

2025-26

Impact Report

for Washington Healthcare Facilities

A Message to Our Hospital Partners

Scott Phillips, MD, FACP, FACMT, FAAC



As we close the 2025–26 fiscal year, the strong, longstanding partnerships we share with hospitals across Washington remain central to everything we do. **Together, we have built a quiet but powerful safety net for patients and clinical teams who face toxicology emergencies every day.**

Demand for that expertise is rising fast. **Cases involving our hospital partners have climbed 10% month over month** as patient volumes grow and the complexity of those cases continues to increase. Healthcare teams are encountering more high-stakes, nuanced situations and need reliable toxicology guidance in the moment.

Washington Poison Center remains that constant. Our 24/7 clinical toxicology support helps your staff make timely, evidence-based decisions that can enable earlier discharges, shorten lengths of stay, and

spare patients unnecessary treatments. In a healthcare environment strained by rising costs and growing demand for emergency and specialty care, that kind of precision is essential.

Your partnership and financial support make this possible, allowing us to stay fully available, fully staffed, and fully focused on the patients and clinicians who rely on us.

Your continued investment will sustain and strengthen this essential service so patients across Washington receive the most efficient, expert care possible while costs remain contained. Thank you for your partnership.

Scott Phillips, MD, FACP, FACMT, FAAC
Chief Executive Officer

“The Poison Center consultants are always professional and knowledgeable and friendly. They are absolutely my go-to resource for ingestions! Their around the clock staffing is a huge relief for those of us who work nights in the emergency department.”

-Mark Lo, MD, MS; Seattle Children's

We are on your team.

Washington Poison Center consults with healthcare providers on suspected poisoning cases.

Our board-certified physicians and specially trained pharmacists and nurses are here to guide you in:

- Interpreting symptoms of toxicity
- Evaluating observation duration for patients
- Ordering and understanding tests
- Determining appropriate treatment
- Cost-effective utilization of antidotes
- Accessing clinical resources

This includes 24/7 physician-to-physician consultations with a medical toxicologist.

Our goal is to provide you with the best treatment recommendations that reduce providers' workload, limit liability, shorten hospital stays, and improve patient care.



TOTAL CALL VOLUME, FY25-26: 134,430

*Provider calls from cell phones or unlisted numbers are not classified as healthcare facility calls and so actual ratio is higher.

Washington Poison Center is an independent 501(c)(3) nonprofit, dedicated to preventing and reducing harm from poisoning through expertise, collaboration, and education. Our 24-hour helpline offers immediate, free, expert treatment guidance in cases of exposure to poisonous, hazardous, or toxic substances.

We are responding to your growing needs.

Hospitals across Washington face sustained increases in patient demand, with **emergency departments reporting 3% to 5% annual volume growth** alongside compounding capacity and staffing challenges.

Our own case volume has increased more than 11% over the past year, and our specialist team works around the clock to triage acute toxic exposures.

Additionally, we are also seeing an increase in the acuity of patients. For those who enter your doors, our board-certified toxicologists provide immediate,

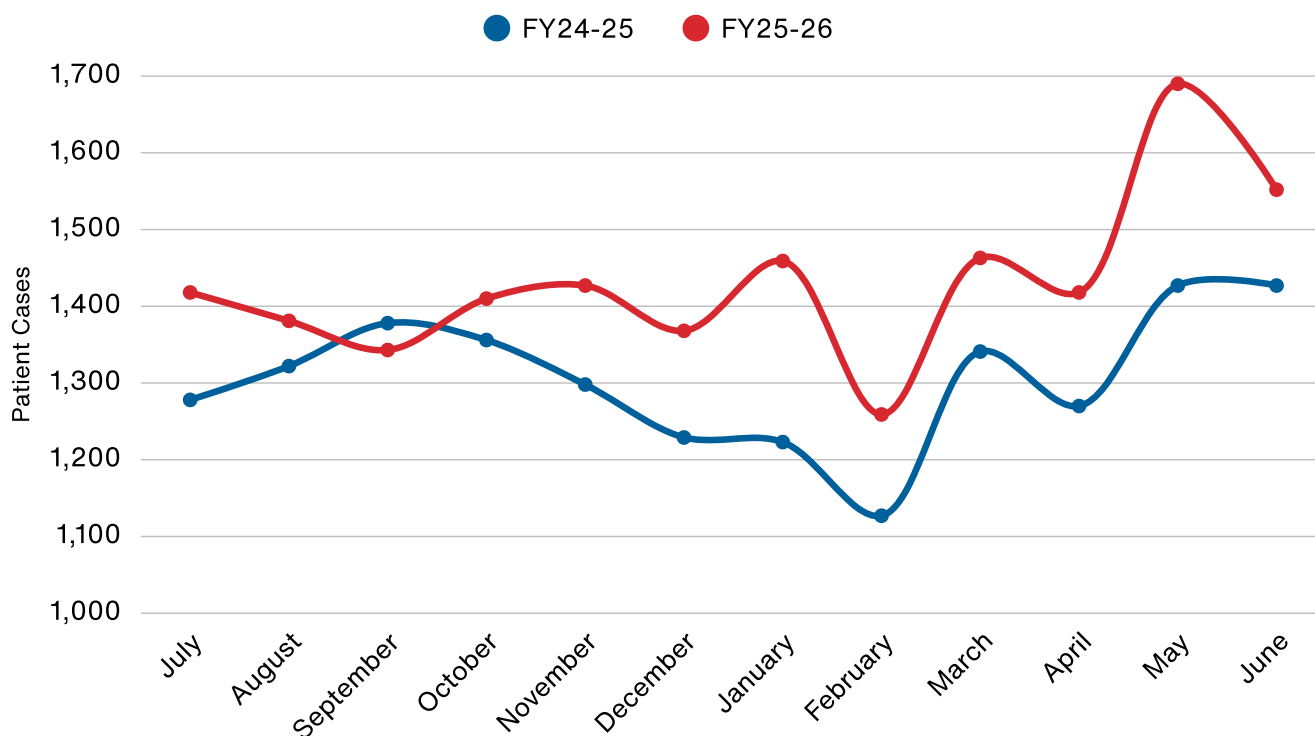
24/7 consultation to your emergency physicians, intensivists, and nursing teams.

As the healthcare system faces growing strain, Washington Poison Center serves as a vital clinical partner and operational buffer.

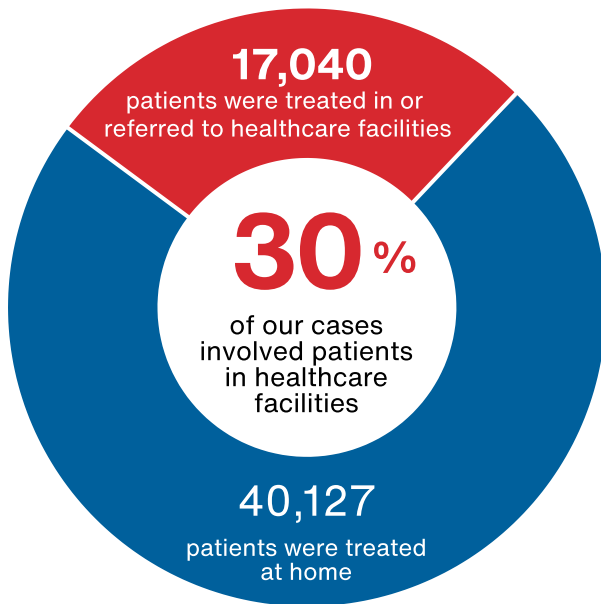
Through these uncertain times, we remain fully committed to supporting our hospital partners, **made possible by your critical financial participation.**

Our physician toxicologists are on call for you 24/7/365.

PATIENTS IN HEALTHCARE FACILITIES TREATED BY WAPC BY FISCAL YEAR

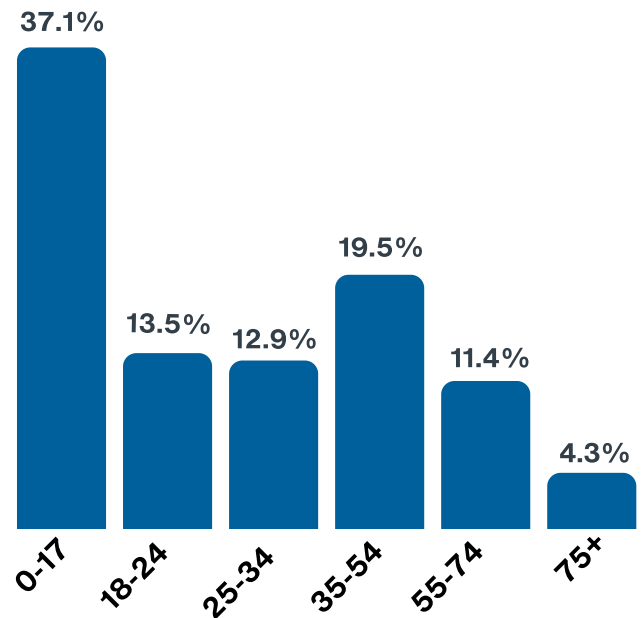


PATIENTS TREATED BY WAPC, FY 25-26*



*Excludes out-of-state patients and callers only requesting information

AGE OF PATIENTS IN HEALTHCARE FACILITIES TREATED BY WAPC, FY25-26



We followed admitted patients for a total of 8,884 overnight stays.

We monitor and highlight important trends.

Our real-time surveillance data enables us to detect emerging substance trends—such as novel synthetic opioids—and environmental threats, equipping hospital leadership to proactively allocate critical medical resources.

Two trends stood out in our data this year, also reflected in nationwide patterns:

1 Kratom has become more popular in Washington State, resulting in more related hospital visits. Kratom and 7-hydroxymitragynine (7-OH) exposures among adults increased 116% from FY 24-25 to FY 25-26.

We have also had multiple cases involving young children that required naloxone.

2 Diphenhydramine overdose cases increased among adolescents ages 13-19. Compared to FY 24-25, monthly exposures in this age group rose by 72%, from an average of 29 per month to 49 per month. While self-harm attempts made up about 70% of these cases, intentional abuse cases almost doubled. Over 90% of these cases were managed in a healthcare facility. We attribute much of this trend to social media challenges.



Case study

Bupropion ingestion: avoiding incorrect brain death determination

A 26-year-old man was admitted to the intensive care unit after a large intentional bupropion overdose. EMS intubated him in the field, and he experienced a brief cardiac arrest. On arrival, he showed no neurological activity and had no brainstem reflexes.

The ICU team consulted Washington Poison Center to discuss expected outcomes. Our toxicologists explained that large bupropion overdoses can mimic brain death on both physical examination and EEG.

We advised against pursuing brain death testing until it was clear that chemical intoxication was no longer clouding the clinical picture.

Washington Poison Center's guidance helped the ICU team accurately assess the patient's condition, communicate clearly with the family, and avoid premature withdrawal of care for a patient who ultimately fully recovered.

Our physician toxicologists consulted on 10% of all healthcare facility cases across Washington.

PATIENT DISPOSITION, FY 25-26

Excludes referred patients who failed to present to a healthcare facility.

12,064 Treated / evaluated / released

1,723 Admitted to noncritical care unit

1,280 Admitted to critical care unit

468 Patient lost to follow-up/ left AMA

217 Admitted to psychiatric facility

We equip care teams.

As toxicology evolves, **Washington Poison Center trains hospital teams to stay sharp and ready.** Our statewide education programs prepare physicians, nurses, pharmacists, residents, fellows, EMTs, and paramedics to recognize, assess, and manage poisonings with confidence.

Training spans foundational toxicology, complex cases, emerging substances, and shifting public health trends—sharpening clinical decision-making and elevating patient care. **Last year, we educated 5,303 healthcare professionals.**

We also educate communities across the state on when to contact the Poison Center. This drives appropriate triage and keeps emergency department resources available for patients who need higher levels of care.



wapc.org



Connect with us.

Request a visit from our CEO, Dr. Scott Phillips, to your healthcare facility.

Dr. Phillips visits hospitals across Washington to share strengthen collaboration and help emergency teams maximize Washington Poison Center's resources.

Schedule clinical education. Our clinical leadership can provide training sessions to your hospital on a variety of subjects, such as:

Classic toxicology topics:

- Approach to poisoning
- Acetaminophen
- Toxic alcohols
- Toxin-induced shock
- Envenomation
- Salicylates

Latest developments:

- ECMO for poisoning
- Updated antidote dosing/use
- Emerging trends, e.g., kratom

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