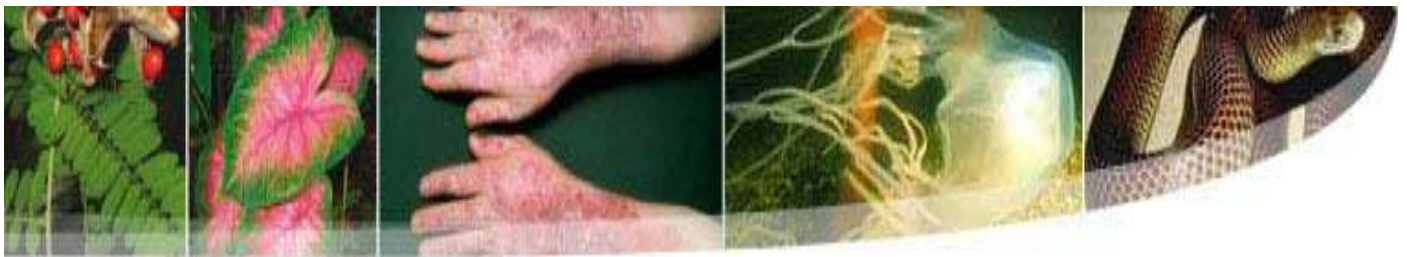




**Queensland
Government**
Queensland Health

ANNUAL REPORT

2010



QUEENSLAND POISONS INFORMATION CENTRE

13 11 26

Poisons Information Centre
Royal Children's Hospital
Pharmacy Department
Level 1
Foundation Building
Herston Road
Herston QLD 4029

www.health.qld.gov.au/poisonsinformationcentre

Queensland Poisons Information Centre

Annual Report 2010

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Mission Statement

To maximise the health of the people of Queensland by providing timely, appropriate information in poisoning or suspected poisoning situations and by the promotion of poisoning prevention.

Role and Philosophy

The role of the Queensland Poisons Information Centre (QPIC) is to provide the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. Members of the public may be given first aid instructions, possible symptoms to watch for, advice on the need for medical attention in poisonings, and general advice on poisoning prevention. Unnecessary visits to medical facilities may be avoided in minor accidental poisonings by the timely provision of advice and reassurance. Health professionals are also given advice in the management of poisoned patients.

Location

The Queensland Poisons Centre is located in the Pharmacy Department of the Royal Children's Hospital, Brisbane and has been in operation since 1973. The QPIC employs a team of pharmacists specialising in toxicology to handle poisoning calls.

Telephone Access

The Queensland Poisons Information Centre can be reached on 13 11 26. This number is available Australia-wide for the cost of a local call (excluding mobile phones). The QPIC receives calls from all over Queensland, northern New South Wales, Papua New Guinea and surrounding areas.

Hours of Operation

The QPIC operates Monday to Friday (08:30 to 21:00), and Saturday and Sunday (08:30 to 19:00). Outside these times, calls are diverted to the NSW Poisons Information Centre. The overnight calls are taken primarily by the NSW centre, with the WA, VIC and QLD centres assisting with some of these overnight shifts.

Website

For more information, visit the Queensland Poisons Information website at <http://www.health.qld.gov.au/poisonsinformationcentre>

Staffing

Director

Hugh Miller B Sc Pharm, Grad Cert Man, Dip Hosp Pharm (Admin)

Manager

Carol Wylie B Pharm, Grad Dip Hosp Clin Pharm

Consultant Toxicologist

Dr. Colin Page, MBChB FACEM MMedSci(Clin Epi), Clinical Toxicologist, VMO QLD PIC & Emergency Physician, Princess Alexandra Hospital.

Colin provides regular continuing education, protocol and guideline development and is a spokesperson for the centre on poisoning related issues.

Specialists in Poisons Information

The QPIC is staffed by a total of 3.6 Full Time Equivalent (FTE) of Specialists in Poisons Information (SPI). The following people were available to be rostered on a part time basis as SPI's at the QPIC in 2010.

- Jessica Bunker B Pharm
- Anita Champion B Pharm
- Michele Cree B Sci B Pharm GradDip Clin Pharm
- Danielle Dean B Pharm
- Meghan Fitzpatrick B Pharm, GradDip Clin Pharm
- Anna Goggin B Pharm
- Nicolette Graham B Pharm, M Clin Pharm
- Fiona Gregory B Pharm FSHP
- Karen Kwan B Pharm
- Genevieve Messina B Pharm G Cert Tox
- Lyn Robinson B Pharm Dip Hosp Pharm
- Sonya Stacey B Pharm PGDip (Child Health) PGCert (Health Mgmt)
- Jenny Stubbs B Pharm
- Michael Toon B Pharm
- Kriss Yunker BSc (Hons) B Pharm

Administration

Natalie Burnham

Consultants

Numerous external consultants from a variety of Queensland organisations and government departments are available to the Poisons Information Centre, for advice or direct referral. These consultants range from the Queensland Museum and Queensland Herbarium staff, to the Environmental Health and Population Health Units and Workplace Health and Safety officers. These departments and organisations continue to offer a valuable service to the Poisons Information Centre

Medical Consultants

The Poisons Information Centre has access to a number of clinical toxicologists. These clinicians are available on a 24 hour roster for direct advice to a poisons centre specialist, or referral to a practitioner requiring management advice in a poisoning. These cases may involve both adults and children and are usually complicated or severe in nature.

Alfred, Sam. MB BS, FACEM, Dip Tox
Armstrong, Jason. MB ChB FACEM
Braitberg, George. MB BS FACEM
Buckley, Nicholas. MD FRACP
Chan, Betty. MB BS, FACEM, PhD
Daly, Frank. MB BS, FACEM
Downes, Michael. MB ChB FACEM
Dowsett, Robert. MB BS, FACEM
Graudins, Andis. MB BS, PhD, FACEM, FACMT
Gunja, Naren. MB BS, FACEM
Isbister, Geoffrey. B Sc, MB BS, FACEM
Kerr, Fergus. MB BS, FACEM, MPH
Little, Mark. MB BS, FACEM, MPH&TM, DTM&H (Lon)
McCoubrie, David. MB BS, FACEM
Murray, Lindsay. MB BS, FACEM
Page, Colin. MB BS, FACEM
White, Julian. MB BS, MD FACTM
Whyte, Ian. MB BS (Hon), FRACP, FRCPE

Fellows in Training

Koutsogiannis, Zeff. MB BS, FACEM
Pascu, Ovidiu. MD, FACEM
Soderstrom, Jessamine. MB BS, FACEM

Research Activities and Publication Reviews

- Review of the Australian Pharmaceutical Formulary and Handbook (APF22) Section I: Health information and resources – Poisoning. (Due for publication 2012)
By Carol Wylie

Data Collection and Feedback

- Consultation on the Review of Therapeutic Goods Order 80: Child-resistant packaging requirements for medicines to the Therapeutic Goods Administration. Specifically data was provided on exposures to duloxetine and desvenlafaxine.
- Statistics provided on calls regarding bites and stings to the centre from 2004 to 2009, to a Research Fellow from Environmental Health School of Population Health
- Provided data regarding adverse events to sodium chlorite containing products (“Miracle Mineral Solution”) to Environmental Health Qld and the Therapeutic Goods Administration

Poisons Prevention Activities

- Printed material (phone number stickers, brochures and leaflets) was supplied to members of the public, childcare centres, kindergartens, schools, health centres, GP surgeries etc throughout the year.
- Reviewed and updated management of Cane toad exposures within the QPIC Website
- Added information regarding the “QT Nomogram” to the Health Professional page of the website
- Attendance at “Prevent-it” Launch (interactive children’s game on safety and poison prevention activities)

Training for QPIC Staff

- *One to two staff attended:*
National Poisons Centre meetings throughout the year (two held in NSW, one in WA)
- *Majority of staff attended:*
National Poisons Centre meetings video-conferenced in Brisbane (two meetings)
- Queensland Ambulance Service and the poisoned patient. Presented by Andrew Blumson.
- Monthly continuing education sessions by Dr. Colin Page (Clinical Toxicologist).
Topics included:

- Organophosphates exposures and management
 - Chemical eye exposures
 - Arterial blood gases and relevance in poisonings
 - QT interval and relevance in poisonings
 - Antipsychotic exposures and management
 - Gastric decontamination in poisonings
- Snakebites and anti-venom doses. Dr Geoff Isbister (Clinical Toxicologist).
 - Chemical exposure to the eye. Dr Jim McAlister (Ophthalmologist RBWH).

Poisons Education by QPIC Staff

- Practical Toxicology lecture provided to Bachelor of Pharmacy students from Queensland University of Technology
31 March 2010 Carol Wylie
- Practical Toxicology lecture provided to Masters of Pharmacy students from Griffith University
14 April 2010 Genevieve Messina
- Practical Toxicology lecture provided to Bachelor of Pharmacy students from James Cook University
30 April 2010 Carol Wylie
- Presentation on Poisons and Toxicology to ICU registrars at RCH.
27 May 2010 Carol Wylie
- Toxicology and Poisoning lecture presented to Postgraduate Diploma of Clinical and Hospital Pharmacy students from University of Queensland (Wimba On-line training).
3 August 2010 Carol Wylie
- Presentation on Toxicology in Emergency Departments at SHPA Symposium on Emergency Medicine
28 August 2010. Carol Wylie
- Phone interview with ABC Radio on therapeutic errors in children.
1 September 2010 Carol Wylie
- Phone interview with 98.9FM Radio on who to contact if a poisoning occurs. Carol Wylie
30 November 2010
- Lecture given to First Aid First trainers on First Aid.
10 December 2010 Genevieve Messina
- Phone interview with 4BC Radio on glow sticks and the Christmas dangers.
11 November 2010 Anita Champion

Calls to the QPIC

Poisons can be hazardous to adults and children. Even the mildest chemicals can be poisonous to the person if the exposure is large enough. The QPIC receives calls about many potential poisons including medications, household products, workplace chemicals, animals and plants. Some examples of calls to the centre are listed below.

Examples of Calls to the QPIC

Example 1

On a wet weekend, a 2 year old boy drove his toy car over carpet covered in carpet cleaner and then ate the foam off his toy car.

The skin around his mouth was red and he had refused the drink of water his mother had offered.

Advice given

The SPI looked up the ingredients and physical characteristics of the product to determine the expected effects of swallowing this carpet cleaner and considered the child's symptoms. The SPI asked his mother to wipe and rinse around his mouth. As the floor cleaner contained detergents and was quite alkaline, mild vomiting or diarrhoea was likely, and there was a small chance of irritation or burns in his mouth or throat. If the child continued to refuse food and drinks, or behaved as though his lips or tongue were sore, he would need to go to the local hospital for medical review.

Example 2

A gentleman on multiple daily medications mistakenly swallowed the capsule he was meant to inhale through a special device.

Advice given

The SPI reassured him this medication is poorly absorbed from the stomach and symptoms were not expected.

Example 3

A caller's 3yo daughter claimed to have fed 4 missing doses of chocolate worming medication to the dog, although the dog was locked outside.

Advice given

As it seemed likely the child had taken the missing medication, overdose information on the worming medication was provided. The caller was reassured that nausea and diarrhoea might occur in the following 24 hours and fluids should be encouraged.

Example 4

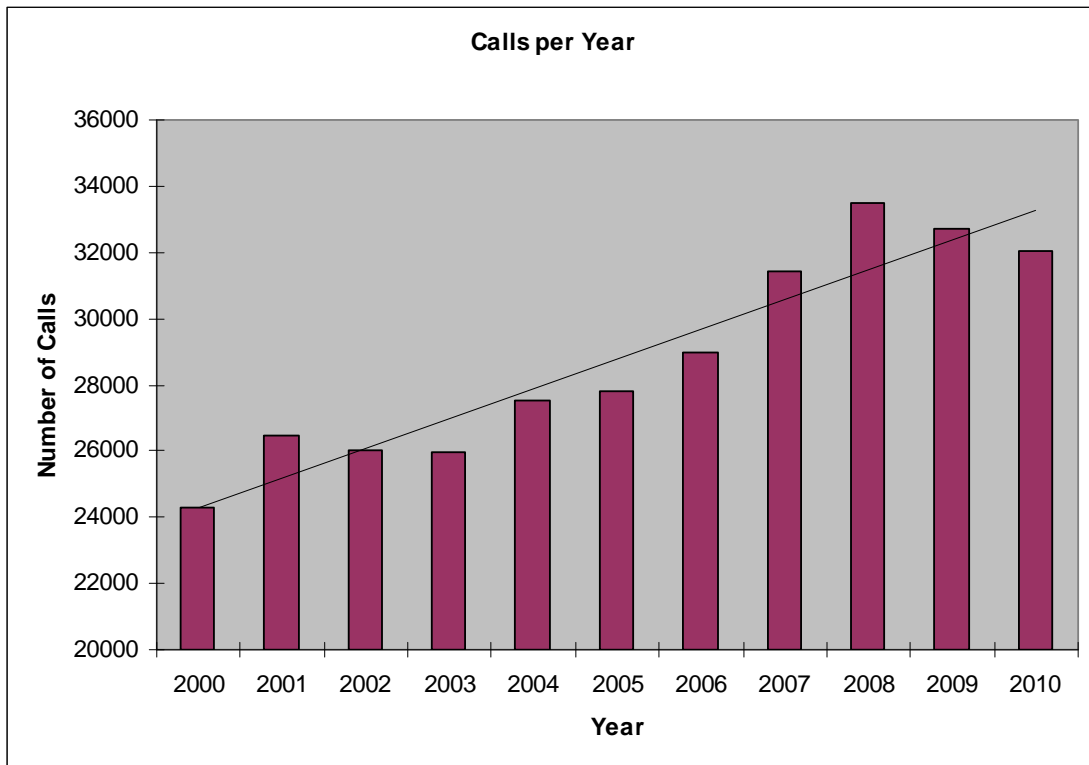
A doctor from regional hospital rang for advice to aid his management of a large intentional ingestion of quetiapine.

Advice given

The doctor was advised that the patient's symptoms suggested an even larger dose had been taken and intensive care support might be required. The call was transferred directly to a consultant Clinical Toxicologist for immediate advice on management

Calls to QPIC per Year

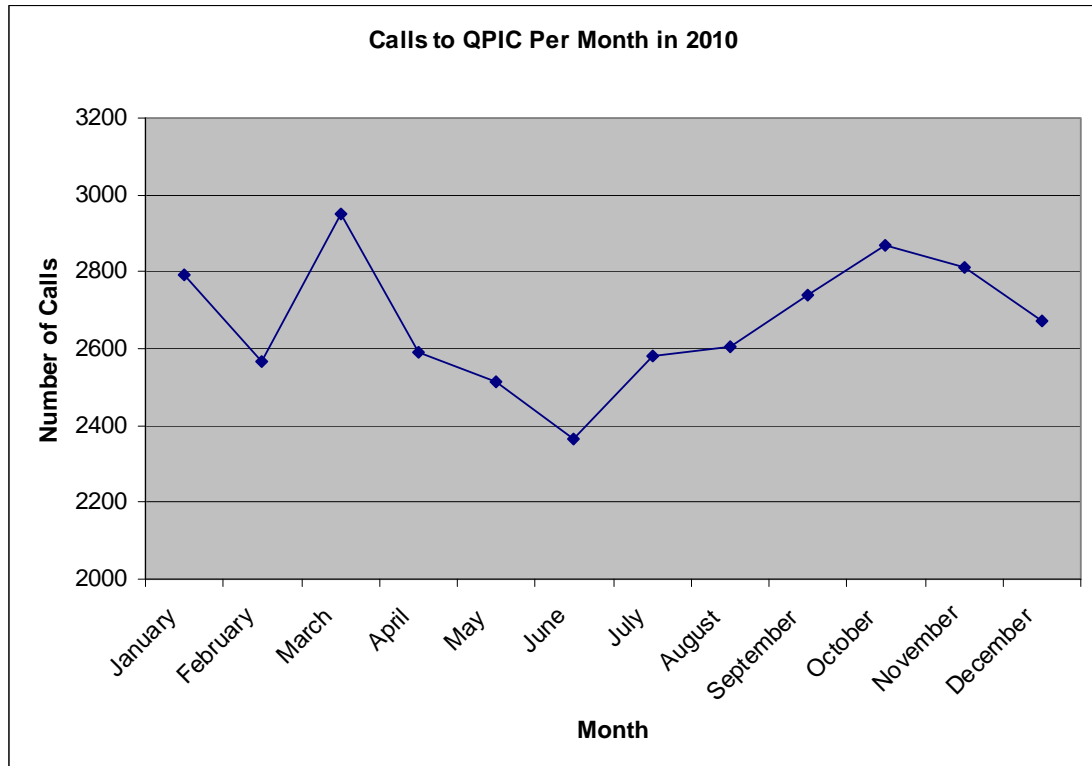
- Although there has been a consistent increase in the number of calls to the QPIC since 2000, call numbers have started to plateau in the last few years.



Calls to QPIC Per Year	Number of Calls
2000	24303
2001	26470
2002	26001
2003	25978
2004	27508
2005	27803
2006	28970
2007	31441
2008	33495
2009	32718
2010	32057

Calls Received per Month

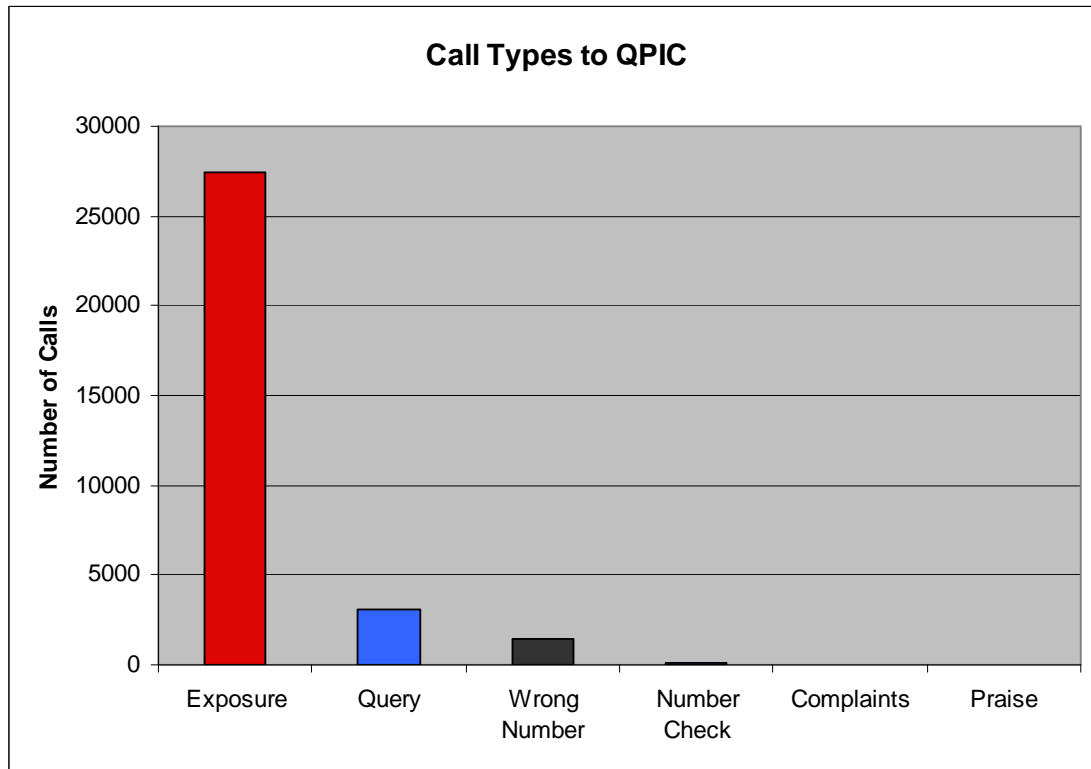
- Most calls/month were answered in March, the least number of calls/month were answered in June
- More calls occur in summer compared to winter
- Variation of 588 calls per month between the busiest and slowest times of the year



Calls to QPIC Per Month	Number of Calls
January	2792
February	2566
March	2952
April	2592
May	2516
June	2364
July	2581
August	2605
September	2737
October	2871
November	2810
December	2671

Call Types

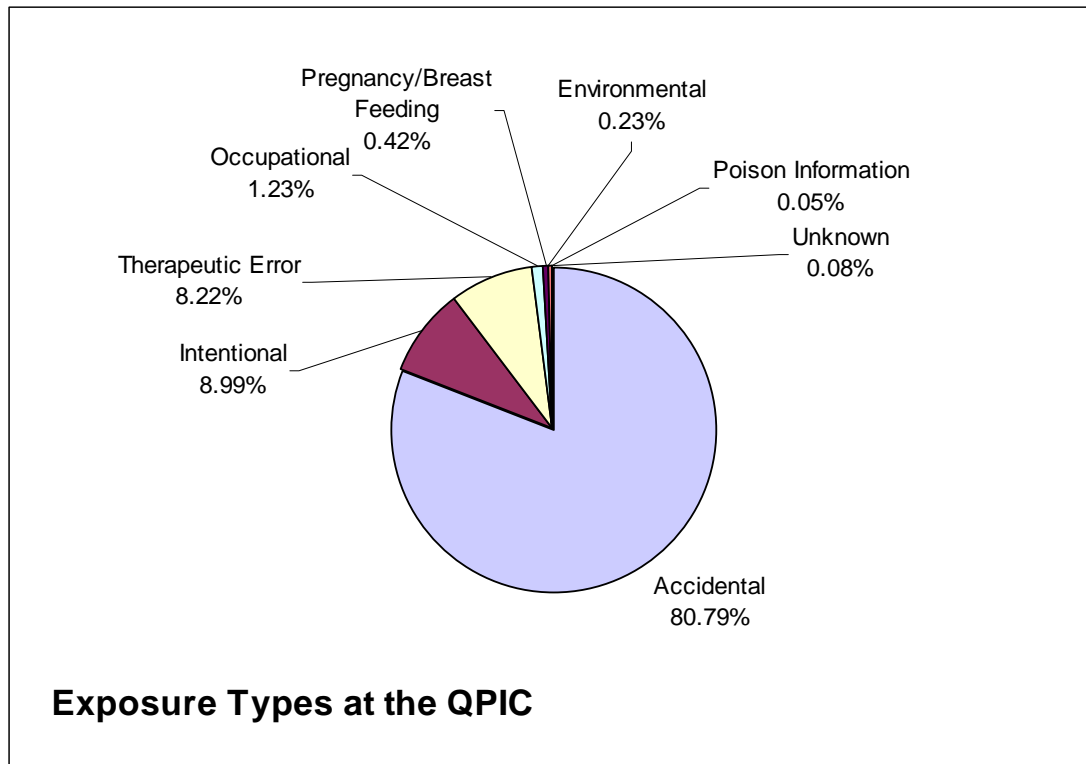
- The majority of calls to the centre involve exposures



Call Type	Number of Cases	(%)
Exposure	27442	85.60%
Query	3040	9.48%
Wrong Number	1471	4.59%
Number Check	95	0.30%
Complaints	6	0.02%
Praise	3	0.01%

Exposure Types

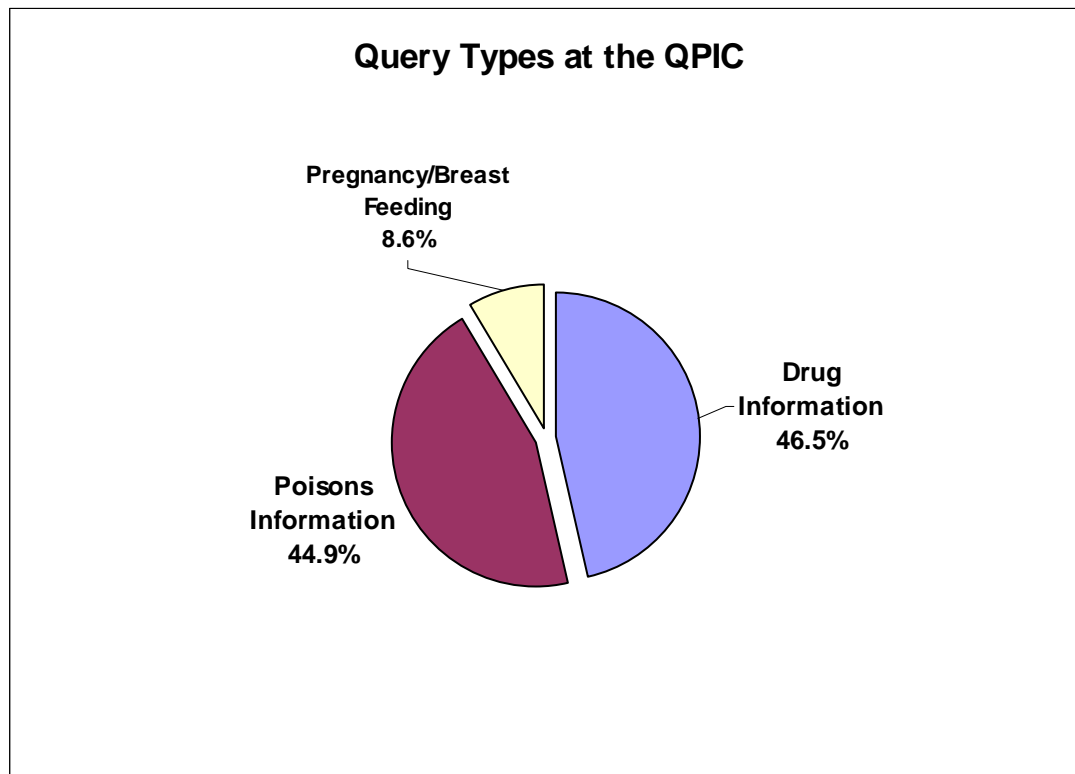
- Most exposures are classified as accidental



Exposure Type	Number of Cases	(%)
Accidental	22148	80.79%
Intentional	2464	8.99%
Therapeutic Error	2254	8.22%
Occupational	336	1.23%
Pregnancy/Breast Feeding	114	0.42%
Environmental	63	0.23%
Poison Information	14	0.05%
Unknown	22	0.08%

Query Types

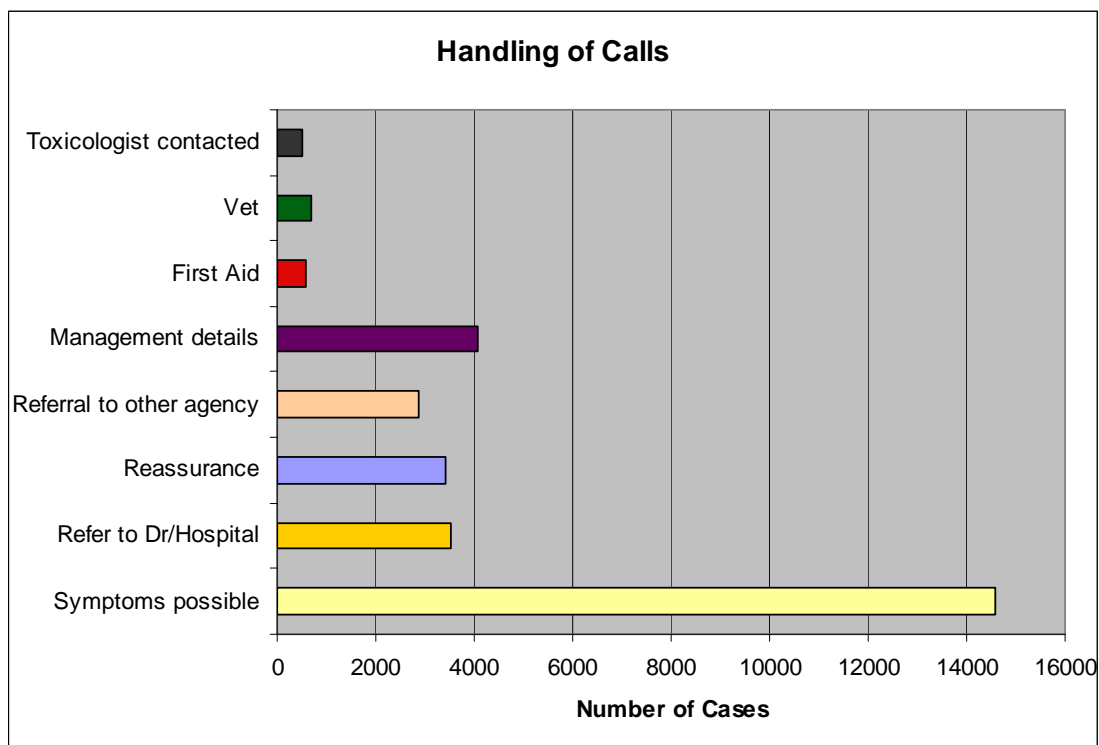
- The majority of queries are drug and poison information calls



Query Type	Number of Cases	(%)
Drug Information	1411	46.49%
Poisons Information	1362	44.88%
Pregnancy/Breast Feeding	262	8.63%

Handling of Calls

- Most callers are advised to watch for possible symptoms, while remaining at home
- Less than 12% of callers are referred to a Doctor/hospital

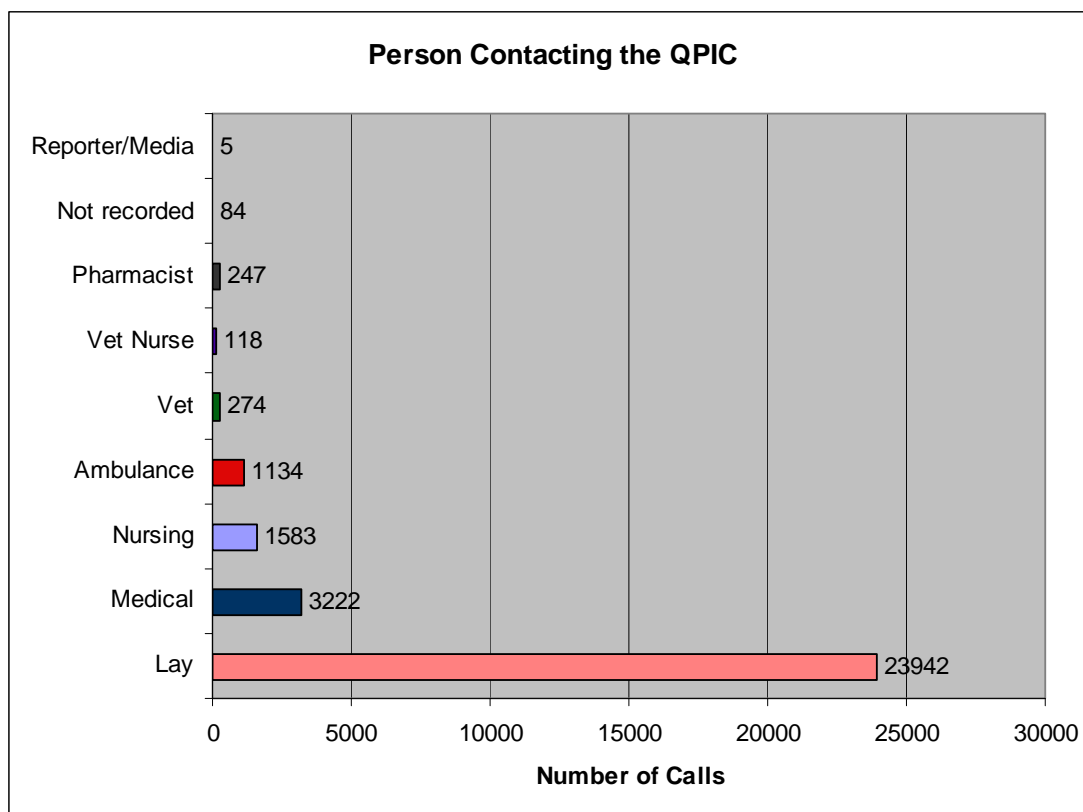


Handling of Calls	Number of Cases	(%)
Symptoms possible	14579	48.15%
Refer to Dr/Hospital	3524	11.64%
Reassurance	3433	11.34%
Referral to other agency	2888	9.54%
Management details	4070*	13.44%
First Aid	581	1.92%
Refer to Vet (animal poisoning)	680	2.25%
Toxicologist contacted	524	1.73%

**These patients are already at a GP surgery or a hospital. The QPIC provides management details to health professionals.*

Persons Calling the QPIC

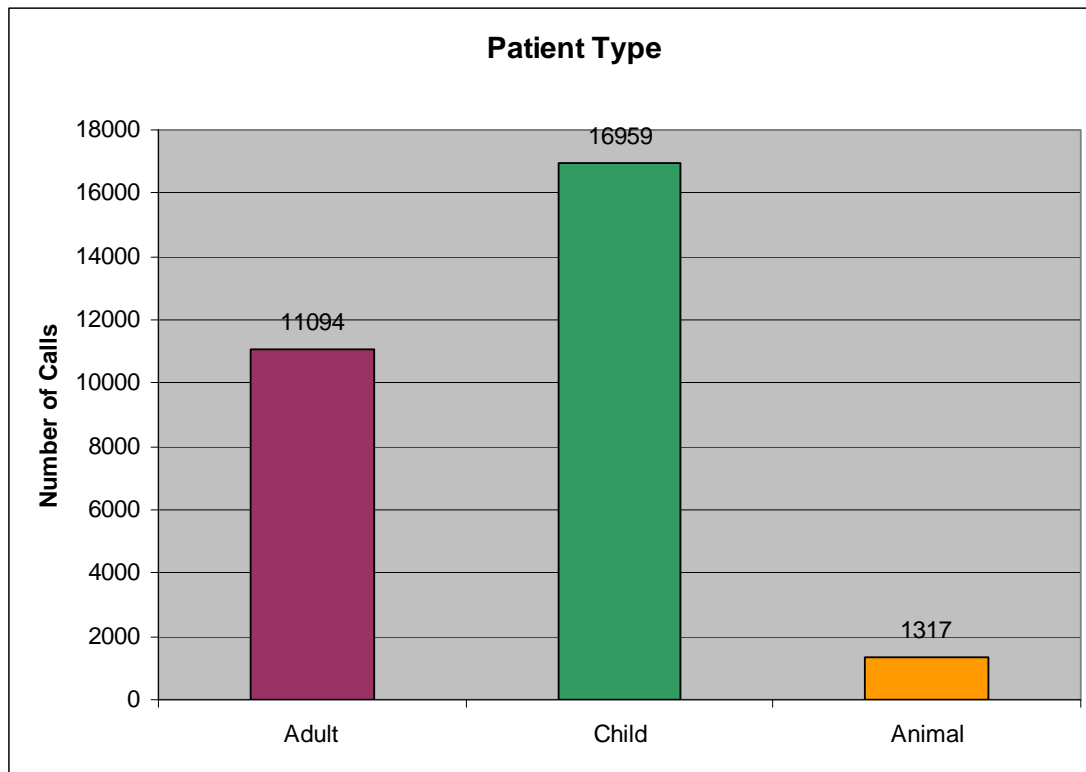
- Most calls are from the general public. These calls can be from the patient themselves, a friend/relative or a carer.



Persons calling the QPIC	Number of Cases	(%)
Lay	23942	78.22%
Medical	3222	10.53%
Nursing	1583	5.17%
Ambulance	1134	3.70%
Vet	274	0.90%
Vet Nurse	118	0.39%
Pharmacist	247	0.81%
Not recorded	84	0.27%
Reporter/Media	5	0.02%

Patient Type

- The majority of calls involved children

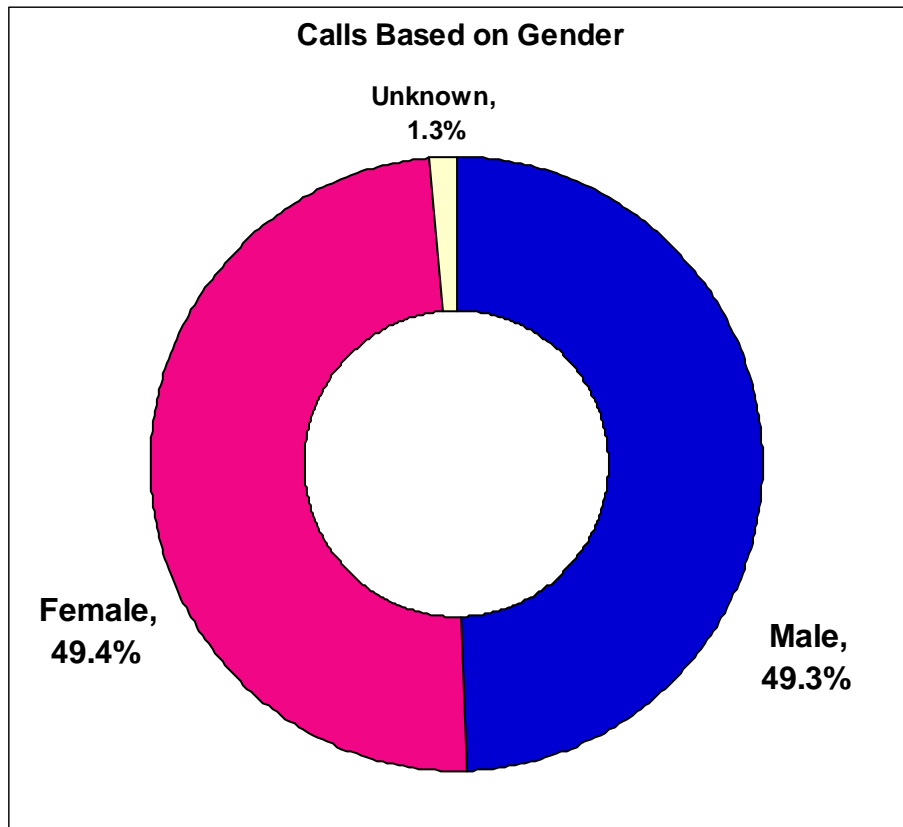


Patient Type Summary	Number of Cases	(%)
Adult	11094	37.77%
Child	16959	57.74%
Animal	1317	4.48%

* Children include all people under the age of 18

Gender of Patients

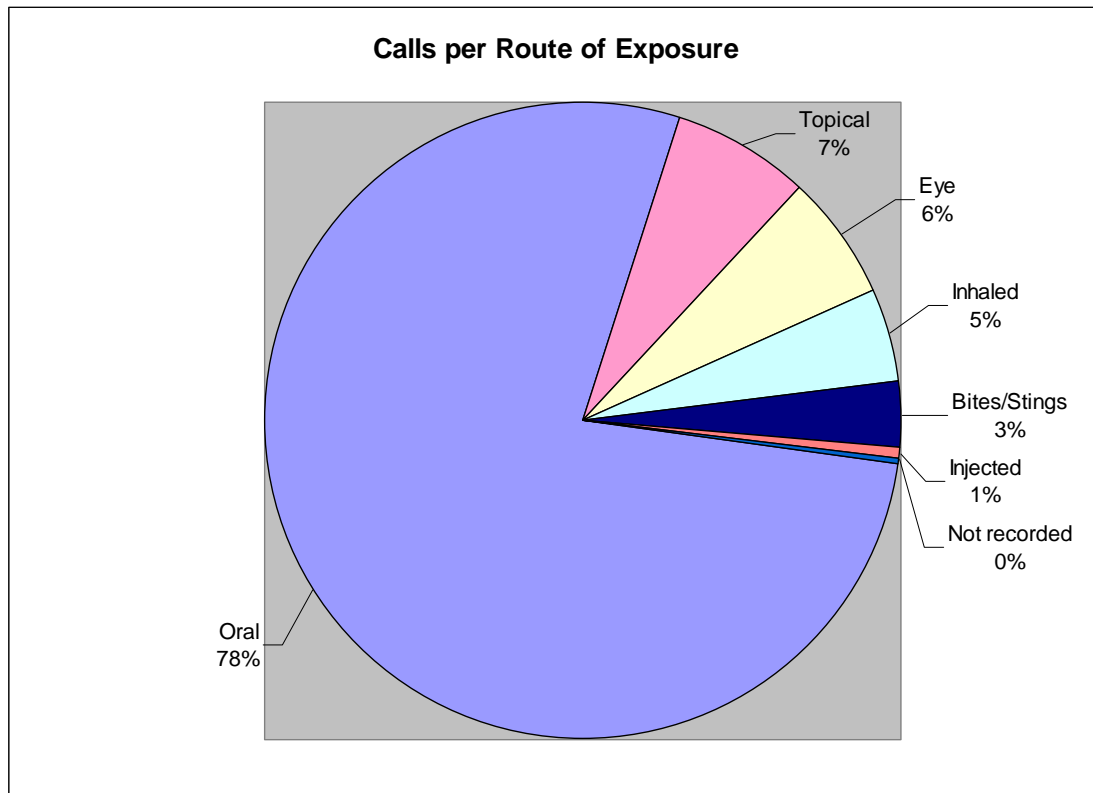
- Numbers of males and females are not significantly different



Gender	Number of Cases	(%)
Male	12596	49.3%
Female	12605	49.4%
Unknown	335	1.3%

Route of Exposure of Poisonings

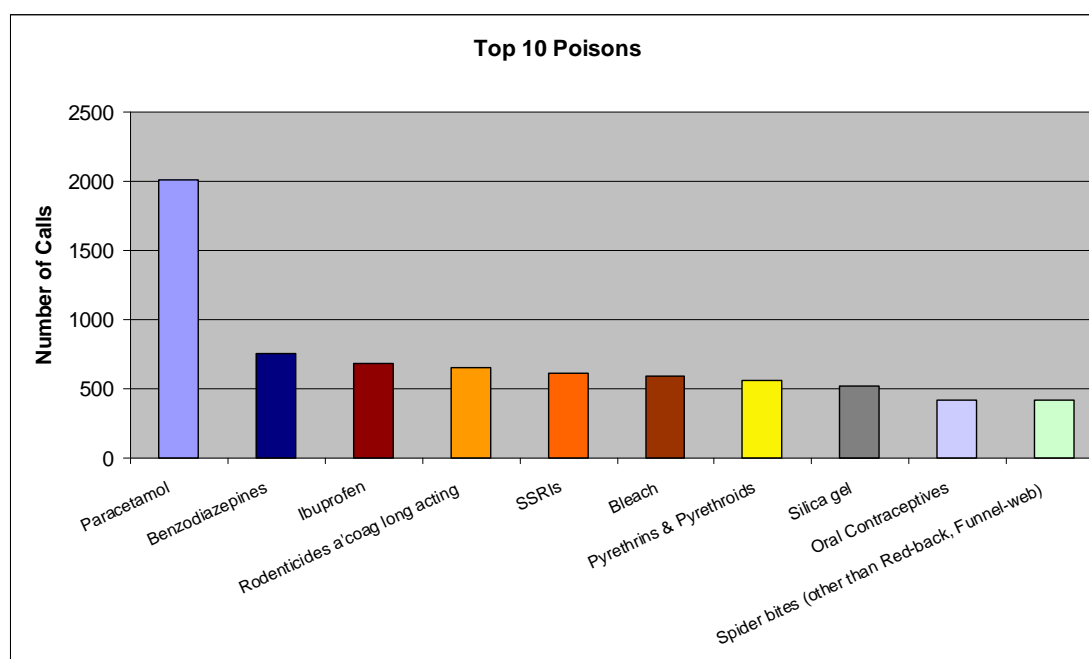
- The most common route of exposure is the oral route
- Many poisonings involve more than one route of exposure eg. both topically to the skin and eye



Route of Exposure	Number of Cases	(%)
Oral	24833	77.91%
Topical	2195	6.89%
Eye	1978	6.21%
Inhaled	1529	4.80%
Bites/Stings	1060	3.33%
Injected	204	0.64%
Not recorded	75	0.24%

Top 10 Poisons

- Paracetamol has consistently been the number one poison over several years
- Many calls involve cleaning agents (refer to appendix), however bleach is the only cleaning agent to be listed in the top ten poisons list
- Although it is non toxic, silica gel is one of the substances generating many calls.



Number	Top 10 poisons	Number of Cases	(%) of calls
1	Paracetamol	2013	6.01%
2	Benzodiazepines	752	2.25%
3	Ibuprofen	681	2.03%
4	Rodenticides anticoagulant long acting	650	1.94%
5	SSRIs	615	1.84%
6	Bleach	587	1.75%
7	Pyrethrins & Pyrethroids	558	1.67%
8	Silica gel	522	1.56%
9	Oral Contraceptives	420	1.25%
10	Spider bites (other than Redback, Funnel webs)	417	1.24%

Appendix: Queensland Poisons Information System Report

STATISTICS

Data Range: 01/01/2010 to 31/12/2010
Total Calls: 32057

Animals/Plants	Count
<i>Animals other</i>	
Animal, other	37
Bat/flying fox	15
Bite: other/ unknown	145
Cane toads	90
Dog/cat	1
Lizard	8
Snail/ slug ingestion	4
Snake	190
Total for Animals other	<u>490</u>
<i>Insects</i>	
Ant	27
Bee	10
Caterpillar	16
Centipede	34
Fire Ant	2
Insect	71
Millipede	5
Mosquito	4
Scorpion	37
Tick	96
Wasp/ hornet	32
Total for Insects	<u>334</u>
<i>Marine animals</i>	
Blue-ringed octopus	1
Catfish	17
Fish stings: other/ unknown	34
Jellyfish, bluebottle (physalia)	35
Jellyfish, chironex	2
Jellyfish, irukandji	5
Jellyfish: other/ unknown	3
Marine animal bite/ sting: other/ unknown	15
Stingray	5
Stonefish	7
Total for Marine animals	<u>124</u>
<i>Plants</i>	
Algae, other	1
Blue-green algae	3
Mould	25
Mushrooms: other/ unknown	186
Plant: Almond (cyanogenic glycosides)	1
Plant: amarylidaceae other	6
Plant: Anthraquinones	6
Plant: anticholinergic other	7

Plant: Apricot (cyanogenic glycosides)	2
Plant: Asparagus fern	6
Plant: cactus	18
Plant: capsaicin	18
Plant: cardiac glycosides:other/ unknown	3
Plant: Chinaberry (Melia aziderach)	4
Plant: Cyanogenic glycoside other	5
Plant: Daffodil	1
Plant: Datura (angel's trumpet)	17
Plant: dermatitis	37
Plant: Dieffenbachia	8
Plant: Duranta	67
Plant: Euphorbiacea	28
Plant: Foxglove (cardiac glycosides)	3
Plant: Frangipani	22
Plant: gastrointestinal irritants	52
Plant: hallucinogenic	2
Plant: identification	40
Plant: lantana	3
Plant: non-toxic	136
Plant: Oleander (yellow), Cascabella thevetia	22
Plant: Oleander, Nerium	10
Plant: other/ unknown	197
Plant: oxalate	85
Plant: Pelargonium	1
Plant: Philodendron	6
Plant: Plum (cyanogenic glycosides)	1
Plant: Poinsettia	1
Plant: poisonous (enquiries)	21
Plant: pyrrolizidine alkaloids	1
Plant: sesquiterpene lactones	1
Plant: solanine	54
Plant: stimulants	4
Plant: thorn injury	7
Plant: toxalbumins	4
Plant: toxicodendrol	2
Total for Plants	<u>1124</u>

Spiders

Funnel Web Spider	7
Redback Spider	105
Spider other/ unknown	417
White-tailed spider	6
Total for Spiders	<u>535</u>

Veterinary medicines

Aquarium Products	50
Vet: Animal vaccines	27
Vet: Diethylcarbazine	8
Vet: external medicines: other/ unknown	114
Vet: Fipronil (topical)	20
Vet: flea collar	7
Vet: Heart worm: other/ unknown	16
Vet: Imidacloprid (topical)	47
Vet: internal medicines: other/ unknown	129
Vet: Ivermectin & related agents	44
Vet: Monensin	2
Vet: Organophosphate (top/ oral)	22

Vet: Pimobendan	2
Vet: Praziquantel	40
Vet: Pyrantel	47
Vet: Pyrethrin (topical)	58
Vet: Tilmicosin	1
Vet: Topical infestation products: other/ unknown	65
Total for veterinary medicines	<u>699</u>

Total for Animals/Plants

3306 8.68%

Chemical

Adhesives

Adhesive, glue, cement, paste: other/ unknown	122
Adhesives, cyanoacrylates	153
Adhesives, epoxy resins	29
Adhesives, model glues/ cements	1
Adhesives, non-toxic glues, pastes, etc.	17
Total for Adhesives	<u>322</u>

Alcohols/ Glycols

Alcohol, ethanol (beverage)	329
Alcohol, ethanol (non-beverage)	58
Alcohol, higher (butanol, propanol etc.)	3
Alcohol: other/ unknown	10
Ethylene glycol	36
Glycols: other/ unknown	1
Isopropanol	42
Methanol	22
Methylated spirits	103
Propylene glycol	5
Total for Alcohols/Glycols	<u>609</u>

Chemicals general

Borates (not insecticides)	6
Bromides	2
Capsaicin	24
Chemicals: other/ unknown	141
Metabisulphite	2
Nitrates and nitrites	12
Radioactive materials	1
Silicones	27
Sodium Chloride (salt)	5
Styrene	10
Sulphur Dioxide	3
Sulphur: other/ unknown	13
Total for Chemicals general	<u>246</u>

Cleaning agents

Baby bottle cleaner	18
Bleach (hypochlorite based)	140
Bleach: (NaOH + hypochlorite)	306
Bleach: other/ unknown	116
Carpet cleaner	46
Carpet deodoriser	4
Chlorine (see also pool chlorine)	40
Cleaner: acidic	146
Cleaner: alkaline	
Cleaner: alkaline	272

Cleaner: all purpose/ hard surface	252
Cleaner: ammonia based	7
Cleaner: degreaser	30
Cleaner: floor	64
Cleaner: glass/ window	58
Cleaner: industrial - general	20
Cleaner: leather, vinyl, upholstery	8
Cleaner: limonene	36
Cleaner: other/ unknown	96
Dettol	132
Disinfectant, cationic detergent	271
Disinfectant, other/ unknown	22
Disinfectant, phenolic	1
Drain cleaner - other/ unknown	13
Drain cleaner - sodium hydroxide based	15
Oven cleaner - other/ unknown	67
Oven cleaner - sodium hydroxide based	74
Phenol and other phenolics	16
Sodium Carbonate	11
Toilet bowl cleaner: powder, liquid	107
Toilet bowl rim block cleaner/ deodoriser	234
Toilet bowl rim liquid cleaner/ deodoriser	126
Toilet cistern cleaner/ deodorant	10
Vaporiser cleaning tablet	7
Total for Cleaning agents	<u>2765</u>

Corrosives

Acid: other/ unknown	57
Alkalis (not cleaners)	21
Ammonia (not cleaners)	24
Battery Acid	63
Copper sulphate	19
Corrosives: other/ unknown	20
Hydrochloric acid	66
Hydrofluoric acid	24
Hydrogen peroxide (not for medical use)	5
Phosphoric acid	19
Potassium permanganate	37
Sodium chlorite	4
Sodium Hydroxide	50
Sulphuric acid	25
Total for Corrosives	<u>434</u>

Detergents

Detergent anionic/ non-ionic (not sink washing up type)	202
Detergent, sink washing up	341
Dishwasher (auto) rinse agents	50
Dishwasher cleaner	9
Dishwasher deodoriser	1
Dishwasher deterg. liquid (auto)	7
Dishwasher deterg. powder/ granule (auto)	83
Dishwasher deterg. tablet (auto)	138
Total for Detergents	<u>831</u>

Fungicides

Carbamate fungicide	7
Copper fungicide	4
Fungicide:other/ unknown (non-medical)	14

	Total for Fungicides	<u>25</u>
<i>Herbicides</i>	Chlorophenoxy type herbicide	29
	Glyphosate	291
	Herbicide: other/ unknown	115
	Paraquat/ diquat	23
	Triazine herbicide	7
	Urea herbicide	3
	Total for Herbicides	<u>468</u>
<i>Hydrocarbons</i>		
	Benzene	3
	Diesel	42
	Fabric protection (eg Scotchguard)	2
	Formaldehyde/ formalin	18
	Hydrocarbon: other/ unknown	170
	Hydrocarbons, aromatic: other/ unknown	19
	Hydrocarbons, halogenated	6
	Kerosene	54
	Lighter fluid	6
	Methylene chloride (not paint strippers)	3
	Mineral turpentine	162
	Petrol	221
	Solvent abuse	6
	Tetrachloroethylene	3
	Toluene	16
	Toluene diisocyanate	2
	Xylene	15
	Total for Hydrocarbons	<u>748</u>
<i>Ketones</i>		
	Acetone (not nail polish remover)	19
	ketones: other	7
	Total for Ketones	<u>26</u>
<i>Pesticides & insecticides</i>		
	2,4-D	29
	Amitraz	11
	Arsenic & Arsenicals	11
	Bacillus thuringiensis (insecticide)	1
	Borates & boric acid pesticides	132
	Carbamate insecticides	34
	Carbamate/ other pesticides combinations	7
	Chlorinated h'carbon insecticides: other/ unknown	2
	Chlorophenoxy/ Dicamba	9
	Copper chrome arsenate (wood preservative)	20
	Creosote (wood preservative)	8
	Dicamba	52
	Endosulphan	1
	Fipronil	49
	Fumigants: other	3
	Herbicide + Fertilizer	8
	Hydramethylnon	3
	Imidacloprid	8
	Indoxacarb	75
	Insect growth regulators, other	4
	MCPA	59
	Metaldehyde	6
	Methyl Bromide	4

	Organophosphate + other pesticide combinations	5
	Organophosphate	282
	Pesticide: other/ unknown	139
	Picloram	11
	Piperonyl butoxide	13
	Pyrethrins & Pyrethroids	524
	Rotenone	12
	Snail poison, other/ unknown	11
	Total for pesticides & insecticides	<u>1533</u>
<i>Pool chemicals</i>		
	Pool chlorine	117
	Pool products: acid	43
	Pool products: other/ unknown	21
	Pool test kits/ solutions	4
	Total for Pool Chemicals	<u>185</u>
<i>Rodenticides</i>		
	1080/monofluoroacetate	16
	Rodenticides: a'coag long-acting	649
	Rodenticides: a'coag short-acting	63
	Rodenticides: other/ unknown	31
	Strychnine	7
	Total for Rodenticides	<u>766</u>
<u>Total for Chemical</u>		8958 <u>23.51%</u>
External medicines		
<i>Ear preparations</i>		
		0
	Ear drops	42
	Ear ointment	4
	Ear product: other/ unknown	3
	Ear products: other/ unknown	2
	Total for Ear preparations	<u>51</u>
<i>Eye preparations</i>		
	Contact lens preparations	8
	Eye drops: imidazoline based	8
	Eye drops: other/ unknown	27
	Eye ointment	3
	Eye products: other/ unknown	2
	Total for Eye preparations	<u>48</u>
<i>Lotion, solution, powder, ointment, cream</i>		
	Acne preparations	10
	Antibiotic, topical	10
	Antifungal, topical	89
	Antipruritics (calamine lotion etc.)	39
	Antiseptic, top: iodine based	20
	Antiseptic, top: mercurochrome	3
	Antiseptic, top: povidone-iodine based	11
	Antiseptic, top: alcohol	342
	Antiseptic, top: chlorhexidine	35
	Antiseptic, top: other	35
	Antiviral, topical	1
	Baby oil	70
	Chest rubs	79
	Corticosteroid, topical	79

	Cream/ Gel: methyl salicylate based	32	
	Hydrogen peroxide	49	
	Lice/ scabies preps: organophosphate based	37	
	Lice/ scabies preps: other	34	
	Lice/ scabies preps: pyrethrins based	18	
	Lice/scabies preps: essential oil based	15	
	Liniments: methyl salicylate based	34	
	Liniments: other	22	
	Lotions, creams, ointments: other/ unknown	83	
	Nappy rash products	218	
	Pinetarsol	11	
	Shampoo antidandruff: ketoconazole	1	
	Shampoo antidandruff: other/ unknown	4	
	Shampoo antidandruff: selenium based	2	
	Shampoo antidandruff: zinc pyrithione	6	
	Topical non-steroidal agents	6	
	Wart/ corn preps: other	8	
	Wart/ corn preps: salicylic acid based	4	
	Wart/corn preps: podophyllum based	3	
	Total for Lotion, solution, powder, ointment, cream	1410	
<i>Miscellaneous external medications</i>			
	Diagnostic agents	1	
	Suppositories/ pessaries	5	
	Topical preparations: other/ unknown	23	
	Topical: Fluorouracil	8	
	Total Miscellaneous external medications	37	
<i>Mouth preparations</i>			
	Mouth preparations: anaesthetic	7	
	Mouth preparations: anti-inflammatory	5	
	Mouth preparations: other	5	
	Mouth preparations: povidone-iodine	7	
	Teething gels	54	
	Throat lozenges- local anaesthetic	1	
	Throat lozenges- no local anaesthetic	12	
	Toothache drops: clove oil	6	
	Toothache drops: other	6	
	Total for Mouth preparations	103	
<i>Nasal/ Inhaled preparations</i>			
	Nose drop/ spray: imidazoline based	15	
	Nose drop/ spray: steroid based	2	
	Nose drop/spray: other/ unknown	4	
	Vaporiser fluids and inhalants	159	
	Total for Nasal/Inhaled preparations	180	
	Total for External medicines	1829	4.80%
Internal medicines			
<i>Abuse/ Recreational</i>			
	Amphetamines and related drugs (abuse)	63	
	Amyl nitrite and other volatile nitrites	3	
	Cocaine	5	
	Ecstasy/ other hallucinogenic agents	9	
	Gamma hydroxybutyric acid (GHB) and related drugs	2	
	Heroin	11	
	Lysergic Acid Diethylamide (LSD)	2	

	Marijuana	32
	Street drugs: other/ unknown	6
	Total for Abuse/Recreational	<u>133</u>
<i>Alimentary system</i>		
	5HT3 antagonists (eg ondansetron)	6
	Antacids	80
	Antiemetics: other	3
	Antispasmodics: other	5
	Atropine	5
	Cisapride	1
	Diphenoxylate/ atropine	15
	Domperidone	18
	Gastrointestinal preps: other/ unknown	27
	Glycerol	4
	H2 antagonists (eg cimetidine)	24
	Hyoscine/ hyoscyamine	45
	Ipecac	4
	Laxatives: other	84
	Laxatives: stimulant	49
	Loperamide	27
	Mesalazine	3
	Metoclopramide	80
	Prochlorperazine	4
	Propantheline	2
	Proton pump inhibitors (eg omeprazole)	164
	Sulfasalazine	5
	Total for Alimentary System	<u>655</u>
<i>Analgesics, other</i>		
	Analgesic: other/ unknown	4
	Aspirin & other salicylates	152
	Aspirin/ Codeine combinations	7
	Aspirin/ Dihydrocodeine combinations	1
	Ergot alkaloids	1
	Ibuprofen + codeine	95
	Paracetamol	1481
	Paracetamol/ antihistamine combination	12
	Paracetamol/ codeine 15mg combinations	39
	Paracetamol/ codeine 30mg combinations	196
	Paracetamol/ codeine 8-10mg combinations	97
	Paracetamol/ codeine liquid preparation	22
	Paracetamol/ codeine/ antihistamine	146
	Paracetamol/ Dextropropoxyphene	19
	Pizotifen	12
	Sumatriptan	
	Sumatriptan	11
	Tramadol	126
	Total for Analgesics, other	<u>2421</u>
<i>Anti-infective agents</i>		
	Aciclovir	8
	Amoxicillin	180
	Amoxicillin/clavulanic acid combinations	71
	Amphotericin	3
	Antibiotics: other/ unknown	27
	Antiviral drugs: other/ unknown	7
	Azithromycin	9
	Cefaclor	24
	Cephalexin	143

Chloramphenicol	33
Ciprofloxacin	18
Clarithromycin	22
Clindamycin	9
Co-trimoxazole	14
Dapsone	2
Dicloxacillin	11
Doxycycline	16
Erythromycin	60
Ethambutol	1
Famciclovir	16
Flucloxacillin	15
Fluconazole	7
Fusidic acid/ sodium fusidate	1
Gentamicin	2
Griseofulvin	6
Itraconazole	1
Ivermectin & related agents	7
Ketoconazole	5
Mebendazole	48
Metronidazole	36
Minocycline	7
Norfloxacin	9
Nystatin	4
Oseltamivir	2
Penicillins: other	22
Phenoxymethylpenicillin	13
Pyrantel	115
Quinine	3
Ribavirin	4
Rifampicin	4
Roxithromycin	41
Sulphadiazine	1
Sulphonamides: other/ unknown	5
Terbinafine	4
Tinidazole	3
Tobramycin	3
Trimethoprim	19
Valaciclovir	10
Total for Anti-infective agents	<u>1071</u>

Blood/ Blood forming tissues

Anticoagulants: other/ unknown	7
Blood products: other/ unknown	2
Clopidogrel	33
Dipyridamole	10
Heparin	6
Iron (not multivitamins)	77
Tranexamic Acid	1
Warfarin	96
Total for Blood/Blood forming tissues	<u>232</u>

Cardiovascular system

ACE II Inhibitors: other	7
ACE Inhibitor, other	6
Alpha blocker, other	1
Amiodarone	9
Amlodipine	45

Antiarrhythmic agents, other	1
Antihypertensives (not diuretics): other	3
Atenolol	54
Beta blockers: other	1
Bisoprolol	18
Calcium antagonists:other	2
Candesartan	22
Cardiovascular drugs: other	1
Carvedilol	16
Clonidine	43
Digoxin	39
Diltiazem	21
Disopyramide	1
Enalapril	2
Eprosarten	1
Felodipine	6
Flecainide	6
Fosinopril	4
Glyceryl trinitrate	10
Hydralazine	3
Irbesartan	67
Isosorbide mononitrate	12
Ivabradine	3
Labetalol	7
Lercanidipine	18
Lignocaine	17
Lisinopril	6
Methyldopa	10
Metoprolol	65
Nicorandil	14
Nifedipine	6
Olmesartan	6
Oxprenolol	1
Perhexiline	1
Perindopril	84
Pindolol	2
Prazosin	19
Propranolol	43
Quinapril	5
Quinidine	2
Ramipril	33
Sotalol	16
Telmisartan	35
Trandolapril	1
Verapamil	26
Total for Cardiovascular System	<u>821</u>

CNS depressants

Acetazolamide	1
Alprazolam	144
Anaesthetics: inhalation	4
Anaesthetics: other/ unknown	1
Anaesthetics: topical/ local	11
Anticonvulsant other	2
Barbiturates	14
Bromazepam	1
Carbamazepine	105
Clobazam	7

Clonazepam	69
Diazepam	343
Ethosuximide	1
Flunitrazepam	7
Gabapentin	22
Lacosamide	1
Lamotrigine	60
Levetiracetam	35
Lithium	59
Lorazepam	16
Midazolam	5
Nitrazepam	26
Oxazepam	98
Oxcarbazepine	10
Phenytoin	41
Pregabalin	17
Primidone	1
Sedative/ hypnotic: other/ unknown	2
Sleep aids - OTC	4
Sulthiame	4
Temazepam	180
Tiagabine	1
Topiramate	18
Valproic acid	204
Vigabatrin	2
Zolpidem	56
Zopiclone	26
Total for CNS depressants	<u>1598</u>

CNS stimulants

Amitriptyline	92
Antidepressants: other/ unknown	12
Atomoxetine	13
Caffeine	40
Citalopram	105
Clomipramine	6
Desvenlafaxine	73
Dexamphetamine	49
Donepezil	2
Dothiepin	30
Doxepin	10
Duloxetine	84
Escitalopram	119
Fluoxetine	127
Fluvoxamine	37
Galantamine	4
Imipramine	11
Methylphenidate	80
Mianserin	5
Mirtazapine	113
Moclobemide	7
Modafinil	2
Monoamine oxidase inhibitors: other/ unknown	1
Nortriptyline	5
Paroxetine	52
Quetiapine	257
Reboxetine	8
Sertraline	174

	SSRIs: other	1
	Stimulants: other/ unknown	4
	Tranylcypamine	2
	Venlafaxine	149
	Ziprasidone	5
	Total for CNS stimulants	<u>1679</u>
<i>Hormones</i>		
	Alprostadil	2
	Androgenic and anabolic agents	2
	Antiandrogenic/ antioestrogenic agents: other/ unknown	3
	Cabergoline	2
	Carbimazole	18
	Clomiphene	4
	Corticosteroid	229
	Cyproterone	6
	Dinoprost	1
	Hormones: other/ unknown	31
	Letrozole	2
	Lugol's Iodine	3
	Melatonin	15
	Oestrogens/ progestins (not oral contraceptives)	30
	Oral contraceptives	418
	Oral contraceptives, emergency	5
	Propylthiouracil	1
	Tamoxifen	1
	Thyroid preps: other/ unknown	4
	Thyroxine	104
	Total for Hormones	<u>881</u>
<i>Immunosuppressives</i>		
	Azathioprine	7
	Chemotherapy agents: other/ unknown	17
	Cyclosporin	7
	Immunomodifiers: other/ unknown	5
	Levamisole	3
	Methotrexate	26
	Mycophenolate	6
	Pimecrolimus	2
	Total for Immunosuppressives	<u>73</u>
<i>Metabolism</i>		
	Acarbose	2
	Alendronate	9
	Amino acid	5
	Atorvastatin	72
	Calcium salts	88
	Diet aids - OTC	1
	Electrolytes: other/ unknown	7
	Ezetimibe	4
	Fish oil, Fatty Acid Supplements	52
	Fluoride	10
	Folic Acid	61
	Gemfibrozil	1
	Glibenclamide	3
	Gliclazide	32
	Glimepiride	4
	Glipizide	1

Hypoglycaemics, oral: other/ unknown	5
Insulin	34
Lipid lowering: other/ unknown	11
Metabolic agents: other/ unknown	7
Metformin	74
Nicotinic Acid	3
Phentermine	45
Potassium salts	19
Pravastatin	2
Risedronate	11
Rosiglitazone	1
Rosuvastatin	24
Sibutramine	8
Simvastatin	22
Strontium ranelate	2
Vitamin A	1
Vitamin B group	37
Vitamin C	39
Vitamin D	34
Vitamin E	1
Vitamin K	4
Vitamins, compound - iron	204
Vitamins, compound -no iron	49
Vitamins: other/ unknown	27
Total for Metabolism	<u>1016</u>

Miscellaneous internal medicines

Acamprosate	8
Acetylcysteine	3
Antidotes	3
Antismoking products: nicotine	40
Antismoking products: other/ unknown	1
Anti-venoms	2
Artificial sweeteners	1
Bupropion	5
Complimentary Medicines	3
Disulfiram	6
Echinacea	3
Finasteride	2
Herbal/ homeopathic preparations	287
Isotretinoin	6
Medication, unknown	57
Naltrexone	17
Radiographic agents	5
Radiopharmaceuticals	1
Sildenafil	10
Sodium Chloride 0.9%(saline)	6
St Johns Wort	1
Tadalafil	6
Tetrabenazine	1
Vaccines	48
Varenicline	36
Total for Miscellaneous internal medicines	<u>558</u>

Narcotic analgesics

Buprenorphine	30
Codeine	41
Dextropropoxyphene	4

	Fentanyl	22
	Hydromorphone	7
	Methadone	18
	Morphine	33
	Oxycodone	138
	Total for Narcotic analgesics	<u>293</u>
<i>Narcotic Antagonists</i>		
	Naloxone	3
	Total for Narcotic antagonists	<u>3</u>
<i>Other CNS drugs</i>		
	Amisulpride	7
	Antiparkinsonian agents: other/ unknown	6
	Antipsychotics: other/ unknown	1
	Aripiprazole	26
	Baclofen	27
	Benzhexol	4
	Benztropine	18
	Betahistine	3
	Botulinum toxin (Botox)	2
	Bromocriptine	5
	Chlorpromazine	48
	Clozapine	26
	Entacapone	3
	Flupenthixol	5
	Fluphenazine	1
	Haloperidol	20
	Levodopa/ benserazide combinations	4
	Levodopa/ carbidopa combinations	9
	Muscle relaxants: other/ unknown	4
	Olanzapine	149
	Pericyazine	27
	Pramipexole	3
	Prochlorperazine	26
	Pyridostigmine	3
	Risperidone	125
	Ropinirole	1
	Trifluoperazine	4
	Zuclopenthixol	1
	Total for Other CNS drugs	<u>558</u>
<i>Renal (genito-urinary system)</i>		
	Diuretics, potassium sparing	7
	Diuretics: other/ unknown	48
	Frusemide	32
	Hydrochlorothiazide	19
	Oxybutynin	13
	Solifenacin	1
	Spirolactone	8
	Tamsulosin	6
	Urinary alkalinisers	7
	Urinary antiseptics	1
	Total for Renal (genito-urinary system)	<u>142</u>
<i>Respiratory system</i>		
	Adrenaline	20
	Aminophylline	1
	Antihist./ decongest.+ aspirin	2
	Antihist./ decongest.+ paracetamol	45
	Antihist./decongest. + antitussive	53

Antihistamine other	23
Antihistamine/ decongestant	179
Antitussives: other/ unknown	15
Bromhexine	26
Caffeine	10
Cetirizine	49
Corticosteroid, inhaled	12
Cyproheptadine	8
Decongestant + antitussive	8
Decongestant + expectorant	8
Decongestant + NSAID	1
Decongestant + paracetamol + antitussive	6
Decongestant + paracetamol + codeine	59
Decongestant	
Decongestant + paracetamol	18
Desloratadine	11
Dexchlorpheniramine	74
Dextromethorphan	32
Dihydrocodeine	6
Dimenhydrinate	2
Diphenhydramine	15
Doxylamine	57
Eformoterol	1
Eformoterol + Corticosteroid	4
Fexofenadine	67
Guaiphenisin	24
Ipratropium	4
Loratadine	66
Methdilazine	2
Montelukast	35
Nedocromil sodium	1
Pheniramine	5
Phenylephrine	52
Pholcodine	21
Promethazine	143
Pseudoephedrine	23
Respiratory drugs: other/ unknown	9
Salbutamol	41
Salmeterol + Corticosteroid	12
Terbutaline	4
Terfenadine	1
Theophylline	1
Tiotropium	55
Trimeprazine	4
Xanthines:Other	1
Total for Respiratory System	<u>1316</u>

Rheumatoid disease & gout

Allopurinol	25
Celecoxib	13
Colchicine	12
Diclofenac	138
Glucosamine	14
Hydroxychloroquine	5
Ibuprofen	674
Indomethacin	32
Ketoprofen	2
Ketorolac	1
Leflunomide	4

	Mefenamic Acid	12
	Meloxicam	46
	Naproxen	34
	NSAIDs: other/ unknown	6
	Piroxicam	5
	Sulindac	1
	Total for Rheumatoid disease &gout	<u>1024</u>
<u>Total for Internal medicines</u>		14474 <u>37.99%</u>
Other		
<i>Batteries</i>		
	Battery, alkaline	45
	Battery, disc/ button type	49
	Battery, penlight/ dry cell	10
	Total for Batteries	<u>104</u>
<i>Car products</i>		
	Brake fluid	10
	Car products: other/ unknown	71
	Radiator coolant/ Antifreeze: ethylene glycol	23
	Radiator coolant/ Antifreeze: other/ unknown	16
	Transmission fluid	6
	Total for Car products	<u>126</u>
<i>Chemical Terrorism</i>		
	Anthrax	1
	Total for Chemical Terrorism	<u>1</u>
<i>Dental Products</i>		
	Dental care products: other/ unknown	18
	Denture cleaning -powder	2
	Denture cleaning tablet	21
	Mouthwash: ethanol containing	33
	Mouthwash: fluoride containing	34
	Mouthwash: non ethanol containing	8
	Toothpaste with fluoride	61
	Toothpaste without fluoride	3
	Total for Dental Products	<u>180</u>
<i>Foreign bodies</i>		
	Coins	17
	Desiccants: other/ unknown	123
	Faeces/ urine/ blood/ saliva	50
	Foreign body: other/ unknown	111
	Glass	7
	Nappy	14
	Needlestick, unknown	3
	Silica gel	521
	Toys	105
	Total for Foreign bodies	<u>951</u>
<i>Gases & fumes</i>		
	Carbon dioxide	4
	Carbon monoxide	24
	Chlorine gas (mixing bleach & acid)	43
	Cyanide	20
	Gas, fume, vapour: other/ unknown	118
	Helium	3
	Hydrocarbon propellants (inc. CFCs)	73
	Hydrogen sulfide	7

	Metal fume fever	10
	Nitrous oxide	6
	Phosphine	8
	Propane and other simple asphyxiants	9
	Refrigeration gas	35
	Smoke/toxic products of combustion	9
	Total for Gases & fumes	<u>369</u>
<i>Hair Products</i>		
	Conditioner, hair	21
	Hair care: other	37
	Hair colours (not peroxide)	54
	Hair colours (peroxide)	52
	Hair gel, hair mousse	16
	Hair rinses, perms	1
	Hair spray	5
	Shampoo (non-medicated)	82
	Total for Hair products	<u>268</u>
<i>Handyman/ Tradesman</i>		
	Asbestos	25
	Asphalt/ bitumen	6
	Building/handyman products: other/ unknown	56
	Caulking compounds and construction putties	13
	Cement	8
	Concrete	6
	Fertiliser: bead	19
	Fertiliser: other/ unknown	110
	Fibreglass hardener: other/ unknown	6
	Insulation material	3
	Lime (Calcium Oxide)	18
	Methyl ethyl ketone peroxide	21
	Oils: lubricating, engine, machine	85
	Plant rooting hormone (indole butyric acid etc.)	9
	Plastic	35
	Polystyrene	19
	Rust remover: other/ unknown	8
	Soil/ potting mix	15
	Soldering flux	6
	Water crystals, soil wetting agents	17
	Wetting agents, garden	12
	Total for Handyman/Tradesman	<u>497</u>
<i>Laundry products</i>		
	Detergent, laundry	236
	Dry cleaning agent	1
	Fabric softener	26
	Ironing aid/ starch	12
	Laundry products: other/ unknown	84
	Nappy cleaner	16
	Pre-wash stain remover	75
	Total for Laundry products	<u>450</u>
<i>Metals</i>		
	Alum	1
	Aluminium	16
	Barium sulfate	2
	Cadmium	4
	Chromium salts	6
	Copper	17
	Heavy metal: other/ unknown	9

	Iodine (non-medical)	18
	Lead	50
	Mercury (not thermometers)	32
	Nickel	1
	Rust (iron oxide)	7
	Selenium	6
	Silver	9
	Zinc	20
	Total for Metals	<u>198</u>
<i>Misc enquiries</i>		
	13 HEALTH referral	1135
	Abusive/ obscene call	3
	Complaint	2
	Disposal of chemicals/ medicines etc	34
	Drink spiking	20
	Drug Information (general)	102
	First Aid, general	4
	Leaflet/ Sticker/ Pamphlet	34
	Legislation/ labelling	2
	Poison Information/ Prevention	145
	Praise	12
	Tablet/capsule Identification	21
	Website enquiry/ comment	2
	Total for Misc enquiries	<u>1516</u>
<i>Nail products</i>		
	Nail hardeners	9
	Nail polish	76
	Nail polish remover: acetone	66
	Nail polish remover: ethyl acetate	33
	Nail polish remover: other/ unknown	34
	Nail products: other/ unknown	41
	Total for Nail products	<u>259</u>
<i>Noxious food</i>		
	Botulism	2
	Ciguatera	16
	Fish poisoning (food, not envenomations)	2
	Food additives	40
	Food allergy	17
	Food poisoning	83
	Food products	142
	Food recall/ food scare	5
	Food spoilage	123
	Pet food	12
	Water (toxic/ contaminated)	66
	Total for Noxious food	<u>508</u>
<i>Oils</i>		
	Camphor	21
	Citronella oil	34
	Clove oil (not toothache drops)	30
	Essential oil: other/ unknown	135
	Eucalyptus oil	196
	Fragrant oil/ pot pourri oil	60
	Massage oils	8
	Peppermint oil	15
	Tea tree oil	64
	Total for Oils	<u>563</u>

Other household agents

Air freshener - liquid	51
Air freshener - plug in	26
Air freshener - solid	7
Air freshener - spray	57
Candle/ Wax	9
Cigarettes and tobacco products	104
Cold/ Freezer pack	101
Dyes, fabric	5
Dyes, food	3
Dyes: other/ unknown	12
Fabric freshener	4
Fire extinguisher, dry powder type	24
Fire extinguisher, foam type	1
Fire extinguisher, other/ unknown	3
Fire starters	28
Fireworks	3
Fluorescent light bulb	19
Glowstick, cyalume	234
Household:other/ unknown	13
Incense/ aromatherapy	5
Insect coils, other/ unknown	9
Insect coils, pyrethrin based	84
Insect repellants -DEET based	134
Insect repellants: other/ unknown	120
Kitty litter	28
Matches	5
Meat absorption pad	29
Naphthalene	38
Thermometer - mercury	61
Thermometer: other/ unknown	20
Total for Other household agents	<u>1237</u>

Paints & similar

Paint stripper, methylene chloride based	6
Paint stripper: other/unknown	10
Paint thinner (not mineral turpentine)	29
Paint, anti-algae	1
Paint, anti-corrosion	5
Paint, lead	1
Paint, oil-based	26
Paint, two pack	13
Paint, water-based (house)	28
Paint: other/ unknown	71
Varnishes and lacquers	9
Wood stains	7
Total for Paints & similar	<u>206</u>

Personal Hygiene

Aftershave	26
Anti-perspirants and deodorants	102
Baby wipes	8
Bath oil, bubble bath, bath preparations	91
Cleanser, skin	32
Cologne	6
Cosmetics: other/ unknown	36
Creams, lotions (non-medicinal)	82
Depilatories	35

	Eye cosmetics	4	
	Lipsticks and lip balms	21	
	Make-up	11	
	Perfume	75	
	Shaving Cream	13	
	Soap	96	
	Sunscreen/ suntan products	51	
	Talcum powder	31	
	Total for Personal hygiene	720	
<i>Polishes</i>			
	Polish, car	4	
	Polish, floor (inc Waxes and sealers)	1	
	Polish, furniture	30	
	Polish, metal	10	
	Polish, shoe/boot	6	
	Polish: other/ unknown	3	
	Total for Polishes	54	
<i>Stationary, arts & crafts</i>			
	Arts, craft, hobby, writing products: other/ unknown	8	
	Blu tac etc.	13	
	Chalk	8	
	Charcoal	2	
	Clay	1	
	Correction fluid	12	
	Crayon	12	
	Office supplies: miscellaneous	9	
	Paint, artist (non-water colour)	8	
	Paint, artist (water colour)	19	
	Paper/ cardboard	8	
	Pencil	12	
	Pens/ ink (inc. Stamp pad ink, textas)	117	
	Photographic chemicals	2	
	Total for Stationary, arts & crafts	231	
<u>Total for Other</u>		8438	22.15%
	Total Poisons Involved		<u>37005</u>

*Some cases involve more than one poison and/or exposure by more than one route. Therefore there are more poisons involved in the statistic count than there are calls to the poisons centre.