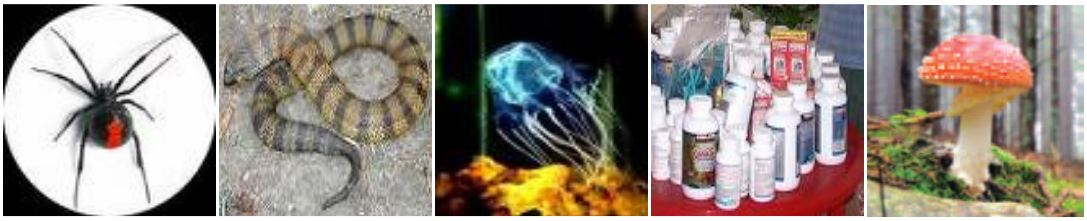
Austin Health

VICTORIAN POISONS INFORMATION CENTRE



ANNUAL REPORT 2014

Victorian Poisons Information Centre

13 11 26

Emergency Department
Austin Hospital
Heidelberg 3084

www.austin.org.au/poisons

Victorian Poisons Information Centre Annual Report 2014

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Introduction

The Victorian Poisons Information Centre (VPIC) commenced operation in 1962. It was located at the Royal Children's Hospital, Melbourne from 1976 to 2008. In August 2008, the centre relocated to the Austin Hospital, to integrate with the Austin Hospital Clinical Toxicology Service (AHCTS). VPIC is located in the Austin Hospital Emergency Department, and is directed administratively as part of the Austin Hospital Pharmacy Department.

VPIC provides members of the Victorian public with:

- risk assessment, first aid, and management advice in the event of poisoning or suspected poisoning involving: accidental/unintentional exposures that include therapeutic errors and occupational exposures; deliberate self poisonings; envenomations; toxic hazard situations
- advice regarding the need for medical assessment
- prevention of poisoning information and advice
- referral to other information sources if appropriate
- selected drug information.

VPIC provides health professionals with:

- a risk assessment in the event of poisoning or suspected poisoning involving: accidental/unintentional exposures that include therapeutic errors and occupational exposures; deliberate self poisonings; envenomations; toxic hazard situations
- information about the potential toxic effects from an exposure
- initial and ongoing management advice
- information on formulation of products
- referral to other information resources if appropriate
- referral to a member of the supporting medical toxicology team (registrar, fellow or consultant) for complicated and/or severe cases, following agreed escalation protocols
- information and data about trends in poisonings.

VPIC aims to prevent unnecessary visits to general practitioners and hospitals, and to ensure patients who are poisoned or envenomed receive the most appropriate treatment promptly.

The VPIC telephone number is **13 11 26**. This number can be used Australia-wide for the cost of a local call (excluding mobile phones).

Hours of Operation

VPIC operates Monday to Friday (0800 to 2130 hours), and Saturday and Sunday (0800 to 2100 hours), ie 93.5 hours per week. Outside these times, calls are diverted to the New South Wales (NSW) Poisons Information Centre. Overnight shifts (12 midnight to 0600 hours) are shared between the four Australian PICs (NSW, Queensland, Western Australia and Victoria). Only one PIC operates overnight, taking all the calls from across Australia while the other three PICs are closed. During 2014, VPIC maintained its overnight shift commitment of five to six shifts per month.

Personnel

Director of Austin Health Pharmacy and the VPIC

Kent Garrett B. Pharm., Grad. Dip. Hosp. Pharm.

Manager, VPIC
Jeff Robinson B. Pharm., FSHP, Grad. Dip. Hosp. Pharm.

Medical Director of VPIC
Dr Shaun Greene MB ChB, MSc (Medical Toxicology), FACEM

Specialists in Poisons Information (SPIs)
Janet Browning B. Pharm., Dip. Hosp. Pharm.
Mark Colbridge B. Sc (Hons)
Dr Dawson MacLeod B. Pharm., Grad. Dip. Biotech., Grad. Cert. Clin. Tox., PhD
Hamish McCracken B. Pharm., Grad. Dip. Psych.
Christine McKenzie B. Pharm., Grad. Cert. E-Health Comm., Grad. Cert. Clin. Tox.
Jeff Robinson B. Pharm., FSHP, Grad. Dip. Hosp. Pharm.

Toxicology Fellow in Training
Dr Anselm Wong MB BS, FACEM

On-Call Clinical Toxicologists
The following clinical toxicologists shared the VPIC on-call responsibilities during 2014:
Professor George Braitberg MB BS, FACEM, FACMT, Dip Epi Biostats (Melbourne Health)
Dr. Dino Druda B. Med. Sc (Hons), MB BS, MRCP (UK), FACEM, Grad. Cert. Clin. Tox. (Monash Health)
Professor Andis Graudins MB BS, PhD, FACEM, FACMT (Monash Health)
Dr Shaun Greene MB ChB, MSc (Medical Toxicology), FACEM (AHCTS)
Dr Fergus Kerr MB BS, FACEM (AHCTS)
Dr. Zeff Koutsogiannis MB BS, FACEM, Grad. Cert. Clin. Tox. (AHCTS)

AHCTS is comprised of a toxicology registrar (six month rotation) and three toxicology consultants (Dr. Fergus Kerr, Dr. Shaun Greene and Dr. Zeff Koutsogiannis). The clinical toxicology fellow, Dr. Anselm Wong, joined AHCTS in May 2013 as a two year appointment. In July 2014, a shared AHCTS/Monash Health on-call toxicology service commenced. Two clinical toxicologists from Monash Health, Professor Andis Graudins and Dr. Dino Druda, joined the AHCTS toxicologists to provide a specialised management and advice service for toxicology/toxinology admissions at Austin Health and Monash Health, and other Victorian hospitals via VPIC call escalation. Professor George Braitberg (Melbourne Health) also participates in the on-call service.

VPIC staff enjoy a close day-to-day working relationship with the AHCTS team. In complicated and/or severe poisoning cases, they have ready access to the toxicology registrar, toxicology fellow or the on-call consultant. In addition, a range of external consultants (clinical pharmacologists, mycologists and botanists) are available to VPIC staff to provide specialist advice in these areas if needed.

Additionally, Drs. Greene, Koutsogiannis, Druda and Professor Graudins continued their participation in the national toxicology roster. Dr. Anselm Wong (Austin Health) and Dr. Julia Fisher (Monash Health) also participated in the national roster as part of their Toxicology Fellowship training.

Clinical Governance Activities

Clinical governance has been defined as the framework through which health care organisations are accountable for continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which excellence in clinical care will flourish.

The following clinical governance activities were undertaken during 2014:

- Internal review of all VPIC calls by a second VPIC staff member.
- Review of all VPIC potentially 'critical incident' calls by the Toxicology Registrar, ie all calls received from hospitals, general practitioners and ambulances. This call review forms part of the Registrar's training.
- Reports of all shared-service cases and VPIC calls referred to the registrar, fellow or on-call toxicologist were emailed to VPIC, AHCTS and Monash Health Toxicology staff, with follow-up reports if appropriate.
- Next day follow-up of any Victorian cases that were referred to the national roster toxicologist overnight. If appropriate, follow-up reports of these cases were emailed to VPIC, AHCTS, Monash Health Toxicology staff and the national toxicology/PIC email distribution list.
- Ongoing involvement in VPIC/AHCTS educational activities, eg monthly Global Educational Toxicology Uniting Project (GETUP) videoconferencing with the PICs in Fiji and Fresno, California; two half-day Toxicology Forums; Austin Hospital Grand Rounds; case discussions including morbidity and mortality review, teaching sessions and Toxicology Journal Club held every Wednesday.
- Ongoing review of VPIC/AHCTS policies, procedures, protocols, clinical guidelines and position statements. These reviews are performed every two years or earlier if indicated.
- VPIC and AHCTS staff attended the national PIC/Toxicology Clinical Meetings held in Newcastle, Sydney and Perth.
- Austin Health Performance Review and Development (PRD) for all VPIC staff.

Poisoning Prevention Activities

The following poisoning prevention activities were undertaken during 2014:

- Printed material (pamphlets, telephone stickers, posters, information sheets) was supplied to child care centres, kindergartens, local councils, Maternal and Child Health Centres, GP surgeries etc throughout the year.
- In September, VPIC fridge magnets were added to the range of resources supplied to child care centres, kindergartens, local councils, Maternal and Child Health Centres, GP surgeries etc.
- Jeff Robinson wrote an article 'Medicine mishaps. How to prevent making mistakes with your medicines and what to do if an error occurs', which was published in the newsletters produced by Parkinsons Australia, Alzheimer's Australia, Arthritis Australia, Epilepsy Australia and Diabetes Australia.
- The following resources for members of the public on the VPIC website www.austin.org.au/poisons were updated: bites and stings, other information sheets, links to other resources. These provide poisoning/envenomation prevention and first aid advice.

Toxicovigilance Activities

Toxicovigilance is the active process of identifying and evaluating toxic risks, and evaluating the measures taken to reduce or eliminate them. It involves the analysis of PIC data to identify if there are specific circumstances or agents giving rise to poisoning, or certain populations or locations suffering a higher incidence of poisoning or the need for public education and restrictions on the availability of certain products. Toxicovigilance may lead to PIC safety alerts in cases of sentinel events. Toxicovigilance can also reveal whether there is an emerging toxicological problem resulting from, for example, the reformulation of a product or a change to its packaging or labelling or the availability of a new drug of abuse.

To support toxicovigilance activities, VPIC has developed collaborative links with: the other Australian PICs; public health agencies such as the Victorian Department of Health Environmental Health Unit; regulatory authorities such as the Therapeutics Goods Administration (TGA); medication safety bodies; child safety groups, eg Kidsafe, Royal Children's Hospital Safety Centre.

The following toxicovigilance activities were undertaken during 2014:

- VPIC call data pertaining to poisoning from apricot kernels was provided to Product Safety Standards, Food Standards Australia New Zealand.
- VPIC call data pertaining to e-cigarette exposures was provided to Carol Wylie, Manager, Queensland Poisons Information Centre, as part of national PIC toxicovigilance of these products.
- VPIC call data pertaining to marijuana and synthetic cannabinoids was provided to Professor Andis Graudins.
- VPIC call data pertaining to paediatric therapeutic errors involving oxycodone mixture was provided to Jared Brown, Deputy Manager, NSW Poisons Information Centre.
- VPIC call data pertaining to intentional opioid exposures was provided to Nicole Wright, NSW Poisons Information Centre
- VPIC call data pertaining to Miracle Mineral Solution exposures was provided to the Victorian Department of Health.
- VPIC call data pertaining to beer line cleaner exposures was provided to Dr. Carolyn Lewis, South Australian Health Department.
- VPIC call data pertaining to hydrogen peroxide exposures during 2013 was provided to Dr. Alan Gault, WA Poisons Information Centre.
- VPIC call data pertaining to methotrexate therapeutic errors was provided to Rose Cairns, NSW Poisons Information Centre.

Research Activities, Publications and International Conference Presentations

The following research activities, publications and international conference presentations were undertaken during 2014:

- Stephenson M, Wong A, Rotella JA, Crump N, Kerr F, Greene SL. Deliberate fingolimod overdose and haemodynamic instability treated with atropine. J Med Toxicol 2014; 10(2): 215-8.
- Wong A, Graudins A, Kerr F, Greene SL. Paracetamol toxicity: What would be the implications of a change in Australian treatment guidelines? Emerg Med Australas 2014; 26(2):183-7.

- Wong A, Koutsogiannis Z, Greene SL. Pulmonary haemorrhage from therapeutic rivaroxaban use: Chest radiograph consolidation is not always infection! Emerg Med Australas 2014; 26(3):318-9.
- Martinez A, Dobos N, Rotella JA, Greene SL. Life-threatening cardiovascular toxicity following ingestion of Chinese herbal medicine. Emerg Med Australas Published Online First: 26 August 2014, DOI: 10.1111/1742-6723.12281.
- Leang Y, Taylor DM, Dargan PI, Wood DM, Greene SL. Reported ingested dose of paracetamol as a predictor of risk following paracetamol overdose. Eur J Clin Pharmacol Published Online First: DOI 10.1007/s00228-014-1756-0.
- Wong A, Vohra R, Koutsogiannis Z, Graeme K, Ruha M, Wood DM, Dargan PI, Greene SL. The Global Educational Toxicology Uniting Project (GETUP) - Pilot Study. Clin Tox 2014; 52:295-443. (Abstract number 120).
- Vohra R, Gosselin S, Kopec K, Gunja N, Wong A. ACMT International Committee Survey 2013. ACMT AGM 2014, Phoenix USA. J Med Toxicol Feb 2014. (Abstract).
- Wong A. GETUP. ACMT International Meeting, Phoenix USA, March.
- Wong A, Vohra R, Koutsogiannis Z, Graeme K, Ruha M, Wood DM, Dargan PI, Greene SL. The Global Educational Toxicology Uniting Project (GETUP) Pilot Study (Poster). EAPCCT Conference, Brussels, May.
- At the EAPCCT Conference in Brussels in May, Andis Graudins was involved in presentations about: modified-release paracetamol poisoning in Australia; epidemiology of paracetamol poisoning in Melbourne and compliance with the national treatment guideline.
- Taylor DM, Ling S, Robinson J. The Nature and Outcomes of Workplace Chemical and Toxin Exposures Reported to the Victorian Poisons Information Centre. Poster presentation at the Australasian College for Emergency Medicine (ACEM) Annual Scientific Meeting in Melbourne in December.

Online publications

- Wong A, Vohra R. GETUP. American College of Medical Toxicology Newsletter February and June 2014. http://www.acmt.net/newsletter.html
- Wong A, Koutsogiannis Z, Greene SL. GETUP. Asia Pacific Association of Medical Toxicology Newsletter February and July 2014.
- Rotella JA, Wong A. GETUP. Life in the Fast Lane interview March 2014. http://lifeinthefastlane.com/getup-foamtox-across-globe
- Wong A. GETUP. UK Emergency College Newsletter April 2014. www.collemergencymed.ac.uk/CEM/document?id=7724
- Wong A. GETUP. Network of African Poisons Centres and Toxicologists. www.napcat.net

Conference and Meeting Attendances

The following conferences and meetings were attended during 2014:

- VPIC and AHCTS staff attended and presented at the half-day Toxicology Forums held at the Austin Hospital in March and October.
- VPIC and AHCTS staff attended and presented at the three national PIC/Toxicology Clinical Meetings, held in Newcastle (TAPNA), Sydney and Perth.
- As part of the Global Educational Toxicology Uniting Project (GETUP), VPIC/AHCTS staff participated in monthly videoconferencing with the PICs in Fiji, California and South Africa.
- Jeff Robinson and Shaun Greene attended the national PIC/Toxicology Business Meetings held in July (Sydney) and November (Perth).
- Jeff Robinson and Shaun Greene participated in the Poisons Information and Toxicology Network Australia (PITNA) Working Party monthly teleconferences.

- In July and December, Jeff Robinson attended the national PIC dataset harmonisation meetings in Sydney.
- In December, members of AHCTS held a toxicology workshop as part of the ACEM Annual Scientific Meeting in Melbourne.

Other Activities

The following additional activities were undertaken during 2014:

- VPIC/AHCTS educational activities continued to be held every Wednesday, eg teaching sessions, ward round, case discussions including morbidity and mortality review, Toxicology Journal Club.
- Review of VPIC/AHCTS clinical guidelines, policies, procedures, protocols and position statements was ongoing. Abridged versions of clinical guidelines were placed on the Austin Health intranet (Hub) and full versions in the ToxLibrary.
- During 2014, Shaun Greene gave extensive advice to the Victorian Department of Health, general practitioners and members of the public living near Costerfield who were concerned about possible antimony exposure from a mine in that area.
- In January, Jeff Robinson joined the NSW Poisons Information Centre Advisory Council.
- In January, a multiagency (VPIC, Victorian Department of Health, Metropolitan Fire Brigade, Country Fire Authority, Ambulance Victoria) procedure for the management of patients contaminated with hazardous materials was introduced.
- In January, Shaun Greene and Zeff Koutsogiannis commenced a series of meetings with Ambulance Victoria to review their toxicology-related Clinical Practice Guidelines.
- In February, Jeff Robinson reviewed the 'Fungi Poisoning' monograph produced by the Better Health Channel, Victorian Department of Health.
- At their February meeting, the PITNA Working Party accepted the revised Practice Standards for Australian Poisons Information Centres 2014. These had been prepared by the four Australian PIC Managers and replaced the previous version written in 1999.
- In February, Shaun Greene gave a television interview about potential risks with over-the-counter medicines, eg excessive dosing, drug interactions.
- In February, Shaun Greene was interviewed by a journalist from The Heidelberg Leader newspaper for an article about scombroid fish poisoning.
- In February, Jeff Robinson was interviewed by Radio 3AW about bites and stings in Australia.
- In February, Jeff Robinson was interviewed by journalists from The Age and Herald-Sun newspapers for articles about the misuse of clenbuterol as a slimming/bodybuilding agent.
- In March, Shaun Greene was interviewed by Al Jazeera Television about the use of methamphetamine ('ice') in Victoria.
- In April, a monthly Toxicology Newsletter was introduced at the Austin Hospital.
- In April, Jeff Robinson was interviewed by a journalist from the Herald-Sun newspaper for an article about the risks of eating wild mushrooms.
- In May, Jeff Robinson reviewed the 'Child Poisoning in The Home' monograph produced by the Better Health Channel, Victorian Department of Health.
- In June, the host server for the VPIC call database was upgraded. Additional fields in the call database were also introduced (caller email address, exposure postcode and suburb, free text multiline toxicologist report, link to the last 20 calls).
- In June, August and September, Jeff Robinson was interviewed by journalists from The Age newspaper, ABC News Sydney and The Australian newspaper for articles about e-cigarette poisoning.

- In June, Jeff Robinson participated in the KPMG/Victorian Department of Health project 'Best Practice in Responding to People with Alcohol and Other Drug Related Issues Presenting to Hospital Emergency Departments.'
- In June, Jeff Robinson reviewed the 'Child Safety – Reducing Injuries' monograph produced by the Better Health Channel, Victorian Department of Health.
- In July, Jeff Robinson reviewed the following monographs produced by the Raising Children Network: 'Preventing Poisoning', 'Dangerous Plants', 'Household Poisons' and 'Medicines That Can Poison'.
- In July, Shaun Greene, Jeff Robinson and Anselm Wong joined the Royal Children's Hospital Toxicology Committee, to assist in the review of the RCH toxicology clinical practice guidelines.
- In July, a draft document 'VPIC/AHCTS Ideas for Future Development', prepared by Jeff Robinson and Shaun Greene, was circulated to all staff for comment.
- In August, expanded options were added to the following VPIC call database fields: caller background, exposure type, referral agencies. This followed discussions and agreement between the four Australian PIC Managers to gradually adopt agreed definitions and a harmonised dataset across the four PICS.
- In August, Shaun Greene was interviewed on the ABC 7.30 about antimony exposure.
- In August, Jeff Robinson reviewed the Victorian Department of Health Emergency Department Fact Sheet 'Accidental Poisoning in Children'.
- In October, Christine McKenzie and Janet Browning undertook the annual review of the Victorian Therapeutics Advisory Group's Register of Emergency and Life Savings Drugs. This included refinement of the list of infrequently-used, non-time-critical antidotes to be kept at the Austin Hospital.
- In October, Dawson MacLeod was interviewed by a journalist from the Herald Sun newspaper for an article about Miracle Mineral Solution.
- In the latter part of the year, VPIC staff provided input into the proposed national SPI training curriculum.
- VPIC operations were shown to many visitors, including Austin Hospital pharmacy interns, staff from other Australian Poisons Information Centres and Pharm. D. graduates from the USA.

Key Performance Indicators

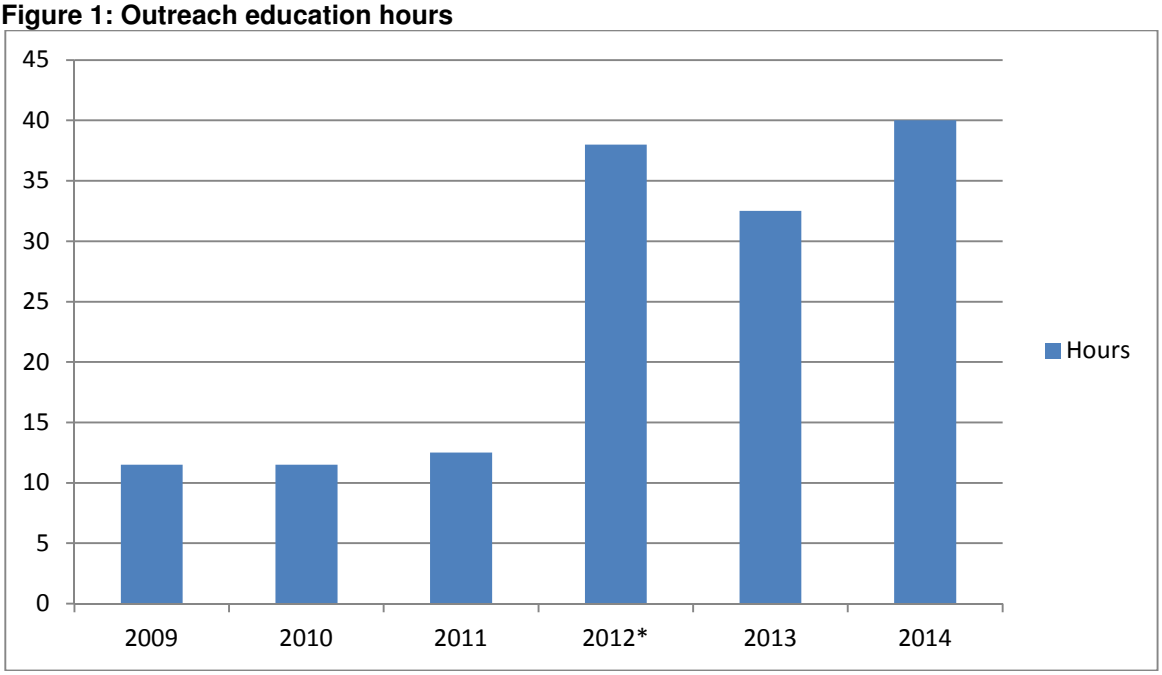
Outreach Education

A total of 40 outreach education hours were delivered during 2014, see Figure 1 below. This was an increase compared to 2013. Highlights included:

- Half-day Toxicology Forums held at the Austin Hospital in March and October.
- Presentations at two of the national PIC/Toxicology Clinical Meetings, held in Newcastle in May (TAPNA) and Perth in November.
- Chemical Agents lecture (Dr. Greene) as part of the Victorian Department of Health's Chemical, Biological and Radiological Courses held at Bendigo and Hobart in May.
- Presentation on 'Party Drugs' at the National ICU Conference, Melbourne, in October.
- Presentation on 'Amphetamine and Cannabis Presentations' at the Pennington Institute Medical Drug Forum in October.
- A Toxicology Workshop and presentations on cardiovascular drug toxicity and synthetic cannabinoids (Professor Graudins and Dr. Greene) as part of the ACEM Annual Scientific Meeting in Melbourne in December.

- Presentations to Emergency Department registrars and FACEM Trainees at the Austin and Maroondah Hospitals.
- Presentations to undergraduate medical and pharmacy students, trainee paramedics, emergency nurse practitioners and rural general practitioners.

Figure 1: Outreach education hours



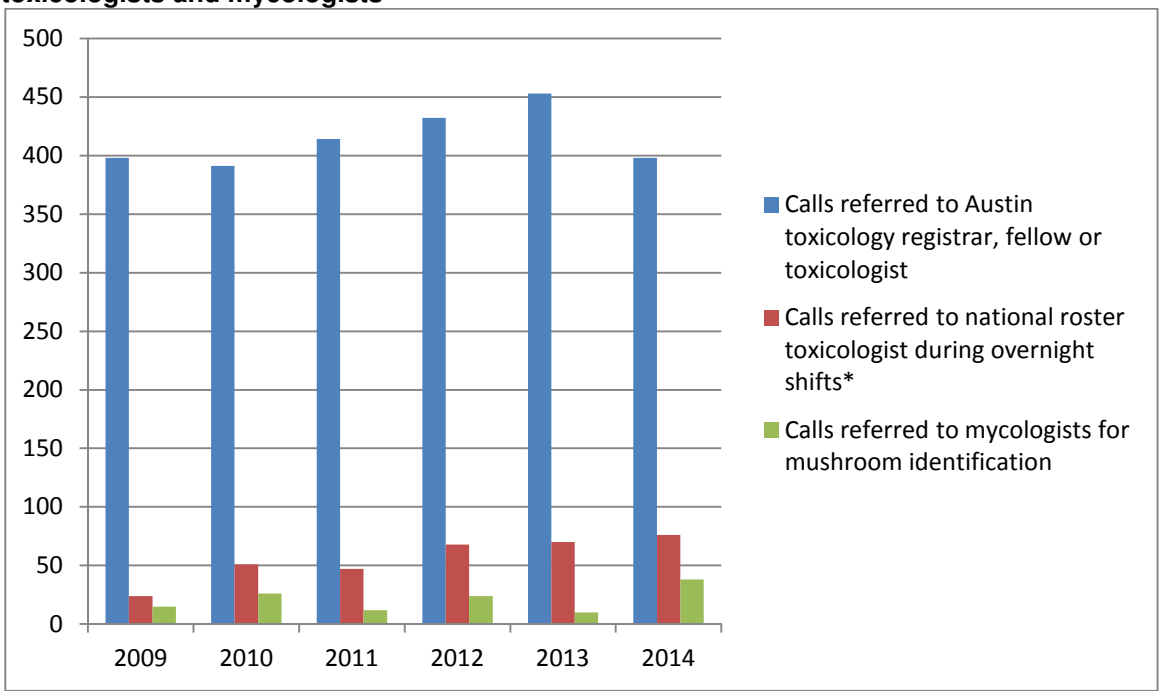
* From 2012, ongoing additional Victorian Department of Health funding to support Outreach Education saw a significant increase over previous years.

Calls referred to the Austin toxicology registrar, fellow, toxicologists, national roster toxicologists and mycologists

VPIC staff follow escalation protocols to refer complicated and/or severe poisoning cases to the toxicology registrar, fellow or on-call toxicologist for management advice. On-call staff must be readily contactable and must respond promptly, within 10 to 15 minutes, to the health professional who contacted VPIC. When working an overnight shift, such calls are referred to the national roster clinical toxicologist. During 2014, 398 calls were referred to the Austin Hospital toxicology registrar, fellow or on-call toxicologist, and 76 overnight shift calls were referred to the national roster clinical toxicologist, see Figure 2.

VPIC and the senior mycologists at the Royal Botanic Gardens, Melbourne, have an ongoing service agreement whereby calls to VPIC that involve ingestion of a potentially toxic mushroom are referred to the on-call mycologist for identification of the mushroom/s involved (38 such cases in 2014, a significant increase over previous years). Mushroom identification may involve emailed photos or couriering specimens to the mycologists.

Figure 2. Calls referred to Austin toxicology registrar, fellow, toxicologists, national roster toxicologists and mycologists

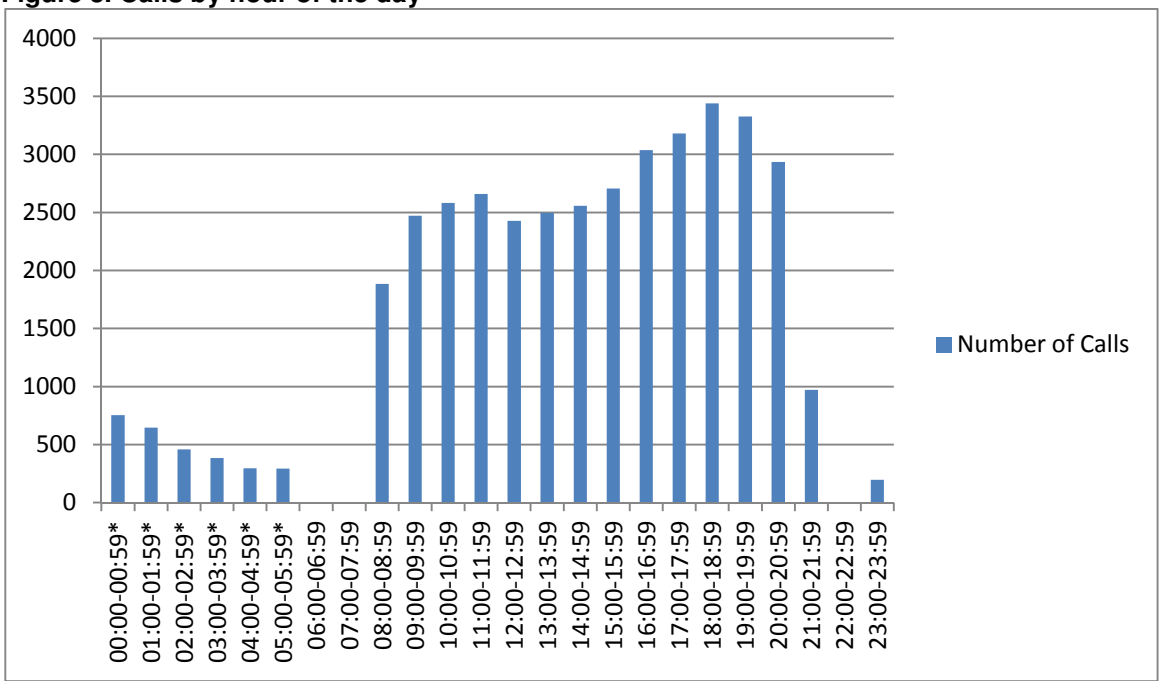


* VPIC worked 25 overnight shifts in 2009. This increased to 52 shifts in 2010, 54 shifts in 2011, 56 shifts in 2012, 66 shifts in 2013 and 67 shifts in 2014.

Calls by hour of the day

As in previous years, most calls were received between 1600 and 2100 hours, with the period between 1800 and 2000 hours being the busiest, see Figure 3 below.

Figure 3. Calls by hour of the day

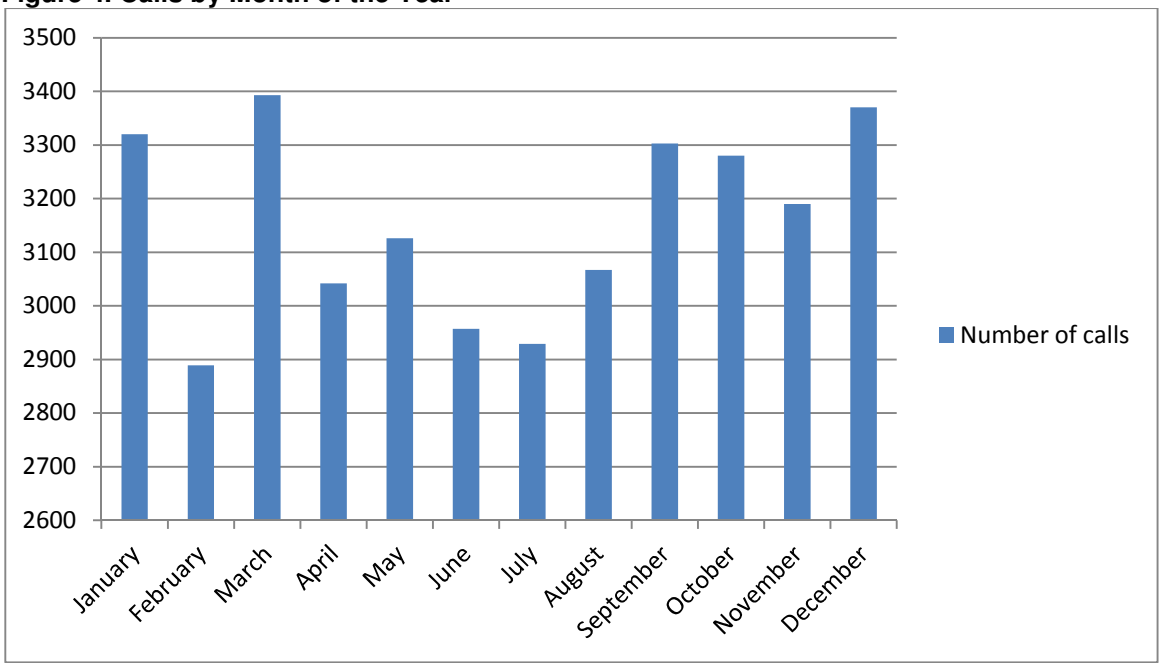


* As VPIC works just five to six national overnight shifts per month, the overnight call numbers (12 midnight to 0600 hours) are much lower than daytime numbers.

Calls by month of the year

VPIC call numbers always taper off over the winter months, see Figure 4 below. This is most likely due to more limited outdoor work and play during these months. Calls numbers relating to outdoor activities, eg bites, stings and envenomations, increase during the warmer months.

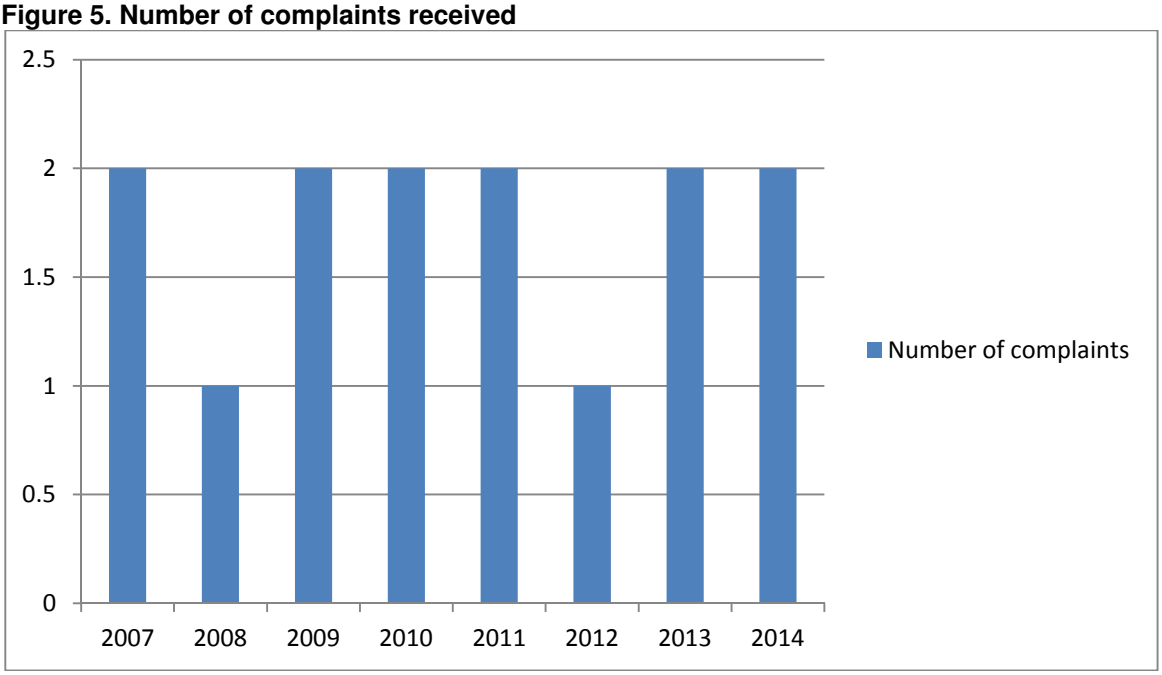
Figure 4. Calls by Month of the Year



Complaints received

Just two complaints about the VPIC service were received during 2014. Both complaints were handled according to the VPIC complaints investigation procedure.

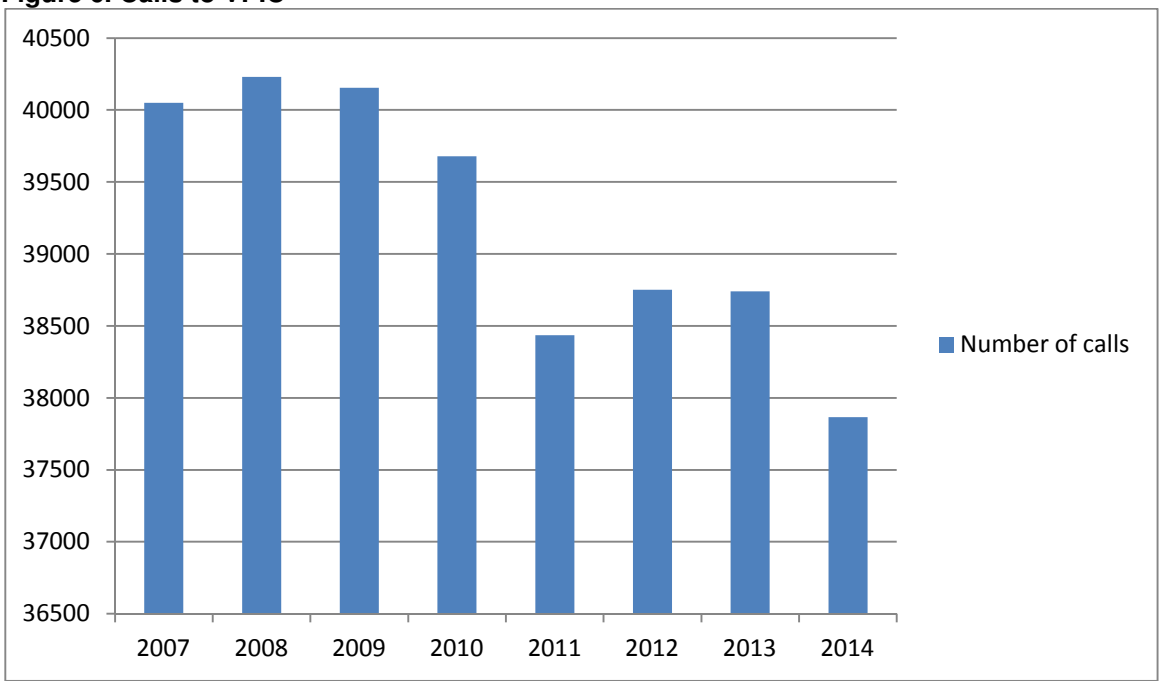
Figure 5. Number of complaints received



Calls to VPIC

The centre received a total of 37,866 calls in 2014, an average of 104 calls per day. This was slightly below 2013 (38,740 calls, average 106 calls per day) and 2012 (38,751 calls, average 106 calls per day). The 2014 total includes 2,607 calls answered by VPIC during 67 overnight shifts (New South Wales 784, Victoria 629, Western Australia 394, Queensland 497, South Australia 189, Tasmania 51, Australian Capital Territory 40, Northern Territory 23). Seventy six of these overnight calls were referred to the national roster toxicologist.

Figure 6. Calls to VPIC



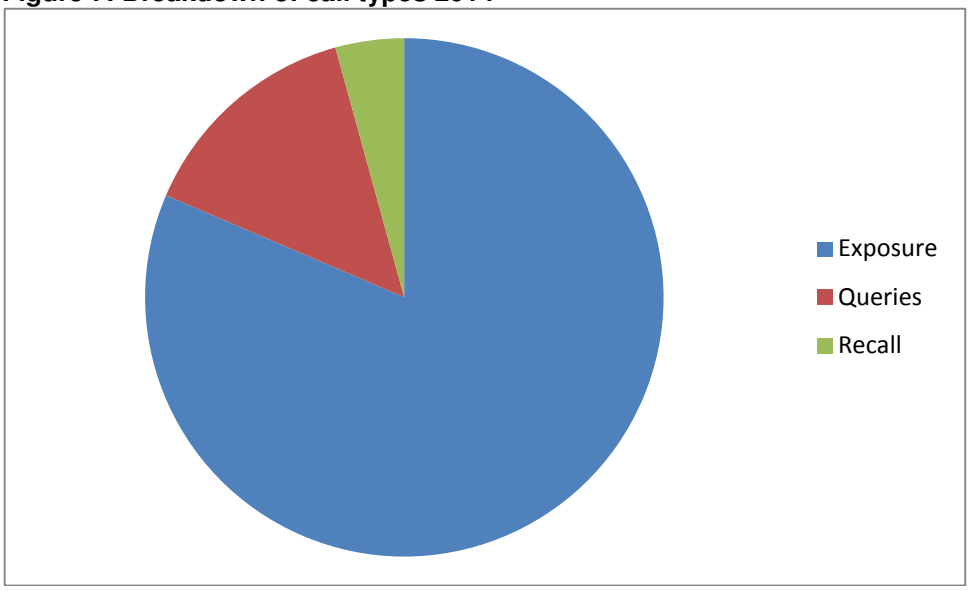
Call types (Figure 7)

Most calls involved an exposure. Approximately one-seventh of calls were queries.

Call type	Number of calls	%
Exposure to a poison	30,835	81
Queries	5,407	14
Recall*	1,624	5
Total	37,866	100

* A recall is a second or subsequent call about a particular exposure.

Figure 7: Breakdown of call types 2014



* A recall is a second or subsequent call about a particular exposure.

Query types

The types of queries received are shown below.

Query type	Number of calls	%
Drug information	2,356	44
Poisons information	1,993	36
Prevention of poisoning/safety	265	5
Medicines and breastfeeding	255	5
Medicines and pregnancy	236	4
Medical	200	4
Environmental	99	2
Occupational	3	<1
Total	5,407	100

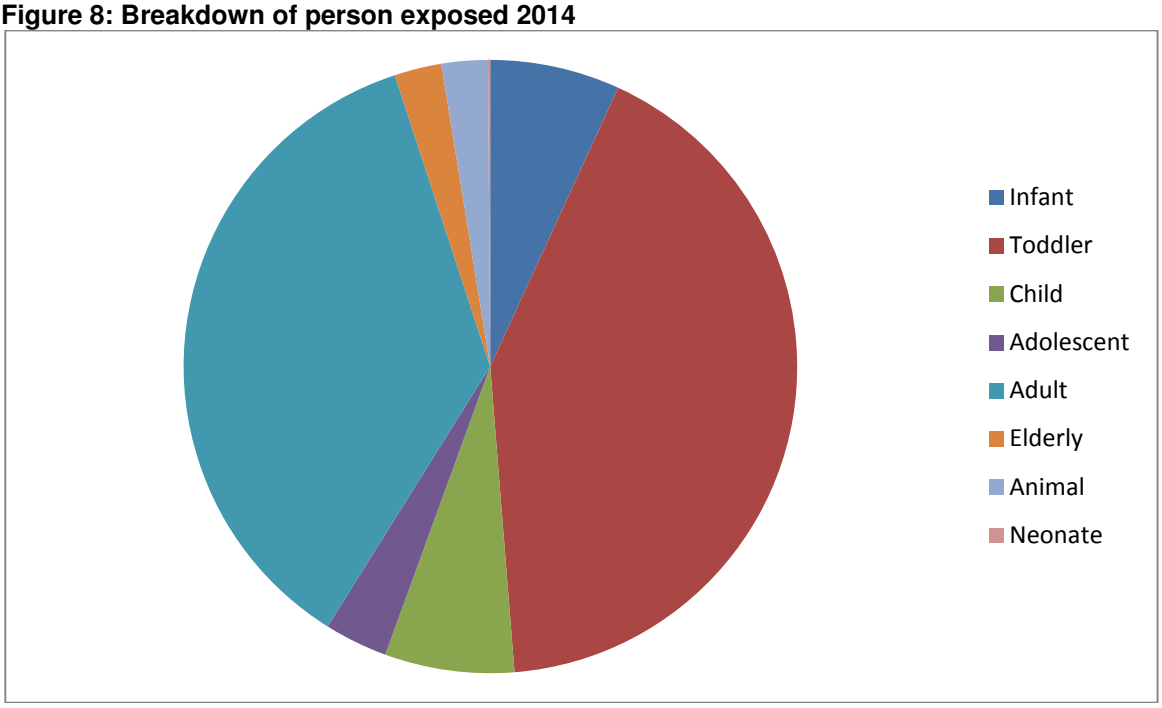
Person exposed (Figure 8)

The majority of calls about exposure to a poison involved toddlers.

Person exposed	Number of calls	%
Neonate (0 to 4 weeks)	39	<1
Infant (4 weeks to 1 year)	2,103	7
Toddler (1 to 4 years)	12,980	43
Child (5 to 14 years)	2,098	7
Adolescent (15 to 19 years)	1,025	3
Adult (20 to 74 years)	11,079	36
Elderly (>75 years)	764	2
Animal*	747	2
Total	30,835	100

* Callers phoning about an exposure involving an animal were referred to their vet

Figure 8: Breakdown of person exposed 2014



Person-calling (animal exposures excluded)

The majority of calls about exposure to a poison were received from members of the public.

Person-calling	Number of calls	%
Family member	14,420	49
Self	6,817	23
Doctor	4,024	13
Nurse	1,585	5
Carer	1,495	5
Friend	676	2
Ambulance	606	2
Pharmacist	226	<1
Other, eg police, fire brigade, teachers, vet, media	140	<1
Counselling service	68	<1
Other medical professional, eg dentist, psychologist, social worker, optometrist	31	<1
Total	30,088	100

Types of exposure (animal exposures excluded)

The majority of calls about exposure to a poison involved accidental exposures.

Types of exposure	Number of calls	%
Accidental	20,481	69
Therapeutic error	4,879	16
Intentional	4,006	13

Workplace acute	653	2
Workplace chronic	16	<1
Environmental/other	53	<1
Total	30,088	100

Routes of exposure (animal exposures excluded)

The majority of calls about exposure to a poison involved ingestion.

Route of exposure	Number of calls	%
Ingestion	30,928	82
Ocular	1,901	5
Inhalation/nasal	1,763	5
Dermal	1,692	5
Bite/sting	952	2
Parenteral	357	1
Aural	18	<1
Vaginal	8	<1
Rectal	10	<1
Total	37,629*	100

* The number of routes of exposures is greater than the person exposed, person-calling and types of exposure numbers because a call sometimes has more than one exposure route, eg household items sprayed into the mouth, face and eyes.

Handling calls – neonates (0 to 4 weeks)

The majority of neonates exposed to a poison could be managed at home.

Handling calls - neonates	Number of calls	%
Stay at home	31	80
Hospital refer	0	0
In hospital	7	18
GP refer	0	0
At GP surgery	1	2
Other	0	0
Total	39	100

Handling calls – infants (4 weeks to 1 year)

The majority of infants exposed to a poison could be managed at home.

Handling calls – infants	Number of calls	%
Stay at home	1,935	93
Hospital refer	36	2
In hospital	73	3
GP refer	9	<1
At GP surgery	22	1
Other	28	1
Total	2,103	100

Handling calls – toddlers (1 to 4 years)

The majority of infants exposed to a poison could be managed at home.

Handling calls – toddlers	Number of calls	%
Stay at home	11,592	90
Hospital refer	322	2
In hospital	684	5
GP refer	66	1
At GP surgery	161	1
Other	155	1
Total	12,980	100

Handling calls – children (5 to 14 years)

The majority of children exposed to a poison could be managed at home.

Handling calls - children	Number of calls	%
Stay at home	1,572	75
Hospital refer	110	5
In hospital	269	13
GP refer	35	2
At GP surgery	47	2
Other	65	3
Total	2,098	100

Handling calls – adolescents (15 to 19 years)

The majority of adolescents exposed to a poison were already in hospital.

Handling calls – adolescents	Number of calls	%
Stay at home	290	28
Hospital refer	187	19
In hospital	445	43
GP refer	38	4
At GP surgery	20	2
Other	45	4
Total	1,025	100

Handling calls – adults (20 to 74 years)

The majority of adults exposed to a poison could be managed at home.

Handling calls – adults	Number of calls	%
Stay at home	5,525	50
Hospital refer	1,297	12
In hospital	2,865	25
GP refer	508	5
At GP surgery	357	3
Other	527	5
Total	11,079	100

Handling calls – elderly (>75 years)

The majority of elderly people exposed to a poison could be managed at home.

Handling calls - elderly	Number of calls	%
Stay at home	523	69
Hospital refer	62	8
In hospital	105	14
GP refer	37	5
At GP surgery	11	1
Other	26	3
Total	764	100

Symptom severity at the time of the call (animal exposures excluded)

The majority of human exposures were asymptomatic at the time of the call to VPIC.

Poisoning severity score*	Number of calls	%
None	22,466	75
Minor	7,228	24
Moderate	303	1
Severe	91	<1
Fatal	0	0
Total	30,088	100

* Symptom severity scoring is based on the Poisoning Severity Score. Persson HE, Sjoberg GK, Haines JA, Pronczuk de Garbino J. Poisoning severity score. Clin Tox 1998; 36(3): 205-13.

Top ten exposure substances

VPIC's top ten exposure substances during 2014 are shown below.*

Substance	Number of calls
Paracetamol	2,009
Benzodiazepines	1,059
Ibuprofen	946
Selective serotonin re-uptake inhibitor antidepressants	742
Topical antiseptics, handsanitisers	684
Bleach (hypochlorite based)	631
Quetiapine	552
Silica gel	514
Toilet bowl cleaner/deodoriser: cage/disc type	514
Paracetamol/narcotic combination analgesic	494

*These are not necessarily the most toxic, but rather may be the most accessible.

Exposures to non-medicine, non-drug products

Substance/product	Number of calls
HOME PRODUCTS	
Adhesives, glues, cements, pastes	
Cyanoacrylates	162
Epoxy resins	23
Model glues, cements	16
Non-toxic glues, pastes	64
Adhesive, glue, cement, paste: other/unknown	43
Art, craft, hobby, writing products	
Chalk	36
Correction fluid	14
Crayon	30
Paint: artists' paints, non-water colour	14
Paints: artists' paints, water colours	33
Paper/cardboard	20
Pencil	16
Pens/ink (including stamp pad ink, textas)	208
Printer ink/cartridge	27
Art, craft, writing products: other/unknown	32
Batteries	
Automotive	15
Disc/button	66
Penlight/dry cell	119
Cleaners, bleaches, detergents etc	
Bleach (hypochlorite based)	631
Bleach: other/unknown	6
CD/DVD cleaner	6
Cleaner: all purpose/hard surface	363
Cleaner: ammonia based	12
Cleaner: baby bottle	7
Cleaner: bathroom/shower/tile	109
Cleaner: carpet	50
Cleaner: drain	74
Cleaner: floor	89
Cleaner: glass/window	105
Cleaner: industrial	106
Cleaner: leather/vinyl/upholstery	6
Cleaner: nappy	14
Cleaner: oven	187
Cleaner: other/unknown	206
Detergent: anionic/non-ionic (not hand dish type)	23

Detergent: automatic dishwasher liquids	30
Detergent: automatic dishwasher powders/tablets	335
Detergent: automatic dishwasher rinse agents	71
Detergent: cationic (not disinfectants)	5
Detergent: hand dish	449
Detergent: laundry	338
Disinfectant	319
Dry cleaning agent	3
Fabric softener	23
Ironing aid/starch	7
Laundry additive	67
Pre-wash stain remover	104
Rust remover: other/unknown	9
Sugar soap (sodium carbonate)	26
Toilet bowl cleaner/deodoriser: cage/disc type	514
Toilet bowl cleaner: powder/liquid	66
Vaporiser cleaning tablet	11
Fire extinguishers	
Dry powder	28
Foam	1
Food products, food poisoning	
Artificial sweeteners	2
Ciguatera	2
Dietary/nutritional/energy/workout supplements	121
Food additives	124
Food allergy	15
Food poisoning	42
Food recall/scare	2
Food spoilage	259
Garden products	
Fertiliser: household plant food	25
Fertiliser: outdoor	60
Soil/potting mix	48
Miscellaneous home products	
Air fresheners	189
Blu-tac	17
Bubble blowing solution	168
Charcoal	15
Christmas decorations	3
Cigarettes and tobacco products	83

Coins	25
Cyalume light sticks/glow necklaces	243
Desiccants: other/unknown (not silica gel)	75
Dyes: fabric	5
Dyes: food	8
Dyes: other/unknown	21
Fire starters	76
Foreign body	164
Fragrant oil/pot pourri oil	87
Freezer/cold packs	107
Glass	4
Incense	2
Massage oil	15
Matches	8
Pet food	36
Plastic/polystyrene	91
Pot pourri	1
Room deodoriser	77
Silica gel	514
Thermometer: mercury	66
Thermometer: non-mercury	19
Toys	131
Household products: other/unknown	551
Photographic products	
Photographic chemicals	4
Polishes and waxes	
Polish/wax: car	7
Polish/wax: floor (including sealers)	1
Polish/wax: furniture	25
Polish/wax: metal	2
Polish/wax: shoe/boot	7
Polish/wax: other/unknown	2
Swimming pool and aquarium products	
Aquarium products	28
Pool chlorine	80
Pool test kits/solutions	2
Pool products: other/unknown	22
BUILDING/HANDYMAN PRODUCTS	
Building products	
Asbestos	8
Asphalt/bitumen	3
Caulking compounds and construction putties	18
Cement/concrete/lime	33
Clay	3

Fibreglass	7
Insulation	4
Methyl ethyl ketone peroxide	5
Soldering flux	2
Building/handyman products: other/unknown	75
Paints and paint strippers	
Copper chrome arsenate (wood preservative)	14
Creosote (wood preservative)	5
Paints: anticorrosive	4
Paints: oil-based	45
Paints: water-based house type	52
Paint strippers: methylene chloride based	9
Paint strippers: other/unknown	7
Paint thinner	27
Paints: other/unknown	92
Varnishes and lacquers	15
Wood stains	20
CAR/BOAT PRODUCTS	
Car products: antifreeze	28
Car products: brake fluid, transmission fluid etc	34
Car products: other/unknown	91
CHEMICALS	
Alcohols	
Alcohol ethanol (beverage)	295
Alcohol ethanol (non-beverage)	99
Alcohol: higher (butanol, propanol etc)	4
Isopropanol	14
Methanol	5
Alcohol: other/unknown	1
Essential oils	
Camphor	15
Clove oil	25
Eucalyptus oil	239
Tea tree oil	71
Essential oil: other/unknown	123
Fumes, gases, vapours	
Carbon dioxide	4
Carbon monoxide	55
Chlorine	9
Chlorine/chloramine gas (mixing household cleaning agents)	47
Helium	2

Hydrogen sulphide	3
Lacrimators (Mace spray, tear gas etc)	1
Methane and natural gas	104
Propane and other simple asphyxiants	9
Smoke/toxic products of combustion	66
Fume/gas/vapour: other/unknown	35
General chemicals	
Acetone (not nail polish removers)	15
Acids: other/unknown	51
Alkalis (not cleaners)	39
Ammonia (not cleaners)	10
Benzene	2
Borates (not insecticides)	14
Copper sulphate	14
Corrosives: other/unknown	6
Cyanide	2
Ethylene glycol and other glycols	31
Formaldehyde/formalin	33
Hydrochloric acid	50
Hydrofluoric acid	23
Hydrogen peroxide (non-medical)	53
Iodine (non-medical)	10
Isothiazolones (acticide, biocide, kathon, octhilinone etc)	3
Methylene chloride (not paint strippers)	3
Phenol and other phenolics	7
Polychlorinated/polybrominated biphenyls	1
Potassium permanganate	8
Strychnine	4
Sulphur	1
Toluene diisocyanate	2
Chemicals: other/unknown	167
Heavy metals	
Aluminium	18
Cadmium	2
Copper	10
Lead	51
Mercury (not thermometers)	26
Metal fume fever	8
Heavy metals: other/unknown	13
Hydrocarbons	
Hydrocarbons: aliphatic	23
Hydrocarbons: aromatic	5
Hydrocarbons: halogenated	17
Hydrocarbons: other/unknown	11

Kerosene	20
Lamp oil	18
Lighter fluid	3
Oils: lubricating/engine/machine	89
Petrol	198
Shellite	1
Toluene/xylene	13
Turpentine, mineral	140
BITES AND STINGS	
Insects	
Ant	27
Bee	43
Caterpillar	3
Centipede/millipede	23
Mosquito	
Scorpion	40
Tick	10
Wasp/hornet	39
Insect bites: other/unknown	103
Mammals	
Animal bite: dog/cat	3
Animal bite: other/unknown	13
Marine	
Blue-ringed octopus	2
Fish stings: other/unknown	25
Jellyfish and other *Coelenterate* stings	11
Stingray	4
Marine bites/stings: other/unknown	9
Reptiles and amphibians	
Lizard	1
Snake	141
Spiders	
Redback spider	128
White-tailed spider	71
Spider bite: other/unknown	311
COSMETICS AND PERSONAL CARE PRODUCTS	
Cosmetics	
Antiperspirants	42
Baby oil	41
Baby wipes	9
Bath oil/bubble bath/bath preparations	126
Cleanser: skin	1
Creams/lotions/make-up	161

Deodorants	67
Depilatories	38
Lipstick/lip balms	35
Perfume/cologne/aftershave	188
Soap	237
Sunscreen/suntan products	75
Talc and other external powders	58
Cosmetics: other/unknown	24
Dental/oral care products	
Denture cleaning agents	33
Mouthwash: ethanol containing	64
Mouthwash: non-ethanol containing	29
Mouthwash: other/unknown	5
Teething gels	84
Toothache drops	8
Toothpaste with fluoride	77
Toothpaste without fluoride	4
Dental care products: other/unknown	8
Hair care products	
Hair colours (not peroxide)	66
Hair colours (peroxide)	36
Hair conditioner	28
Hair gel/mousse	20
Hair rinses, perms	2
Hair spray	13
Shampoo antidandruff: selenium based	1
Shampoo antidandruff: zinc pyrithione	11
Shampoo antidandruff: other	4
Shampoo non-medicated	88
Hair care: other	43
Nail products	
Nail polish	97
Nail polish remover	239
Nail primer	2
Nail products: other/unknown	23
PESTICIDES/HERBICIDES/FUNGICIDES	
Baits	
1080/monofluoroacetate	2
Rodenticides: anticoagulant (warfarin type)	33
Rodenticides: anticoagulant (long-acting)	265
Rodenticides: other/unknown	80
Baits: other/unknown	30
Carbamates	
Carbamates	8

Carbamates in combination with other pesticides	6
Chlorinated hydrocarbons	
Chlorinated hydrocarbons (endrin, dieldrin, heptachlor etc)	4
Chlorinated hydrocarbons in combination other pesticides	1
Fumigants	
Bromides	4
Phosphine	14
Fumigants: other	1
Fungicides	
Carbamate type	3
Copper type	4
Fungicides: other/unknown (non-medical)	6
Herbicides	
Glyphosate	259
Herbicides: carbamate type	1
Herbicides: chlorphenoxy type (2, 4 D; MCPA etc.)	38
Herbicides: protox inhibitor type (acifluorfen, oxyfluorfen etc)	2
Herbicides: pyridine type (clopyralid, triclopyr etc.)	45
Herbicides: triazine type (atrazine, simazine etc.)	15
Paraquat/diquat	29
Herbicides: other/unknown	78
Insecticides/pesticides	
Borates/boric acid pesticides	83
Insect coils	6
Insect repellants containing DEET	42
Insect repellants not containing DEET	38
Pyrethrins/pyrethroids	388
Rotenone	4
Snail/slug bait: iron edetate	5
Snail/slug bait: metaldehyde	40
Snail/slug bait: methiocarb	5
Pesticides: other/unknown	77
Moth repellents	
Naphthalene moth repellants	32
Paradichlorobenzene	3

Organophosphates	
Organophosphates	28
PLANTS AND MUSHROOMS	
Mushrooms	303
Plants: amaryllidaceae	35
Plants: amygdalin/cyanogenic glycosides	50
Plants: anticholinergic	10
Plants: cactus	2
Plants: capsaicin	10
Plants: cardiac glycosides	21
Plants: daphne	1
Plants: dermatitis	37
Plants: euphorbiaceae	18
Plants: gastrointestinal irritants	45
Plants: grayanotoxins	1
Plants: hallucinogenic	1
Plants: holly	1
Plants: non-toxic	45
Plants: oxalate	146
Plants: philodendron	5
Plants: solanine	49
Plants: stimulants	4
Plants: toxalbumins	2
Plants: other/unknown	158
VETERINARY PRODUCTS	
Veterinary: animal vaccines	87
Veterinary: external medicines	103
Veterinary: flea collars/insecticidal washes	9
Veterinary: heart worm preparations	9
Veterinary: internal medicines	194
MISCELLANEOUS NON-MEDICINE, NON-DRUG EXPOSURES	
Blue-green algae	4
Faeces/urine	53
Radioactive materials	2
Snail/slug	21

Exposures to medicines and drugs

Medicine/drug	Number of calls
ANAESTHETICS	
Anaesthetics: inhalation	2
Anaesthetics: topical/local	28
Anaesthetics: other/unknown	1
Nitrous oxide	1
ANALGESICS	
Aspirin/narcotic combination analgesic	5
Aspirin/salicylates	164
Codeine	30
Fentanyl	7
Morphine	27
Oxycodone	320
Paracetamol	2009
Paracetamol/narcotic combination	494
Tramadol	152
Analgesics: narcotic other/unknown	19
Analgesics: non-narcotic other/unknown	3
ANTICHOLINERGICS	
Atropine	5
Benztropine	23
Orphenadrine	3
Anticholinergic drugs: other/unknown	31
ANTICOAGULANTS and BLOOD PRODUCTS	
Warfarin	62
Anticoagulants: other/unknown	50
ANTIHISTAMINES	
Cetirizine	83
Dexchlorpheniramine	30
Fexofenadine	65
Loratadine	87
Pheniramine	9
Promethazine	139
Antihistamines: other/unknown	31
ANTIMICROBIALS	
Antibiotics	
Aminoglycosides	2
Antibiotic combinations (Augmentin, Bactrim etc.)	52
Cephalosporins	87
Macrolides	79
Penicillins	206

Quinolones	8
Sulphonamides	4
Tetracyclines	46
Antibiotics: other/unknown	33
Antifungals	
Antifungal drugs (ketoconazole, fluconazole etc)	17
Antiparasitics/Anthelmintics	
Anthelmintics	79
Antianaerobes (metronidazole, tinidazole etc)	27
Antimalarials (not quinine, chloroquine)	2
Antituberculars	
Antitubercular drugs	2
Antivirals	
Antiviral drugs	28
ANTIMIGRAINE DRUGS	
Triptans (naratriptan, sumatriptan etc)	11
Migraine preparations: other/unknown	27
ASTHMA/RESPIRATORY DRUGS	
Anticholinergics (ipratropium, glycopyrronium, tiotropium, aclidinium etc)	42
Bronchodilators (salbutamol, terbutaline, eformoterol, salmeterol, indacaterol etc)	31
Leukotriene receptor antagonists (montelukast, zafirlukast etc)	28
Preventors	31
Theophylline and other xanthines	3
CARDIOVASCULAR DRUGS	
ACE inhibitor/diuretic combinations	35
ACE inhibitors	147
Adrenaline	38
Alpha blockers	33
Angina preparations	11
Angiotensin II antagonist/diuretic combinations	78
Angiotensin II antagonists	157
Antiarrhythmic agents	27
Antihypertensives: other (not diuretics)	26
Antiplatelet agents: other (clopidogrel, dipyridamole, ticagrelor etc)	31
Beta blockers	308

Calcium antagonist/ACE inhibitor combinations	22
Calcium antagonist/angiotensin ll antagonist combinations	20
Calcium antagonist/angiotensin ll antagonist/diuretic combinations	1
Calcium antagonist/statin combinations	7
Calcium antagonists	147
Cardiac glycosides	77
Diuretics: other	84
Diuretics: potassium sparing	32
HMG CoA reductase inhibitors (statins)	140
Lipid lowering agents: fibrates (gemfibrozil, fenofibrate etc)	5
Lipid lowering agents: other	5
Nitrates	19
Vasodilators	9
CENTRAL NERVOUS SYSTEM DRUGS	
Antidepressants	
Agomelatine	15
Duloxetine	97
Mianserin	6
Mirtazapine	179
Monoamine oxidase inhibitors	22
Selective serotonin reuptake inhibitors (citalopram, escitalopram, fluoxetine etc.)	742
Tricyclic antidepressants	172
Venlafaxine/desvenlafaxine	263
Antidepressants: other/unknown	11
Antiepileptics	
Carbamazepine	108
Gabapentin	19
Lamotrigine	88
Levetiracetam	47
Phenytoin	21
Pregabalin	107
Topiramate	30
Valproic acid	241
Antiepileptics: other/unknown	26
Antipsychotics	
Amisulpride	19
Aripiprazole	31
Clozapine	31
Olanzapine	183
Phenothiazines (chlorpromazine,	80

trifluoperazine etc)	
Quetiapine	552
Risperidone	102
Ziprasidone	8
Antipsychotics: other/unknown	34
CNS depressants	
Barbiturates	16
Benzodiazepines	1059
Chloral hydrate	2
Doxylamine	71
Hypnotic/sedative: over-the-counter	6
Melatonin	66
Zolpidem	47
Zopiclone	75
Hypnotic/sedative: other/unknown	9
CNS stimulants	
Amphetamines (for ADHD, not street drugs)	149
Caffeine	53
CNS – miscellaneous	
Antidementia agents (donepezil, galantamine, memantine, rivastigmine)	29
Antiparkinsonian agents	49
Baclofen	44
Clonidine	116
Lithium	93
CNS drugs: other/unknown	1
COUGH/COLD PREPARATIONS	
Antitussives	28
Cough/cold preparations with paracetamol	216
Cough/cold preparations without paracetamol/aspirin	167
Dextromethorphan	21
Pseudoephedrine	17
Throat lozenges with local anaesthetic	7
Throat lozenges without local anaesthetic	10
DRUGS USED IN ADDICTIVE DISORDERS	
Antismoking products (nicotine gum, lozenges, patches; e-cigarettes; varenicline)	25
Buprenorphine	25
Bupropion	6
Disulfiram	4
Methadone	37
Naltrexone	12

EAR PREPARATIONS	
Ear drops	35
Ear ointments	3
Ear products: other/unknown	1
EYE PREPARATIONS	
Contact lens preparations	13
Eye drops: imidazoline-based	9
Eye drops: other/unknown	54
Eye ointment	2
GASTROINTESTINAL PREPARATIONS	
Antacids	58
Antidiarrhoeals: diphenoxylate/atropine	3
Antidiarrhoeals: loperamide	22
Antidiarrhoeals: other/unknown	1
Antiemetics	97
Antispasmodics (hyoscine butylbromide etc)	23
Histamine H_2- antagonists (cimetidine, ranitidine etc.)	33
Laxatives	139
Proton pump inhibitors (omeprazole, pantoprazole, esomeprazole etc.)	188
Gastrointestinal preparations: other/unknown	61
METABOLISM	
Electrolytes/minerals	
Calcium salts	62
Fluoride	3
Iron (not multivitamins)	102
Potassium salts	18
Electrolytes: other/unknown	5
Vitamins	
Folic acid	31
Vitamin A	3
Vitamin B group	28
Vitamin C	44
Vitamin D	199
Vitamins compound with iron	168
Vitamins compound without iron	154
Vitamins: other	52
Other metabolic	
Androgenic and anabolic agents	4
Antihormones (tamoxifen, cyproterone, flutamide etc.)	15
Antithyroid preparations	10

Bisphosphonates	8
Corticosteroids	237
Diet aids/anorectics - over-the-counter	10
Diet aids/anorectics - prescription	28
Hypoglycaemics, oral: alpha glucosidase inhibitors (acarbose etc)	1
Hypoglycaemics, oral: biguanides (metformin)	98
Hypoglycaemics, oral: combination products (metformin/glibenclamide, metformin/rosiglitazone, metformin/sitagliptin etc)	14
Hypoglycaemics, oral: DPP-4 inhibitors (sitagliptin, vildagliptin etc)	4
Hypoglycaemics, oral: glitazones	2
Hypoglycaemics, oral: sodium-glucose co-transporter (SGLT) inhibitors (canagliflozin, dapagliflozin etc)	1
Hypoglycaemics, oral: sulphonylureas (glibenclamide, gliclazide, glipizide etc)	41
Insulin	70
Oestrogens/progestogens (not oral contraceptives)	18
Oral contraceptives: oestrogen and progestogen	268
Oral contraceptives: progestogen only	42
Thyroxine	94
Thyroid preparations: other/unknown	3
Hormones: other/unknown	21
NONSTEROIDAL ANTI-INFLAMMATORY DRUGS AND GOUT MEDICATIONS	
Allopurinol	24
Celecoxib	34
Colchicine	12
Diclofenac	166
Ibuprofen	946
Ibuprofen plus codeine	70
Indomethacin	19
Mefenamic acid	19
Naproxen	67
NSAIDs: other/unknown	56
NOSE PREPARATIONS	
Nose drops/sprays: imidazoline-based	25
Nose drops/sprays: other/unknown	19
Nasal preparations: other/unknown	11
STREET DRUGS	

Amphetamine and related drugs	117
Amyl nitrite and other volatile nitrites	8
Cannabinoids, synthetic (Spice, Kronic, K2, Jungle Fever, Northern Lights, Marley etc)	16
Cathinones (mephedrone, methylone etc)	1
Cocaine	16
Ecstasy and other hallucinogenic amphetamines	23
Gamma hydroxybutyrate	12
Hallucinogenics: other/unknown	2
Heroin	16
Inhalant abuse (chroming)	6
Ketamine/methoxetamine	2
LSD	3
Marijuana	41
Phencyclidine (PCP)	
Street drugs: other/unknown	27
TOPICAL PREPARATIONS	
Acne preparations	26
Antipruritics (calamine lotion etc)	32
Capsaicin	7
Chest rubs	132
Hydrogen peroxide	13
Lice/scabies preparations	78
Liniments	137
Nappy rash products	357
Topical antibiotics	29
Topical antifungals	119
Topical antiseptics (handsanitisers etc)	684
Topical antivirals	3
Topical corticosteroids	188
Wart/corn preparations	20
Topical preparations: other/unknown	88
MISCELLANEOUS MEDICINE/DRUG CALLS	
Antineoplastics	16
Chloroquine/hydroxychloroquine	14
Herbal preparations	143
Homeopathic preparations	53
Immunosuppressants	26
Methotrexate	28
Muscle relaxants: other	8
Quinine	2
'Smart drugs' (choline, ephedra, phenylalanine, piracetam etc)	1
Unknown tablets/capsules	49
Urinary alkalinisers/antiseptics	4

Vaccines/toxoids/antivenoms	45
Vaporiser fluids and inhalants	234
Other over-the-counter-medicines	34
Other prescription medicines	65