

# Disability and aged care medication incidents: an audit of poisons information centre calls

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## Background

Staff from disability and aged care homes often call poisons information centres for advice about the management of medication incidents.

## Aims

To evaluate the frequency, type and timing of poisons information calls about medication incidents at disability and aged care homes in Victoria.

## Method

A retrospective audit of calls received over three months (October to December 2021) was conducted.

### Inclusion criteria:

Calls regarding medication incidents.



## Method Cont.

### Exclusion criteria:

Other call types:

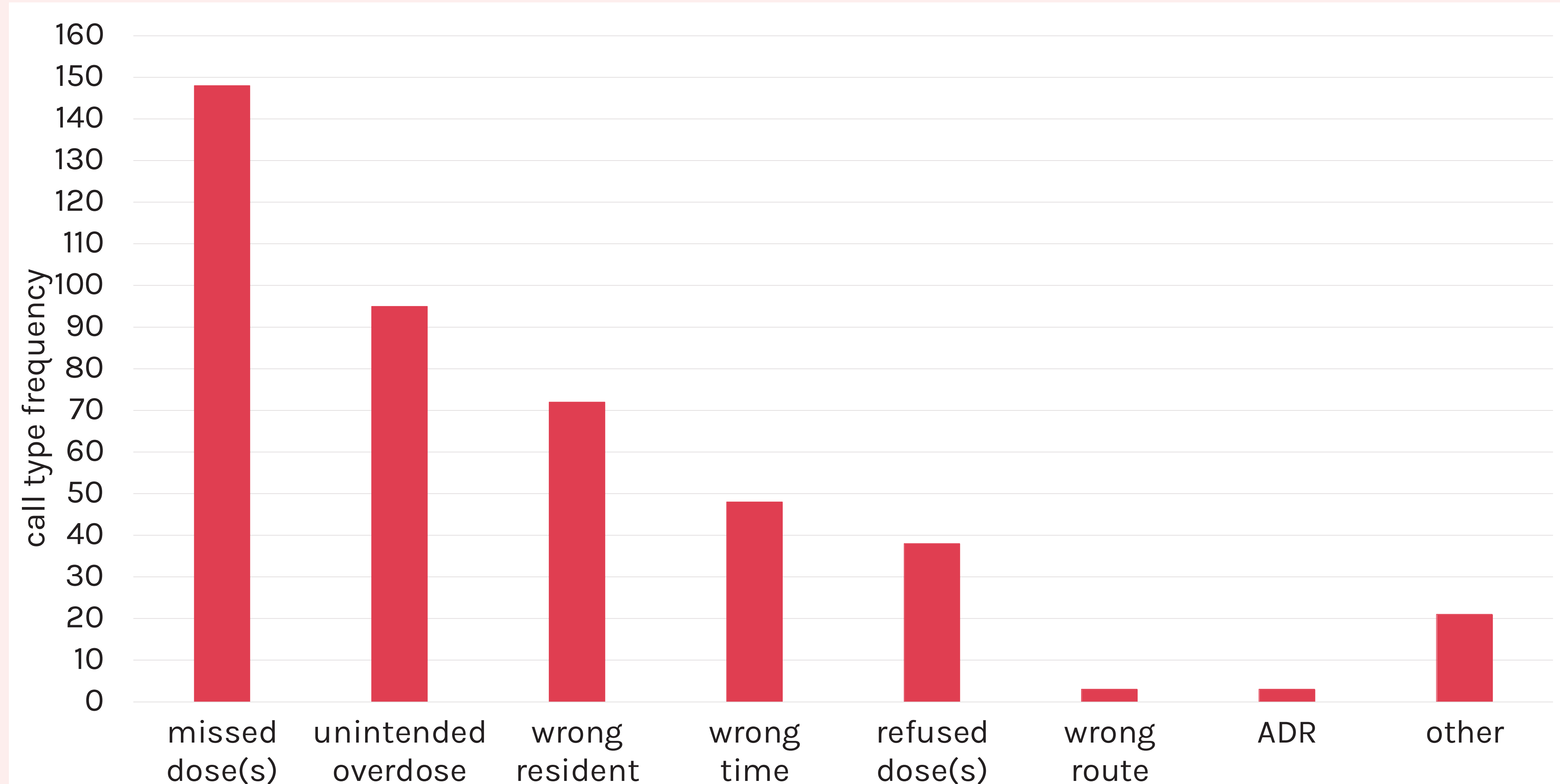
- Deliberate self poisoning
- Alcohol intoxication
- Recreational substance abuse
- Exposure to chemicals

## Results

**592 calls were received** (531, 89.7% from disability homes and 61, 10.3% from aged care), of which **428 (72.3%) were medication incidents** (mean 32.6 per week).

303 (70.8%) medication incident calls were received outside of the hours that most community pharmacies are open (Mon to Sat 0900-1700).

Fig 1: Number of types of medication incidents (n=428)



## Discussion

Most calls from disability homes and aged care facilities were for medication-related incidents and were usually outside business hours.

More than half of the incidents were unrelated to poisoning or toxicology, and thus outside of the core business of a poisons information centre.

Further research should be conducted to evaluate the extent of medication-related incidents in disability and aged care homes.

Additional support is needed for staff providing care in disability and aged care homes.

## Conclusion

Requests for assistance from poisons information centres for medication incidents **highlights a gap in care provision** for residents of disability and aged care homes.