Systematic Approach in Handling Drug or Poison Information Queries

STEP1: Obtain the Requester's Demographics

STEP2: Collect Background Information

STEP3: Assess the Patient's Condition

STEP4: Develop and Conduct a Search Strategy- e.g. POISIONDEX

STEP5: Evaluate and Provide Information

STEP6: Conduct Follow-up and Document

STEP7: Maintain Confidentiality
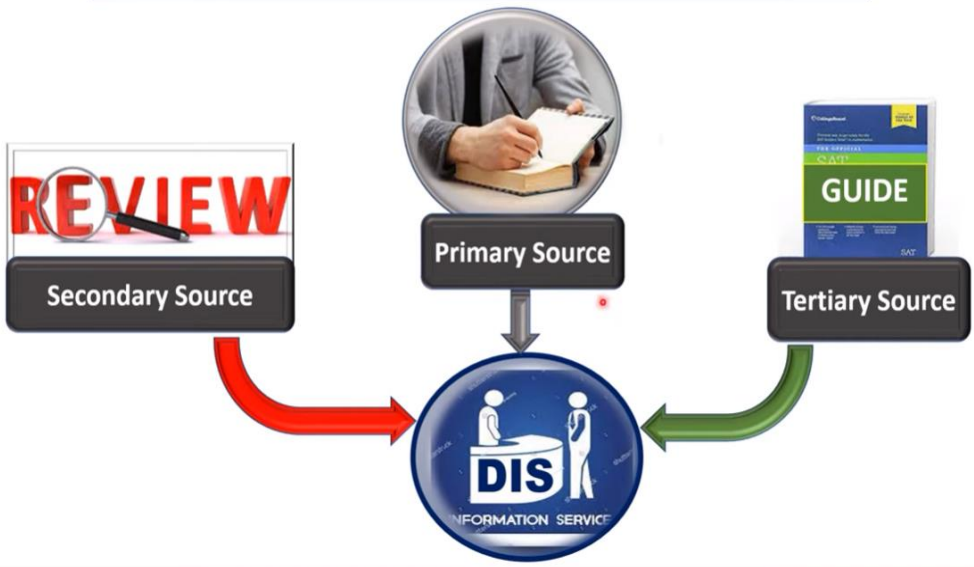
Difference Between DIC and PIC

Parameter	DIC	PIC
Clientele of service	Mainly healthcare professionals	Mainly general public
Expected call volume	Minimal	Maximum
Call complexity	High	Low
Reply time	More	Less (immediate)
Working hours	Regular working hours on week days	Round the clock and round the year

Staff requirement	Fewer numbers	Greater numbers
Operation cost	Less expensive	More expensive
Financial support	Sponsoring Institution	Govt./Non- Govt.

Sources of Information

The various sources of drug information can be **broadly** classified into:

- Primary
- Secondary
- Tertiary

Classification of the Source of Information

Primary Source

Secondary Source

Tertiary Source

DIS INFORMATION SERVICE

Classification of the Source of Information:

➢ On basis of origin, composition and function, sources of information can be classified into 3 types:

1. **Primary source:**
    • In this, information is given by author(s) without any evaluation by a second party.
    • Information is original without any interpretation and comment.
    • Examples: Articles published in journals, Thesis, Dissertation, Proceeding of conferences

✓It include unpublished studies, original articles published in reputed peer-reviewed journals reporting original research, ideas or opinions.

✓ It consists of clinical research studies and reports, both published and unpublished.

✓Journals that publish primary literatures include Annals of Internal Medicine, Clinical Pharmacology and Therapeutics etc.

Secondary Source

✓It refers to indexing and abstracting systems that organize and provide easy retrieval of primary resources.

✓They include IOWA drug information service, Medline, International Pharmaceutical Abstracts, Clinalert, PubMed from the National Library of Medicine etc.

2. Secondary source:

- It is one where the original source of information has been selected, modified, rearranged, condensed or commented upon by a person other than author of the publication.

Secondary literature:
- It is the most expensive investment of the library.
- It is made up of 2 types of sources
    1. Indexing   &   2. Abstracting

Tertiary Source

✓It summarizes data from the primary and secondary literature and they include reference books, essential drugs list, treatment guidelines, drug formularies, drug bulletins and pharmacopoeias.
✓ It includes textbooks and references like American Hospital Formulary Services, Martindale the Complete Drug reference, Meyer's side effects of drugs, Remington's Pharmaceutical Sciences and United States Pharmacopoeia Drug Information.

3. Tertiary source:

- It is information obtained from primary or secondary source and arranged in a manner to represent combination of available information:
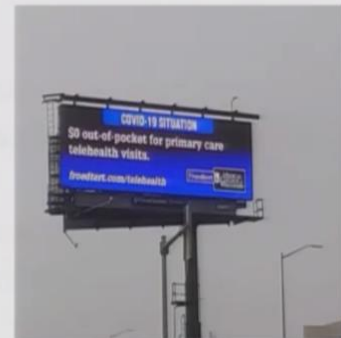
  Tertiary = Primary + Secondary
- Examples of tertiary source is specialized guide on the subject.

Electronic Bulletin Board

✓ Electronic bulletin boards are local bulletin boards, which are posted through a server and can be used with the help of a computer and a modem

✓ The healthcare industry is increasingly turning to billboard advertising to promote various medical services

Other sources of Information

✓ They primarily include local and national webpage's, professionals and government organizations and pharmaceutical manufacturers.

✓ The ability to use the quality of information obtained from the web is increasingly important for pharmacists for the benefit of patients as well as of their own.

Internet Web Sources

Some Useful Internet Web Resources World Health Organization:
1. http://www.who.int
2. Australian Prescriber: http://www.australianprescriber.com
3. British Medical Journal: http://www.bmj.com
4. The Free Medical Journal http://www.freemedicaljournals.com

Computerized Services

1. **Access Medicine**: Medical reference books including Harrison's Online; Goodman and Gilman's Pharmacology, Current Medical Diagnosis and Treatment etc.
2. **Cochrane Library**: The Cochrane Library provides reliable and up-to-date information on the effects of interventions in health care.
3. **Micromedex**: Drug and dosage information, toxicological substances, patient information databases, and other data to support clinical care decisions.

Computerized Services

4. **Natural Medicines (formerly Natural Standard)**: Evidence-based information about complementary and alternative therapies.
5. **PMC**: PubMed Central is a free full-text archive of biomedical and life sciences journal literature at the U.S. National Institutes of Health's National Library of Medicine.
6. **PubMed**: Scholarly journal articles about health and medicine, nursing, and biology.

Computerized Services

7. **Scopus:** Scholarly journal articles and conference papers on any topic in science, technology, medicine, social sciences, and arts and humanities.

8. **TOXNET (Toxicology Data Network):** Scientific articles, factual information, and data on toxicology, hazardous chemicals, environmental health, and toxic releases.

9. **Lexi-Comp:** Drug identification, patient education, drug calculators, toxicology, and IV Compatibility.