Poison Information Centre
Department of Clinical Pharmacy, JSS Hospital,
Mahathma Gandhi Road, Agrahara, Mysore-570004

Guidelines for Quality Assessment of Poison Information Service

- Quality assessment panel shall meet on first week of every month to assess the quality of poison information services provided
- A minimum of two third of the enquiries answered should be evaluated for its quality
- Selection of enquiries shall be on random basis
- A quorum of 3 members is required for the evaluation of quality of poison information services
- All details pertaining to the queries should be reviewed and discussed prior to decision making
- A quality assessment checklist shall be used to grade the quality of poison information services provided
- Date on which evaluation was done and signature of the auditors must be documented
- Quality assessment should be on the basis of consensus method
- Ensure the complete documentation of the quality assessment checklist
- Ensure that feedback/suggestions/corrective measures have been implemented, if any