The Role of a Telephone Helpline in the Prevention of Suicide Between 2012 and 2014 in Italy

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Introduction:
The Lifeline *Talk With Us* was founded by Suicide Prevention Center, Sant'Andrea Hospital, Sapienza University of Rome, Italy, to provide free and confidential emotional support to people in suicidal crisis.
Objective: in this study we evaluated the socio-demographic profile of individuals who used the helpline and their intent to die at the end of the call.
Aim: to investigate the possible gender differences of the callers on the suicide risk factors.
Method: using a standardized form, we assessed suicide risk in a sample of 285 callers (144 females) focusing on suicidal desire, suicidal capability, and suicidal intent.
Results: The mean age of our sample was 41,55 sd.15,54; the 51% of the callers were females. The differences on suicide risk factors between males and females were the following: males referred loneliness, loss of significant relationship, and economic problems; females reported loss of a significant loved one by suicide and mental or physical illness. Suicide attempts were reported by 54% of callers, whereas 80% of them referred suicidal ideation. Males reported higher number of attempts suicide and suicidal ideation than females. The 39% of our sample called the Help-line after loss of a significant loved one by suicide.
Conclusion: This study shows the importance to provide an accessible volunteer service for people at risk of suicide. Many of the callers were supported to contact local mental health services. Improving the quality of the exiting services, and promoting awareness that suicide prevention is highly recommended.