

# Study and classification of environmental health complaints registered in the 190-system of Torbat Heydariyeh University of Medical Sciences 2011-2016

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## Abstract

**Background & Aim:** Responding to health complaints plays an important role in promoting the community health status. For this purpose, in recent years, the 190-telephone system has been launched by the Ministry of Health with the aim of recording public health reports. The purpose of this study was to determine the frequency and classification of environmental health complaints in the area covered by Torbat Heydariyeh University of Medical Sciences during the period 2011-2016.

**Methods:** This was a descriptive cross-sectional study. The study population included all complaints registered at the 190-system related to the area under the cover of Torbat Heydariyeh University of Medical Sciences. Data were collected and presented graphically by Excel using descriptive statistics (frequency and percentage).

**Results:** More than 93% of the complaints were related to Torbat Heydariyeh city and 34% registered in 2016. 60% of the complaints were recorded in the spring and summer, and 35% on Saturdays and Sundays. In terms of the type of the application group, the highest number of complaints was related to the environmental and occupational health, environmental health centers and places, food hygiene, and building health status. The handling measures resulted in a written warning by the Environmental Inspectorate was the most frequent 37% follow-up of the complaints.

**Conclusion:** The study showed that the 190-system is suitable for summarizing the health status of a city, which by saving the time and cost, provided by the necessary infrastructures, can promote the community health status and ultimately satisfy the people.

**Keywords:** Health complaint, Environmental health, Torbat Heydariyeh, the 190-system

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