FFG

SBA Research

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Poisoning Information Centre – Case Documentation and Analysis

The Austrian poisoning information centre (Vergiftungsinformationszentrale, VIZ) maintains a 24-hour hotline available to the public as well as medical practitioners in cases of emergency. SBA Research developed, in cooperation with Gesundheit Österreich and other partners, an application which confidentially documents incoming calls and allows medical practitioners to compile anonymised analyses.

Case Documentation and Analysis

The Austrian poisoning information centre (Vergiftungsinformationszentrale, VIZ) is the first place to go for private individuals, hospitals and medical practitioners in case of a poisoning. The employees of the VIZ have to document each in-coming call according to a given procedure. Also, an already documented case must be found quickly if the same patient should call again. Sensitive patient data has to be handled extremely carefully.

Therefore, it was SBA Research's highest priority to use techniques like anonymization and role concepts in order to show the users only the data they really need. This is especially relevant in the area of reporting. Additional security is ensured through the upcoming integration in the portal network of the Federal Health Ministry.

In a first step, existing data was imported into the database and revised. Upon each call the employee fills out a case sheet.
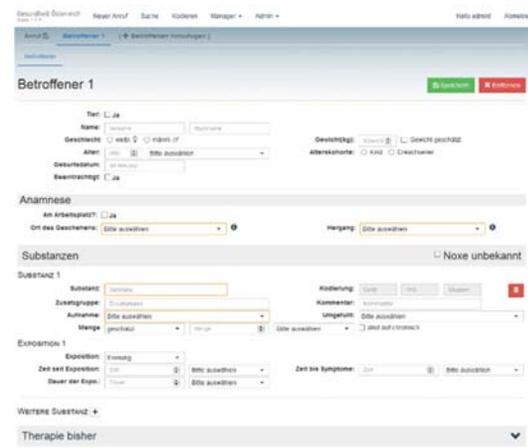

Abb. 1: User Interface of the Application (copyright: GÖG)

Based on various parameters, the system recognises whether it's a new case or a follow-up call. The employees have furthermore the option to quickly consult available knowledge by searching similar cases during the call.

bmwfw
Federal Ministry of
Science, Research and Economy

bmvit
Austrian Ministry
for Transport,
Innovation and Technology

Upon calls of medical practitioners, the system creates a case brief (pdf) which is sent to the treating institution for further documentation and then returned to the VIZ with the documented course of the case.

A reporting interface furthermore enables the VIZ to evaluate historical data for statistical purposes.

⏩ Impact and Effects

The portal enables the VIZ employees to efficiently document and analyse incoming calls. Relevant information like usual course of disease, medication or comparable poisoning cases can be looked up during the ongoing call which increases the efficiency and accuracy of the consultation. Before implementing this application, data was stored in an Access database. Due to this outdated technology it was not possible that multiple users access the data. Hence, the employees documented the cases on paper and entered them into the database later on. Our newly developed application focuses especially on usability. Thanks to a centralised web application it is possible to depict a parallel multi-user operation securely and efficiently. The web application complies with state-of-the-art security standards. In comparison to the old application, no user operates directly with the database, but only indirectly via a web application. Anonymization technologies and a link to the portal network guarantee additional safety.

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