The California Poison Control System

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History- The transformation into a System

- **1990** – 6 Regional California Poison centers
- **1993** – Blue Cross privatization provided $ to study and evaluate Ca. Poison Centers
- **1997** – formation of California Poison Center System
  - 4 Divisions “sites”
  - UCSF School of Pharmacy-Admin.
  - PharmD staff

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The California Poison Control System

- Formed in 1997 by consolidation of six independent statewide PCCs
- Single administrative system at UCSF with 4 regional hotline sites:
  - Sacramento
  - San Francisco
  - Fresno
  - San Diego
- Single statewide #: 1-800-222-1222 (public)

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PCCs - What do they do?

Individual cases:

- Determine severity of poisoning hazard
- Triage: home management vs hospital
- Recommend specific treatment / antidotes

Societal:

- Poison prevention and education
- Surveillance for emerging epidemics

Two service components on a 24/7 basis

- ***Public Hotline for Poison Management and Advice***
  - Emergency hotline for public
  - Efficient use of technology
- ***Medical Toxicology Consultation Service***
  - For MDs & other professionals
  - Specialized services - pesticide reporting

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POISON HOTLINE 1-800-876-4766

TTY 1-800-972-3323
(Speech and Hearing Impaired Only)

The CPCS is a statewide network of trained experts who provide toll-free hotline information and advice about treating poisonings 24 hours a day, everyday - free of charge. Interpreting services available in over 100 languages.

General Public | Health Care Professionals | About CPCS | Order Materials

español *Spanish* | 中文 *Chinese* | Việt Ngữ *Vietnamese* | Tagalog | عربي *Arabic* | ລາວ *Laotian*

Русский *Russian* | 한국어 *Korean* | Hmoob *Hmong* | ខ្មែរ *Cambodian* | TIGRINYA | English

Emergency action information is available in 12 languages.
All hotline phone numbers are valid in California only.

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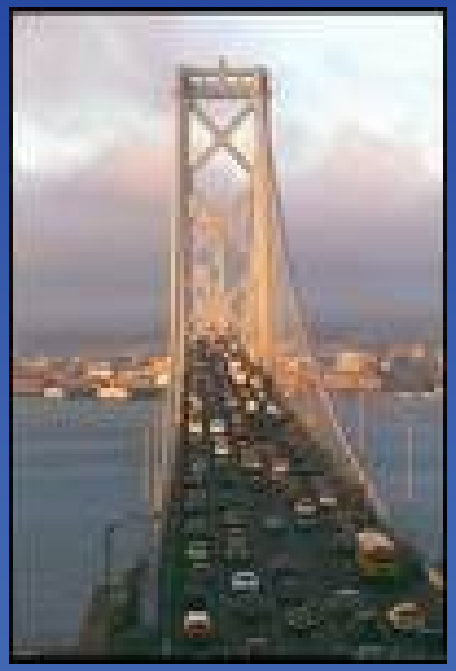
Staffing Model

- Staff answering hotline-
  - PharmD CSPI
  - PIP
  - Medical director & managing director
- Follow up of hospital cases
  - PharmD CSPI
  - Toxicology fellows
  - Teaching service under supervision of staff or fellows
    - students and visiting residents
    - usually after hospital day #2



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Workstation at the PCC

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Staff Demographics

- All PharmD CSPI staff
  - Average years =14
  - Range of years: 5-25
  - Cumulative Experience 140 Yr.
- PIP Staff
  - Pharmacy Technicians
  - Average years= 12
  - Range of years: 10-14

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Call Volume & Work Load

- Call volume
  - CPCS~ 1000 new cases/day
  - ~300,000 cases per year
  - 25% Health care facility
  - 75% public callers

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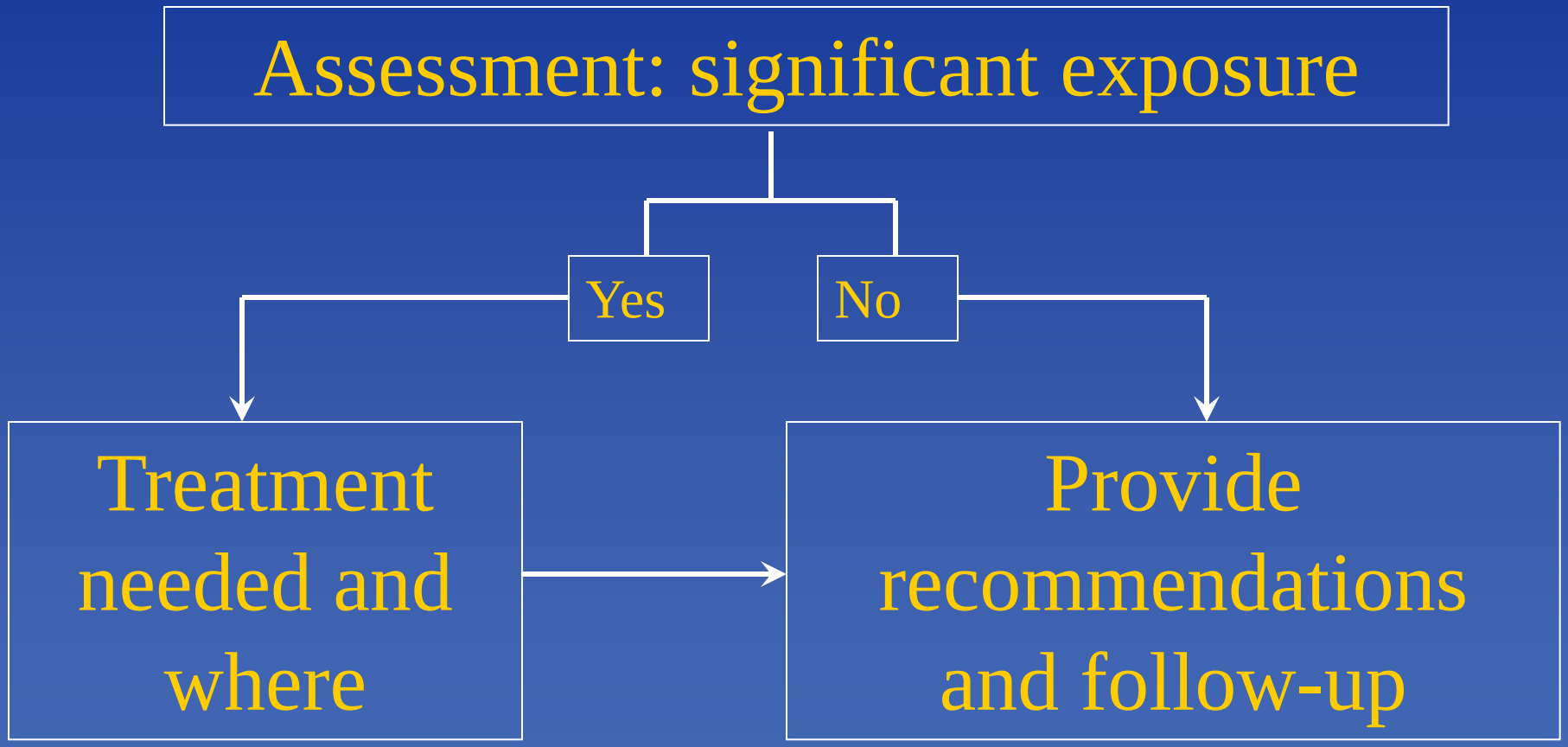
Handling a Poisoning Call



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Use of Medical Back up

- As needed
- Difficult or unusual cases – sentinel case?
- Interesting cases – teaching value

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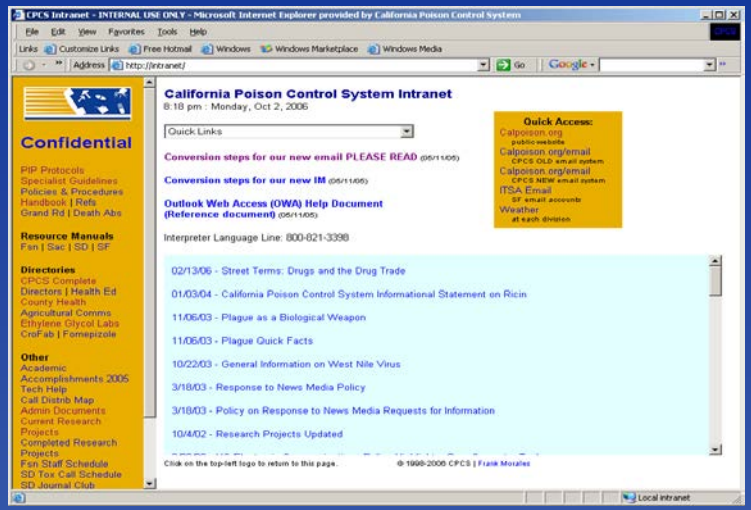
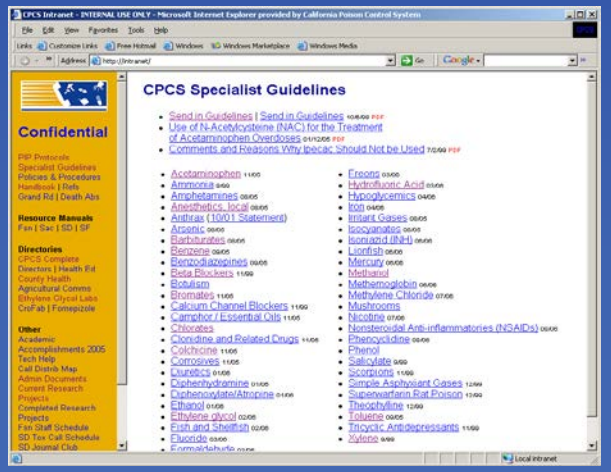
Management Site for Poison Center Callers - CPCS

Site	
Home	77.96%
Health care facility	19.54%
Refused referral	1.97%
Other/unknown	0.53%

Policies & Guidelines

- CPCS ‘intranet’ website
  - PIP Protocols
  - SPI Guidelines
  - Suggested Pediatric send in guidelines.
  - Poisoning & Drug Overdose in E-format





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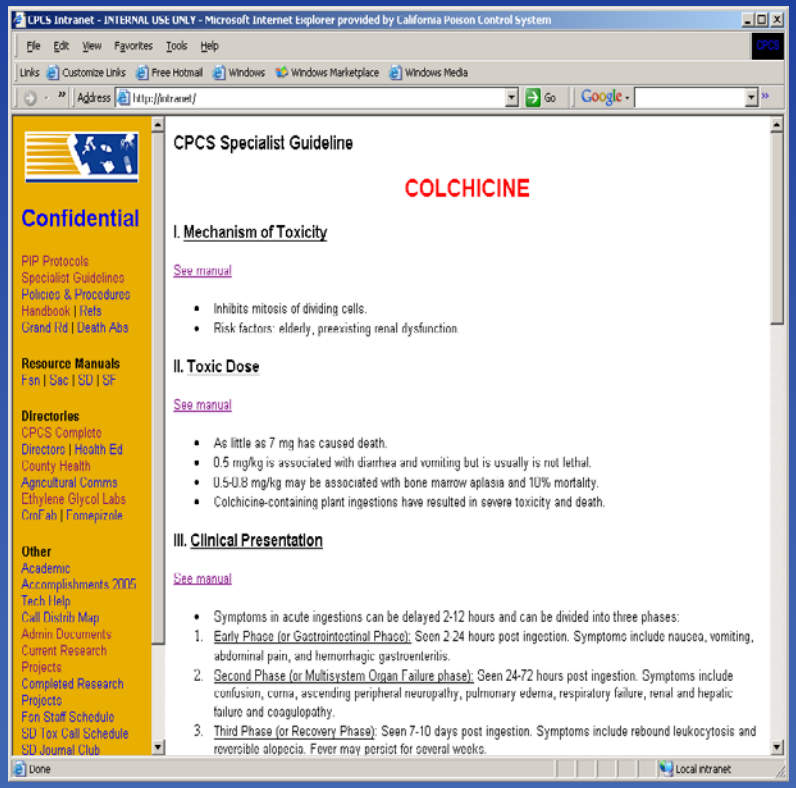
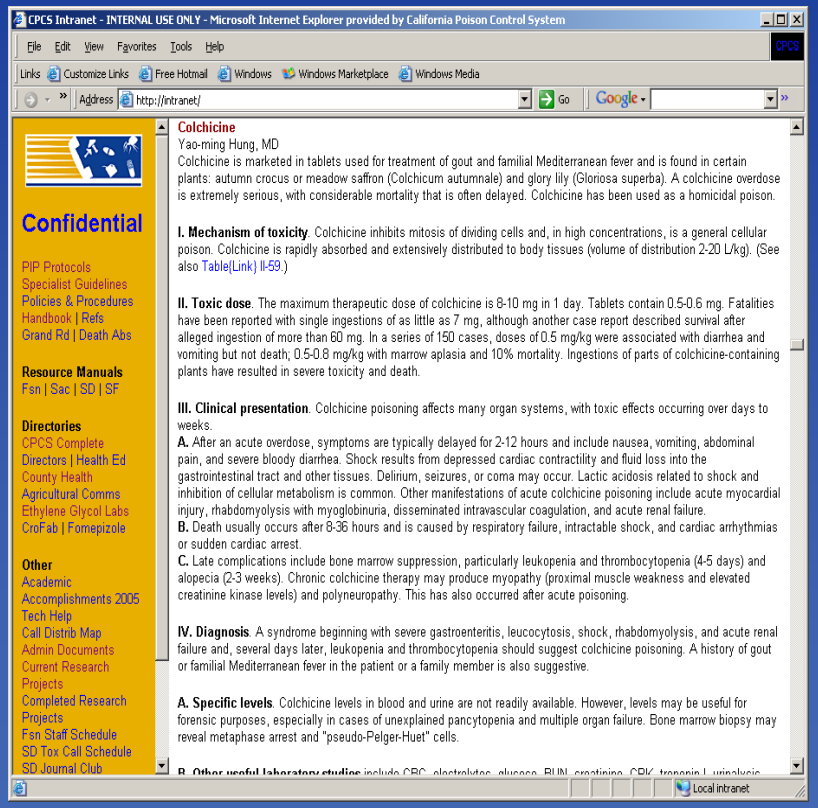
Example SPI Guideline- Colchicine

Click on link = pulls up ‘manual’, Monograph from Poisoning & Drug Overdose.





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2011 Japan Earthquake Information

- Coding Cases Related to the Japan Earthquake with Templates
- Information for PCs – Travelers Returning From Japan: CDC plans and procedures
- AAPCC Japan Earthquake 2011: Nuclear Concerns Master FAQ's Ver. 2 25 March 2011
- CDC Interim Recommendation for Evaluation of Passengers from Japan
- Additional Traveler FAQs
- Traveler Screening Script for CBP Officers
- Information for Travelers Who Have Tested Positive for Radioactive Material
- List of Airports Receiving Direct Flights from Japan.pdf
- CDPH FAQs about Radiation

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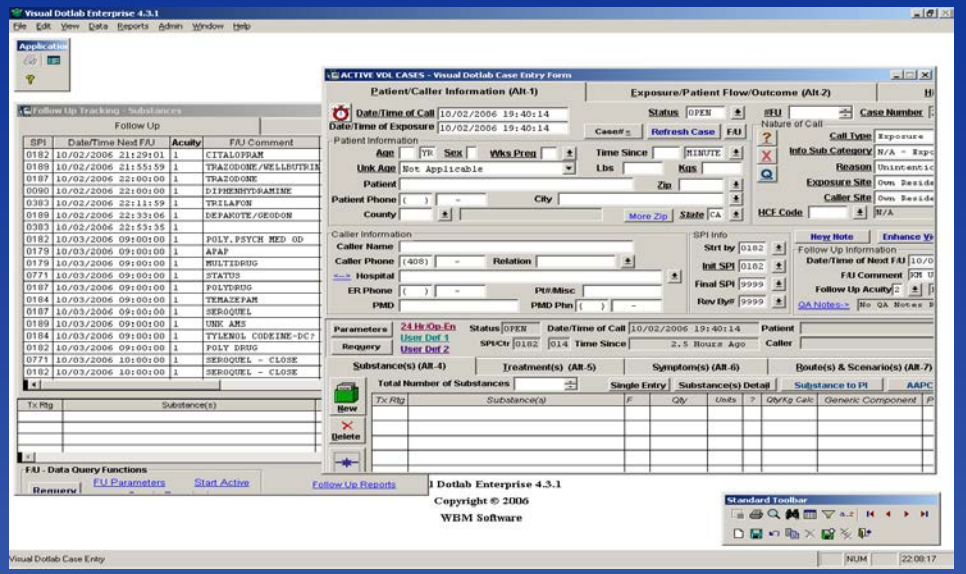
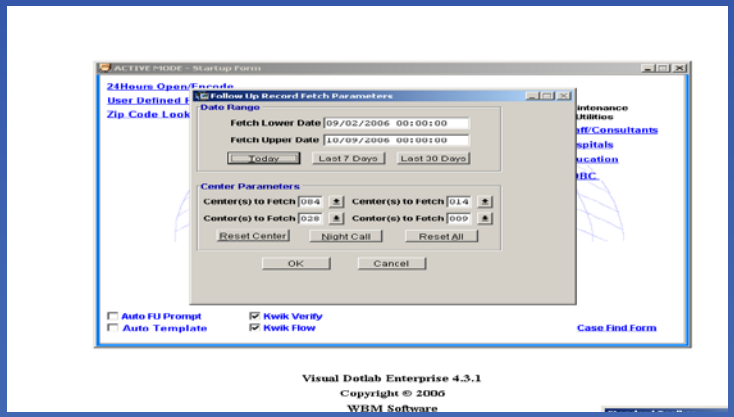
Follow-up

- CPCS follows cases based on clinical need.
- Hospital cases are actively managed with numerous follow-ups throughout the hospital course.

Documentation

- **Documentation**
- VDL program
  - All 4 CPCS sites
  - Use ‘follow up’ parameters to narrow search to just one center.
  - Can quickly access data from other centers when overflow calls come through





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Continued Learning

Bi-monthly Journal Club

Bi-Monthly Statewide Rounds - a Statewide teleconference

Weekly SF Grand Rounds

Bi-monthly SF Lecture Series given by visiting experts, attending physicians, and staff specialist topics.

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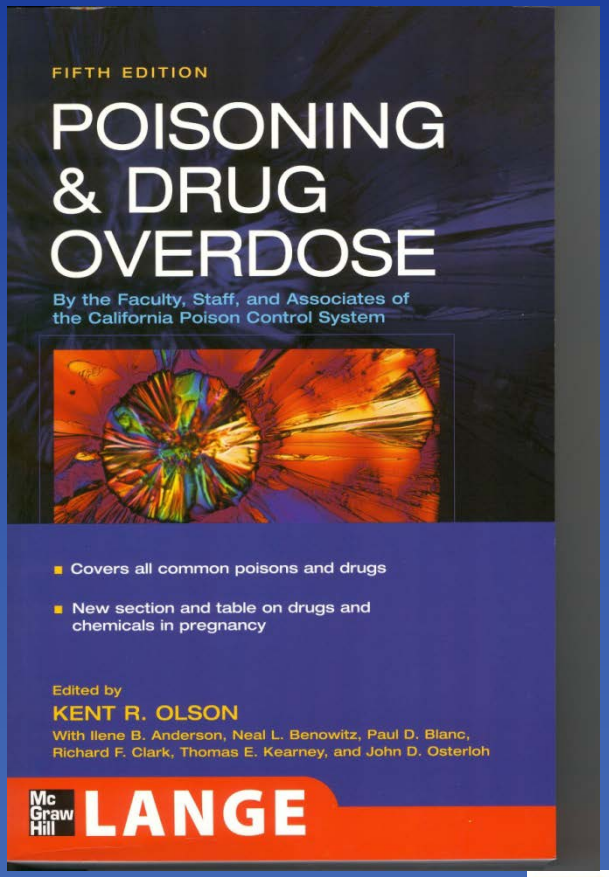
Publications

Poisoning & Drug Overdose.

- 1st Edition in 1989
- All San Francisco Staff invited to contribute

Now all CPCS contribute to this publication.

Updated every 2 years.



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