

**Tox Info Suisse:
A short introduction to our institution and
our service offering for companies**

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Agenda

- ✂ Introduction Tox Info Suisse
- ✂ Overview types of service agreements
- ✂ Why should you choose Tox Info Suisse?

Overview Tox Info Suisse

❧ Switzerland's Poison Center

- Approximately 40'000 enquiries about humans and animals per year (on average 110 calls per day)
- Enquiries by general public, physicians and other medical specialists
 - Risk assessment («Triage»)
 - Therapeutical recommendations

❧ Approx. 50 employees

- Physicians, pharmacists, nurses, doctor's assistants, pharmacy technicians, druggists, medical students
- An internal education programme of 1 – 3 months is required at the start
- At any time at least one physician is on duty for the emergency telephone service
- Additionally, at any time at least one senior physician is on duty for second level support and can help with complex or special enquiries as well as inquiries pertaining to contracts with companies

❧ Private-public non-profit foundation

- ❧ Founders and supporting bodies:
 - ❧ Swiss pharmacists' association (pharmaSuisse), scienceindustries (business association of Chemie, Pharma, Life Sciences), insurances (santésuisse, SUVA), physician's association (FMH)
- ❧ Contractual obligations with:
 - ❧ Cantons, government (BAG, swissmedic), hospitals (H+)

Overview: types of service agreements

1. Out-of-office hours service:

- a. Emergency information service
- b. Emergency orders of selected products

- ✘ Customer calls company phone number during out-of-office hours and is forwarded to Tox Info Suisse
- ✘ Tox Info Suisse employee (responsible: senior physician) answers call and takes respective action as defined per service agreement
- ✘ Every call is reported to company according to the terms within the service agreement

2. Emergency unblinding of clinical trials

- ✘ Client calls dedicated phone number by Tox Info Suisse
- ✘ Senior physician of Tox Info Suisse performs unblinding of Clinical Trial study according to instructions
- ✘ Unblinding is reported to company according to the terms within the service agreement

3. Emergency phone number for abroad transportation of dangerous goods

- ✘ Client calls dedicated phone number by Tox Info Suisse which is listed on all transportation documents
- ✘ Tox Info Suisse assesses situation and takes respective action as defined per service agreement

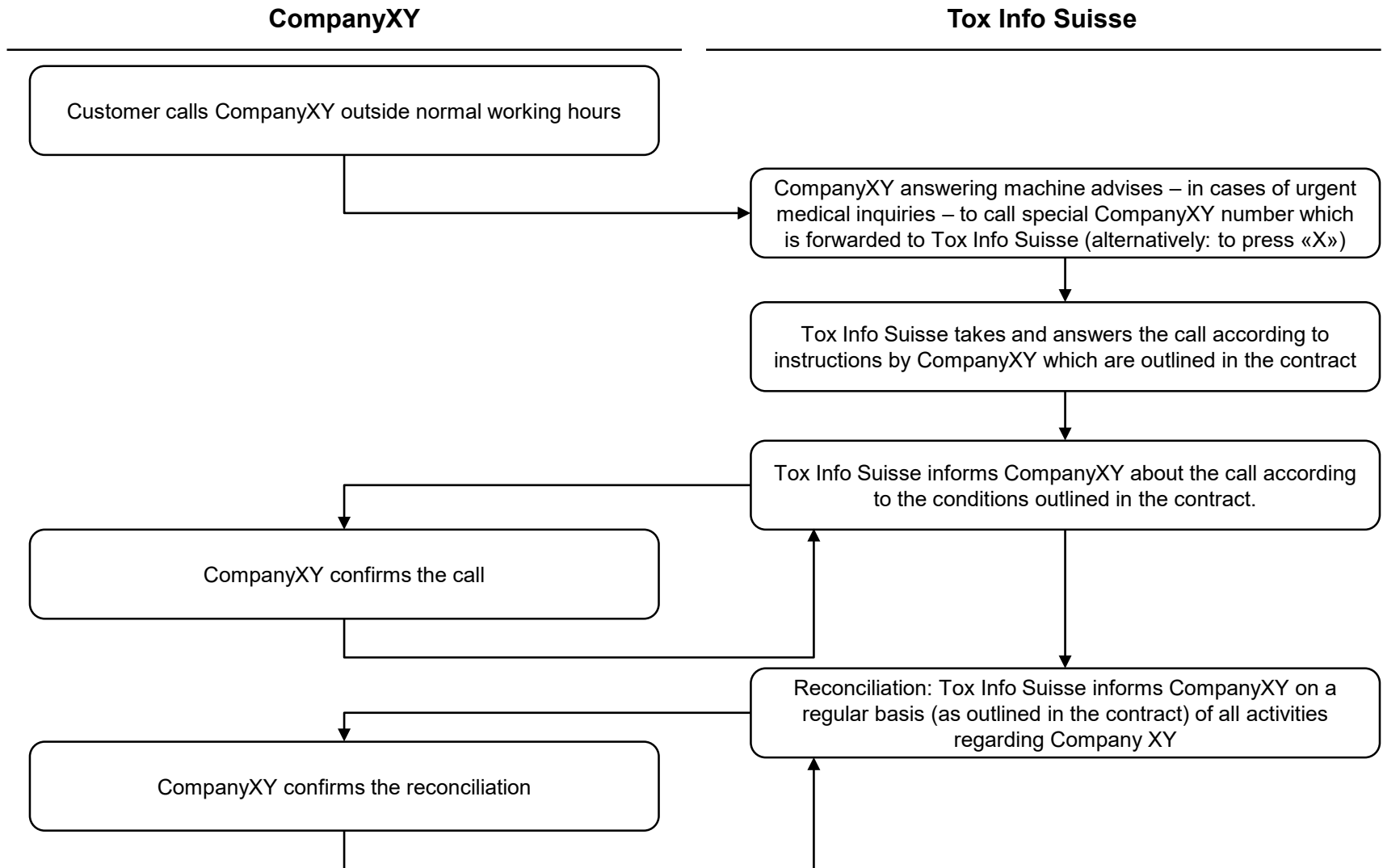
4. Information service on Safety Data Sheets

- ✘ Customer calls phone number on product / package insert
- ✘ Tox Info Suisse answers caller's question based on information available from Safety Data Sheet which has previously been deposited with Tox Info Suisse

5. Analyses about products

- ✘ Pharmaceutical oder chemical company request analyses about consultations by Tox Info Suisse on their products or their respective ingredients
- ✘ Tox Info Suisse provides an offer based on the availability of the requested data and the estimated effort. Upon agreeing to the offer, Tox Info Suisse provides the requested information.

Flowchart for service 1a.



Why is Tox Info Suisse perfectly suited to perform such service agreements?

- ✂ 365 days, 24/7
- ✂ At any time at least one medical doctor replies the phone and at least one senior physician is on duty.
- ✂ All medical doctors are well trained in recognizing Adverse Events and can hence prioritize and handle such events adequately
- ✂ Triaging medical questions, answering the request or referral to the correct specialist is part of the daily job of all medically trained employees at Tox Info Suisse
- ✂ All our experts speak German, French and English fluently
- ✂ Required confidentiality and data protection is guaranteed
- ✂ Synergies allow service to be offered in cost-efficient way
- ✂ Long-standing experience for such arrangements with top pharmaceutical and chemical companies
- ✂ Internationally recognized, not-for-profit Swiss organization

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