ICT IN PHARMACY

AN ONLINE SMOKING CESSATION PROGRAM: EXPERIENCE OF THE MALAYSIA POISON CENTRE

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Smoking Cessation Service Provider (CSCSP) to train community pharmacists as a counselor for such service. Recently, CTOB has introduced another form of smoking cessation program utilizing the call center concept also known as "Quitline" service. The objective of the service is to ensure consistency and standardization of advice given to smokers and passive smokers.

MATERIAL AND METHODS: Quitline is opened to the public in conjunction with "World No Tobacco Day" on 31st May 2005. The services are carried out by the pharmacists in National Poison Centre through telephone. Computer system which is called "Smokefree-Online System" (SOS) was developed to assist in evaluating status of smokers and step by step procedures were given to assist pharmacists in giving advice to smokers. This system is a web-based system whereby to access the system a user must have Internet connectivity. On the server side, an operating system, Windows 2000 is required. The system can be assessed either via a modem (dial-up connection) or lease line. For system operation, Active Server Pages 3.0 (ASP) is utilized. All data are stored in the Simple Query Language (SQL) server database software. ID name and password are required to access this system for security purpose. Smokers were asked to set up one quit date in order to join this program.

RESULTS AND CONCLUSIONS: Within a period of 2 months, a total number of 58 smokers and 2 proxy callers had called the Quitline and from these 52 smokers were enrolled into the program. This paper will describe the experience encountered in providing the Quitline service using the computerized system.