

energize and divide student into groups, and many others. At the conclusion of the workshops, quick evaluation on the percentage of SOA understanding and ability to practice of the gained knowledge in daily life is done.

**Result:** Almost half the students involved were able to solve the tasks given during the workshops and could answers SOA-related questions. These students who call themselves “Don’t Break My Heart” then voluntarily conduct peer-based interactive programs like exhibits, workshops, signature campaign, and social network portal at their school to encourage interest among their peers to learn about SOA in a more interactive and effective manner.

**Conclusion and Recommendation:** The VIPP method allows youths to better understand the topics introduced and creates opportunities to generate new ideas through stimulation of participatory learning. Further studies are needed to assess the knowledge of youths and to evaluate the effectiveness of VIPP as a role to enhance learning

### (107) Sustaining 24-h Poisoning Call Service: the Malaysian Experience

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**Introduction:** Poisoning cases worldwide have increased through the years. Poison centres around the world, both in developed and developing countries, are obliged to offer a 24-h poisoning call service. Many centres, especially in the developing countries, however, have not been able to do this due to limited personnel and budgetary constraint.

**Objective:** The objective of this study is to share the experience of the Malaysian National Poison Center (MNPC) in handling after-office-hour calls from home.

**Methods:** All poisoning cases documented by the centre for the period between 2006 and 2010 were reviewed and analysed. Calls received on work days, between 8 am to 5 pm, are serviced from the centre. Beyond office hours, on weekends and public holidays, calls are serviced from home and are referred to as after-office-hour calls. On regular work days, after-office-hour calls are handled by a duty officer on-call. For weekends and public holidays, the duty is shared by two officers: one on day shift, and the second from evening until the following morning. The officer-on-call is provided with a mobile phone, computerized databases and a broadband for convenient access to internet service.

**Results:** During the four-year period, the total number of poisoning calls received by MNPC was 14,534. Of this total, 37.8 % were received during office hours while the remaining 62.2 % were received after the office closed. The

after-office calls were found to increase annually from 33.1 % to 54.7 %. Majority of the calls were handled successfully by the duty officer and reports of assistance required after office hours were minimal.

**Conclusion:** The significant increase in the number of after-office-hour calls during the 4-year period is a clear indication that the 24-h poisoning call service is very much required. For centres with limited personnel and funding, the after-office-hour service can be operated from home, provided that the duty officer is equipped with adequate references and communication device. However, certain limitations such as the absence of a mobile telephone system for recording poisoning call conversations and the requirement for a staff to work not more than 48 h a week will need to be addressed to ensure that the quality of service provided is not compromised.

### (108) The Role of Poison Centers in Chemical Safety and Management: the Philippine Experience

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While chemicals are acknowledged as important inputs to increase productivity in industrial and agricultural settings, their indiscriminate use may result to poisoning of individuals and populations. With the increasing use of chemicals in the country comes the challenge in ensuring safety and keeping people from harm’s way. With this background, the role of poison centers has expanded from being centers for treatment of poisoning cases, poison information, and analytical toxicology and training/education to various other roles that have national and international relevance as well. The Philippine national poison control center had to step out of the hospital’s walls and assumed other roles in chemical safety and management. These roles included responding to chemical incidents in communities, raising toxicologic issues of national concerns, and rallying towards poisoning prevention. These functions have made the poison center’s existence relevant to the times. This presentation will provide an overview of the growth of the national poison center and other centers in the country, description of activities undertaken in fulfilling its new roles, and lessons learned in the process. Example of activities included the conduct of health surveillance activities, drafting of recommendations on national policies on poisoning-related matters and issuance of health advisories. One of its important lessons is the essence of partnership and networking, in that, strength comes in numbers. “A cord of three strands is not quickly torn apart.”