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Title*: How Text and Chat Capabilities are Utilized at the Missouri Poison Center*

Purpose: Poison Control Centers (PCCs) are invaluable resources and are staffed with nurses, pharmacists, and toxicologists around the clock, year-round. There are 55 PCCs across the US and only 7 utilize a text/chat service. Text/chat services are a recent feature, therefore not much data surrounding them has been presented. Studying trends of PCC text/chat data will be able to show if and how it is benefiting PCCs. This research will illustrate strides being made by the Missouri Poison Center (MPC), and will be used to invite possibilities of further research regarding the efficacy of text/chat services.

Methods: This research is a qualitative evaluation study or Quality Improvement Project. Retrospective data was gathered from archived spreadsheets from the texting service used. Data from January 1, 2016 through December 31, 2017 was analyzed. Exposures were classified as either incoming - when the exposure was initiated via text from the patient, or follow up - when the MPC employee was following up with an exposure initiated from a prior phone call.

Results: Between 2016 and 2017 the MPC sent and received over 50,000 texts and handled over 9,000 exposures via text. Texts and exposures came from almost all 50 states. Over half (55%) of the texts were from Missouri, yet Missouri only contributed to 2.5% of spam texts. A majority (87%) of total exposures were from Missouri, 4% of all incoming exposures and 93% of all follow ups were from Missouri. Exposures from Missouri had a lower average number of texts per exposure than exposures from other states.

Conclusions: Based on the analysis, the service is being utilized successfully. The data collected does show a need for text/chat service. As technology advances and modes of communication shift towards computers and mobile messaging services, it may be beneficial for more PCCs to adopt this service.