142 times. The protocol regarding gastrointestinal decontamination had the most views (1123). Second and third in place are the protocols regarding the treatment of cyanide poisoning (478) and lipid emulsion therapy (455).

Conclusions: The website is mostly used by ER physicians, followed by GPs, hospital physicians and pharmacists. Medical professionals from ERs, psychiatric hospitals and ambulances appear to have more need for a SEA than for accessing textual information in the form of substance monographs.

Users accessing substance monographs



Users performing a Severity Estimation Analysis (SEA)



Users accessing substance monographs