

# CALIFORNIA POISON CONTROL SYSTEM

# POISON SAFETY UPDATE

National Poison Prevention Week | March 2023, Issue 7

## National Poison Prevention Week (NPPW) 2023

Celebrate NPPW—a week dedicated to raising poison prevention awareness—from March 19-25, 2023. Learn more about poison safety, the Poison Hotline, and participate in local events.

- Access free educational materials at [calpoison.org/materials](https://calpoison.org/materials).
- Browse NPPW 2023 events in California at [calpoison.org/events](https://calpoison.org/events).

## CPCS Poison Hotline

**“The person who answered was very personable, professional, and resolved all my questions.”**

—CPCS Caller

When poison happens, we're here for you. The Poison Hotline not only saves lives, but saves millions of dollars in unnecessary medical bills for Californians. Most of the calls made to the Poison Hotline, **1-800-222-1222**, are managed outside of a health care facility. This means callers get the help they need from our team of poison experts, at the location of their call, free of charge.

## CPCS Hotline Staff Spotlight

**What is your role at CPCS and how long have you been a poison expert?**  
I started working for CPCS in 2004. In October, it will be 19 years that I have been working for poison control. I started out answering poison-related calls as a Specialist in Poison Information (SPI), and now serve as a Managing Director for one of our divisions.



Raymond is a Managing Director of the California Poison Control System and a Doctor of Pharmacy who has been serving our community through poison prevention for nearly two decades.

As a Managing Director, I make sure that my center is running efficiently on a day-to-day basis. Some of my responsibilities include ensuring that patients are getting their questions answered through our Poison Hotline, that we are properly staffed to take calls, that staff and students are supported to carry on their responsibilities, while also reviewing cases to ensure poison-related calls are being addressed with the highest standards. These tasks keep our center running at the optimal level so that callers have a good experience calling the poison center. In addition, I teach and support our staff on how to successfully tackle different poison-related calls—an average SPI requires about six months of training to become efficient in the work flow, but it takes two to three years to build the knowledge

**“I am constantly challenged and learn something new on the job every day. That to me is important. It all translates back to helping our callers.”** —Raymond

they need to comfortably handle poison-related calls.

**Tell us about yourself:** I am a licensed pharmacist who graduated from the University of California San Francisco. Before pharmacy school, I worked as a clinical research study assistant at a cancer research center in New York City, where I grew up. I am a cat lover and own four cats. In my spare time, I like playing video games, specifically Final Fantasy XIV. The game helps me relax and allows me to focus my mind on something else.



## Guess the Poison!

**HINT #1:** I can be poisonous or not. I am only safe to eat if I am found and sold in established and reputable food markets. Never cook or eat me if you find me growing in the wild.

**HINT #2:** I come in many different shapes, colors, names, and tastes.

For example, I grow in California by the deadly name of “Death Cap.”

**HINT #3:** You may not look or feel sick for many hours, but I can cause life-threatening symptoms if you don't get help right away. Call the Poison Hotline immediately if you or someone else eats me from the wild.

**WHAT AM I?**

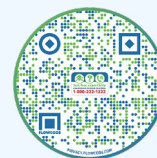
**ANSWER:** Mushrooms

## CPCS Media Coverage

Visit [calpoison.org/media-coverage](https://calpoison.org/media-coverage) to view the latest news on poison trends and prevention.

## CPCS Resources

Access our free resources at [flow.page/calpoison](https://flow.page/calpoison) by scanning the QR code. Bookmark this page so you can easily re-visit!



[healthed@calpoison.org](mailto:healthed@calpoison.org) [calpoison.org](https://calpoison.org) [@CalPoison](https://www.facebook.com/CalPoison) [@PoisonInfo](https://twitter.com/PoisonInfo)