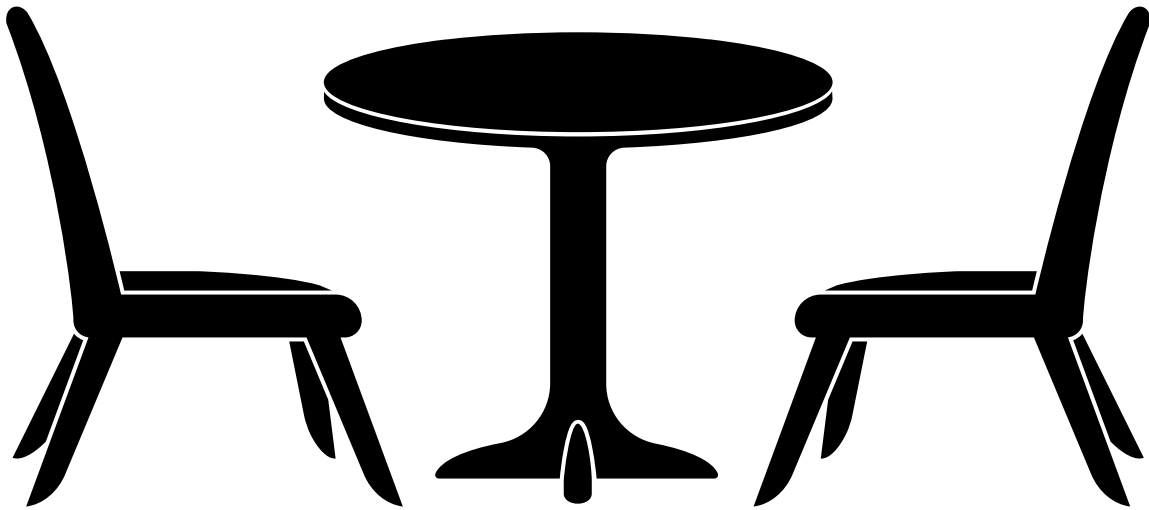




# MARYLAND EMERGENCY PREPAREDNESS NETWORK

*Helping Maryland's Most Vulnerable*

## ***SITS DOWN WITH***



# Maryland Poison Center

UNIVERSITY OF MARYLAND SCHOOL OF PHARMACY



# Maryland Poison Center

UNIVERSITY OF MARYLAND SCHOOL OF PHARMACY



## HOW IS THE MPC FUNDED?

State higher education dollars, donations, federal grants, and private contracts support the MPC and its operations.

These funding sources allow the MPC to provide 24/7 poisoning treatment advice, education, and prevention services from rigorously trained clinical experts at *no cost* to the public!

The MPC is committed to reducing the cost of poison-related care and improving patient care outcomes.

## HOW WAS THE MARYLAND POISON CENTER (MPC) BORN?

The Maryland Poison Center (MPC) has been a public service through the University of Maryland School of Pharmacy since 1972 and has continued to grow over the years.

Over the last 50 years, the MPC has managed approximately 2.5 million cases. These cases include poisoning emergencies in humans and animals, as well as calls for information about poisons and poison safety.

As you can imagine, a lot has happened over 50 years. The MPC has played an important role in significant public health events in Maryland.

*Find more information about the MPC's first 50 years [here](#).*

## WHO IS THE MPC?

The MPC is a regional poison center certified by the American Association of Poison Control Centers (AAPCC).

The center operates as part of the Department of Pharmacy Practice, Sciences, and Health Outcomes Research at the University of Maryland School of Pharmacy.



# LOCATION. PATIENT POPULATION



## WHERE IS THE MPC LOCATED?

Patients are not seen on-site. All poison-related care is provided over the phone.

The MPC is a center of The Department of Practice, Sciences, and Health Outcomes Research (P-SHOR) in the School of Pharmacy.

## WHAT PARTS OF MARYLAND DOES THE MPC SERVE?

The Maryland Poison Center serves:

The residents and health care providers in 22 of the 24 Maryland counties.

The two counties the MPC does not serve include *Prince George's and Montgomery*, which the National Capital Poison Center serves.



## WHO DOES THE MPC SERVE?

The MPC serves Marylanders from infancy to older adulthood.

**Anyone** who calls the Poison Help line and gets connected to the MPC will be helped!

The MPC is a resource for the public and medical professionals (*including doctors, nurses, paramedics, and pharmacists*).

Calls to the Poison Help Line are routed to a regional poison center based on their geographic location.

**POISON  
HELP**  
1-800-222-1222



**WHAT IS THE MISSION  
OF THE MARYLAND  
POISON CENTER?**

The mission of the MPC  
is to:

*decrease the cost and  
complexity of poisoning  
and overdose care while  
maintaining and/or  
improving patient  
outcomes*

We can sum up the **why** behind our  
work in **three words**:

*treatment, education, and prevention.*

We help provide lifesaving  
treatment recommendations  
to the public and health care  
professionals treating  
poisoning and overdose  
patients.

We educate health care  
providers and the public  
using our expertise. And  
ultimately, by treating  
and educating, we hope to  
prevent future poisonings  
from happening.



**WHAT IS THE WHY  
BEHIND THE WORK AT  
THE MARYLAND  
POISON CENTER?**

# WHO SERVES AT THE MARYLAND POISON CENTER ?

## DIRECTORS

- One Executive Director
- Two Assistant Directors
- One Medical Director

## CERTIFIED SPECIALIST IN POISON INFORMATION (CSPI)

- Pharmacists
- Nurses

MPC

## SUPPORTIVE STAFF

- IT Specialist
- Administrative Staff

## CLINICAL TOXICOLOGISTS

- Pharmacists
- Pharmacy Fellows

## PUBLIC EDUCATION & COMMUNICATIONS

- A Public Education and Communications Manager

TEAMWORK  
MAKES THE  
DREAMWORK

The **Maryland Poison Center (MPC)** staff is a small but mighty team of about 25 people. Each person plays an important role in daily operations and in fulfilling the mission of the MPC.

This expert team includes pharmacists, nurses, medical doctors, public health professionals, IT specialists, and administrative staff committed to caring for the health and safety of the community!

To learn more about the members of this expert team and their role, click: [HERE!](#)

# WHAT CONCERNS DOES THE MARYLAND POISON CENTER MANAGE?

- Medicines, vitamins, and supplements
- Household, personal care, and garden products
- Chemicals (*at home and work*)
- Plants (*e.g., mushrooms, indoor and outdoor plants*)
- Bites and stings (*e.g., insects, snakes, spiders*)
- Environmental (*e.g., gases, fumes*)
- Food poisoning
- Any items that give individuals an unwanted or unexpected reaction
- Substance abuse
- Self Harm



# WHERE DOES THE MPC TREAT POISON-RELATED CONCERNS?

The MPC *does not* see patients on-site. The expert clinical staff treats patients over the phone at 1-800-222-1222.



# WHEN ARE THESE SERVICES AVAILABLE?

24 hours/day, 7 days a week.

# WHAT IS THE FINANCIAL COST OF CALLING THE MPC?

These services come at zero cost to the caller.

# WHEN SHOULD SOMEONE CALL THE MPC VERSUS OTHER MEDICAL SERVICES?



WHO

# KNOW WHOM TO CALL

WHEN



**CALL THE  
MPC :**

- Medicine mistakes
- Mistakes with personal care or household products
- Bites and stings
- Plants, berries, and mushrooms
- Substance abuse/self-harm
- Food poisoning

*Benefits to Calling the MPC: Free, 24/7 customized care delivered by highly qualified experts!*

**CALL A  
PHARMACIST:**

- Generic alternatives
- Drug interactions
- Special instructions when taking medicines

**CALL YOUR  
MEDICAL  
PROVIDER:**

- Reason for taking a medicine
- Stopping and starting medicines
- Routine medical care (*colds, flu, etc.*)

**CALL 911 :**

- Unable to wake the person
- Not breathing or having trouble breathing
- Difficulty swallowing or is drooling
- Swelling of lips, tongue, or face
- Seizures
- Trouble talking or walking

# WHAT SERVICES & RESOURCES DOES THE MPC OFFER TO **THE PUBLIC**?

**EDUCATION:** The MPC offers a wide variety of free and accessible resources for the public, such as:

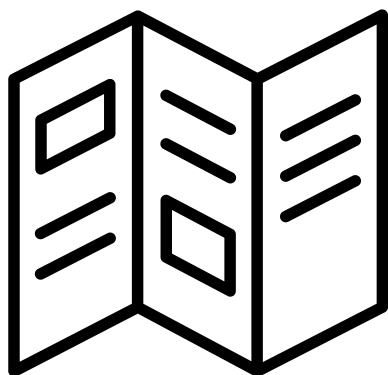
- Poison Prevention Press Newsletter  
- this free newsletter, published every other month, provides information on preventing poisoning to the public of all ages.
- Educational print & digital materials  
-e.g Factsheets, Brochures, a Poison Safety Packet and more!
- Educational activities  
-e.g Games, and Activity sheets.
- Educational Videos
- Webinars
- Social Media Channels
- The MPC's Blog - "e-Antidote".

[TO LEARN MORE  
CLICK HERE!](#)



**PROGRAMS:** The MPC offers educational programs centered around poison prevention and safety for the community such as:

- Staff training
- Workshops
- Lectures
- Health fairs in the MPC's service area (*including all areas in the State of Maryland except Prince George's and Montgomery Counties*).



## DISPLAYS AT HEALTH FAIRS & EVENTS:

The MPC is available to set up displays at Health Fairs and Events, where they can provide printed versions of their many educational materials.

Interested in inviting the MPC to one of your events?

[TO LEARN MORE  
CLICK HERE!](#)



**Maryland Poison Center**  
UNIVERSITY OF MARYLAND SCHOOL OF PHARMACY  
1-800-222-1222



# WHAT SERVICES & RESOURCES DOES THE MPC OFFER TO HEALTH CARE PROFESSIONALS?

"More than 20 percent of calls to MPC come from health care providers, including physicians, nurses, EMS providers, pharmacists, and physician assistants." - [mdpoison.com](http://mdpoison.com)

The MPC is a Health Insurance Portability and Accountability Act (HIPAA) complaint center dedicated to delivering resources that support health care professionals poisoning preparedness! *To learn more click: [Here!](#)*



**EDUCATION:** The MPC offers free educational resources to support health care providers' poison prevention knowledge, such as:

- [ToxTidbits](#) - This free Newsletter for healthcare professionals contains important toxicology information, updates, and news.
- Free Digital & Print Resources
- Antidote Recommendations
- Classes
- Webinars

**PROGRAMS:** The MPC offers *free programs* provided by pharmacists, nurses, and physicians who are all trained and nationally certified in toxicology, such as:

- In-services/On-site Training
- Grand rounds
- Continuing Education conferences



## CALL SUPPORT:

The MPC answers calls from medical professionals and assists them with treatment after a poisoning or overdose occurs. If the patient goes to a healthcare facility, our Certified Specialist in Poison Information will follow the patient with phone calls to the medical professionals until the patient is discharged. This enables the MPC Team to change our treatment plan based on how the patient is responding.

# REMEMBER:

- The MPC wants everyone to save **1-800-222-1222** on their mobile phones so they are prepared for any poison situation that may arise.
- Our experts can help 24/7, and calling is free and confidential.
- For non-English-speaking callers, the MPC uses an interpreting service to translate the information and instructions over the phone in 240 languages.
- The MPC has made its call services accessible to those from the deaf and hard-of-hearing community callers with Maryland Relay (711).
- If you require an accessible version of the content provided on this website, please get in touch with Emily Paterson, MPH, CHES®, public education and communications manager for the Maryland Poison Center.



**CALL 1-800-222-1222**  
as soon as you suspect a  
**poisoning or overdose has**  
**occurred - *do not wait for***  
***symptoms to develop.***

“ Whether it's an  
emergency or just a  
question, you can get  
free, confidential  
guidance from Poison  
Control 24/7. ”  
-mdpoison.com.

# THANK YOU TO OUR CONTRIBUTORS!

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## GRAPHIC DESIGN:

**GRAPHIC DESIGN TOOLS USED:** CANVA PRO.

**GRAPHICS SOURCE:** CANVA PRO.

### PHOTO IMAGES/GRAPHICS FROM THE MARYLAND

**POISON CENTER:** EMILY PATERSON, MPH, CHES®, PUBLIC EDUCATION AND  
COMMUNICATIONS MANAGER

## ADDITIONAL RESOURCES UTILIZED:

[mdposion.com](http://mdposion.com)