

PROCESS OF A CALL



If someone has tasted, touched, or breathed something that may hurt them, call 1-800-222-1222 immediately.

Your call receives immediate attention. Tell the specialist what happened as best you can. Please be ready to provide the following information:

- Exact name of the product
- Amount taken
- When the poisoning happened
- The age, weight, and general state of health of the poisoned person
- How the person is doing
- Phone number where you can be reached

The Utah Poison Control Center is an emergency service. The goal is to respond efficiently and effectively to each call for assistance. For each call received, the specialist in poison information (SPI) rapidly takes a poisoning history. Based on the history of the exposure, circumstances of the exposure, and the known toxicity of the poison, a determination is made whether the situation can be safely managed on-site or whether the situation requires prompt medical attention.

In the majority of cases, the situation can be safely managed on-site with telephone follow-up. SPIs will follow many cases to ensure that first aid instructions were understood and the situation is resolving as expected.

If medical attention is needed, the SPI determines whether the patient should be transported via emergency medical services. The SPI calls the hospital and provides treatment recommendations to the health care professionals caring for the patient.

When consulted by health professionals, SPIs take the same poison history and provide treatment recommendations to clinicians based on the patient history, circumstances of the exposure and the known toxicity of the agent(s). Cases are followed throughout the hospital stay to reassess the patient status and to adjust recommendations.

DID YOU KNOW?

You should call the UPCC if you suspect you or someone in your care has been exposed to poison, especially if any of these symptoms are present:

- Unexplained nausea, vomiting, or diarrhea
- Chest or abdominal pain
- Headache or blurred vision
- Suspicious stains on clothing
- Numbness, chills, or fever
- Burns or rash on lips, mouth, or skin
- Unusual drooling or odor on breath