

# Swedish Poisons Information Centre: A Success Story



## ABOUT SWEDISH POISONS INFORMATION CENTER

The goal of the organization is to inform employees in the Swedish health sector and the general public by phone about risks, symptoms, and treatment in connection with a variety of emergency poisonings. They handle over 77,000 calls a year.



“When we get an emergency call from the worried mother of a child, who has drunk from a bottle of cleaning fluid – or something far worse – a central IT system is needed, where we can enter the relevant search data and get the critical information about the product concerned in a flash, together with advice about what actions the mother needs to take to help her child. Our POB system has met our needs for over ten years. It is quick and easy to use, and it only takes a moment to get the necessary permission on screen, even though our database is huge and contains a description of more than 120,000 chemical products.”

— Karin Feychting, pharmacist, and one of the people responsible for the POB solution dash Swedish poisons Information Centre.



## THE CHALLENGE

The Swedish Poisons Information Centre had three completely separate IT systems. The first one was a system with a file server, with approximately 10,000 documents on how to treat a patient poisoned by chemicals, medicines, poisonous plants, mushrooms, venomous snakes, etc. The second was a system with a database description of more than 120,000 different chemical products, mainly household products, from the manufacturers of chemical products. Finally, the third one was a system for registering all calls and all replies – and for compiling statistics. The lack of integration resulted in difficulty in accessing and sharing information.

### ORGANIZATION



### SOFTWARE

- ✓ Point-of-Business (POB) Platform

### BENEFITS

- ✓ Integrated file server, document database, and ticketing system into one comprehensive, custom solution.
- ✓ Improved call handle time and efficiency.
- ✓ Increased employee satisfaction with ease of use.



## THE SOLUTION

The POB Platform was able to deliver all the functions in one system, where the staff on duty, who are all qualified pharmacists, wear headphones and sit in front of two large screens and a keyboard. When a call comes in, they immediately start entering the keywords to be used for the search – and within seconds, the system finds the relevant information, which is presented on the screen.



## THE RESULTS

All calls are immediately handled. The pharmacist can contact the doctor on duty and has access to a large library of information.

The POB solution allowed the team to be more agile and provide a precise response relating to the callers inquiry, and what action needs to be taken. POB was a more efficient solution. The volume of calls increased during the average 24 hour cycle with no service interruption. The team is more effective and able to cope with a large increase in the number of calls.

The improved user interface and system ease of use made POB is also popular among the employees, some of whom work 11-hour shifts. User friendliness was an important criteria in the requirements specification. The system primarily needed to be easy to use so the focus could be on reassuring the often panic-stricken callers, without being distracted by technical matters.

**"Our POB system lives up to these demands. It is quick and easy to use and it only takes a moment to get the necessary information on screen, even though our database is huge and contains descriptions of more than 120,000 chemical products."**

— Karin Feychting, pharmacist, and one of the people responsible for the PAB solution dash Swedish poisons Information Centre.

### About Serviceaide

Serviceaide is a leader in modern service management. Serviceaide's vision is to transform service management, across ITSM, ESM, and Customer Service. Serving customers around the world, Serviceaide applies breakthroughs in artificial intelligence, machine learning, and natural language processing to deliver better experiences, provide enhanced self-service and empower service owners. Serviceaide transforms service through digital labor conversations, automation, and knowledge.

