

## **Pre-travel malaria advice calls to a national telephone advice line for health professionals**

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### **Background**

The national travel health telephone advice line for England, Wales, and Northern Ireland introduced an electronic system to record details for auditing and research purposes in January 2016. With more than 6,000 calls per year, the new database could soon become an important dataset for studies into the complex healthcare needs of UK travellers today. In this study, we looked at all calls related to malaria prevention in 2016, to characterise typical traveller scenarios and commonly raised queries.

### **Materials and methods**

All calls relating to malaria to the national travel health telephone advice line in 2016 were extracted. Medical codes and free text notes were searched for terms relating to special risk travellers including pregnancy, immunosuppression, renal disease, epilepsy, liver disease, and thromboembolism.

### **Results**

A total of 1,803 malaria-related calls were extracted (28.9% of all calls). The results are forthcoming and will be presented at the conference.

### **Conclusions**

A characterisation of commonly raised queries regarding malaria prophylaxis will be used to highlight areas where generic resources, provided on a national travel health website, could be strengthened. These include country information pages and factsheets. The information could also be used to develop traveller advice algorithms and other guidance aids in the future.