

SBA2
Secure Business Austria 2
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Poison Information Center (VIZ)

The Austrian poison information center (VIZ) runs a 24-hour hotline to provide the general public and health professionals with prompt advice in case of emergency. SBA Research in cooperation with Gesundheit Österreich and Anovis designed and implemented a solution for a full-text- and metadata-based search across their document collection, taking network failure and server outage into account.

Data Repository & Search Center

The Austrian poison information center (Vergiftungsinformationszentrale, VIZ) is the first point of contact in case of poisoning; beside that, it also manages the Austrian Opting-out registry for persons refusing organ donations. Usually the employees of VIZ have to quickly find relevant (toxicological) data sheets in a large collection of documents. Therefore, a solution for a full-text- as well as metadata-based search across their document collection was required. A web-based search center experience was desired to offer all VIZ employees easy access, independent of their client device.

In a first step, the existing data material was imported and cleaned. All documents are fully indexed and stored in a central database. Next to full-text search, a feature was integrated to refine search results by applying metadata, e.g. company, authors, and publication date (see Fig. 1). In addition, users can perform a global search via external search providers. Such search links are automatically offered to save time on follow-up searches which are usually done manually.

Another feature that is now supported within the VIZ systems is the versioning of files. This measure helps to keep the data repository clean.

Additionally – taking failure safety into account – the data sheets are mirrored to a local file share. If the network or the server are down, the employees can keep working on their usual client devices.



Fig. 1: Search Center Web Interface



Impact and effects

The developed portal enables VIZ employees to find relevant information faster and more easily. Prior to this central data repository and

search center, data sheets were often stored in file shares. Thanks to the developed solution, files are easily accessible and the advanced search features allow for a quick and precise information discovery.

Contact and information

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Further information on COMET – Competence Centers for Excellent Technologies: www.ffg.at/comet

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