



**TITLE:** Poison Information Provider (PIP)

**DEPARTMENT:** WAPC Command Center

**REPORTS TO:** Clinical Managing Director

**SALARY:** TBD

**JOB PURPOSE:**

Committed to providing overall toxicological emergency call room support at the Washington Poison Center (WAPC) by delivering and advancing high-quality consultative services available 24/7/365 for Washington State. Under the direction of the WAPC administration team, ensures the WAPC is a fully accredited poison center operating in compliance with nationally recognized AAPCC standards. Respond to inquiries from the general public. Function as a Poison Center team member to provide initial phone response, phone triage of healthcare facility calls, case assessment, and case management of information and home calls with support, supervision, and direction from the exam-eligible or certified Poison Information Specialist (CSPIs).

**JOB RESPONSIBILITIES:**

- 1) Provide initial response for poison exposure calls by obtaining complete case histories, and respond to information calls by determining the basis for inquiry.
- 2) Provide assessment and possible management of case exposures with onsite supervision of a primary Poison Center staff member through consultation or referral, within the guidelines provided in the Center's policy and procedures.
- 3) Identify exposure and information cases which need to be triaged to a higher level of care or expertise.
  - a) All Health Care Professional calls of a technical or serious nature
  - b) Teratogenicity calls
  - c) Occupational calls, if chronic situation or complicated
  - d) Drug Information and Drug Exposure calls:
    - i) Multiple Drug Exposures
    - ii) Drug Interactions
    - iii) Drug Dosing
    - iv) Drug Lactation
    - v) Adverse Drug Reaction Assessment
  - e) Calls pertaining to unfamiliar substances
- 4) Act consistently with all center policy, procedures and case management guidelines.
- 5) Maintain accurate and complete patient records and data collection information according to AAPCC standards.
- 6) Contribute to research studies including study contracts, Government agency contracts, and other Poison Center projects as assigned by Clinical Managing Director or Operations Manager.
- 7) Assure professional/personal growth through active involvement in center education and staff development offerings i.e. case conference, in-services, etc.
- 8) Recognize the need to request a second opinion regarding case management from a CSPI or the on-call toxicologist and the need to escalate the management of the case to a staff member with more experience and expertise.

- 9) Participate in emergency preparedness functions of the poison center including but not limited to participation in full-scale exercises, ability to be reached via phone/email in a timely manner, and assist in the response activities of the poison center during public health emergencies.
- 10) Demonstrates appropriate time management skills to complete job responsibilities including completion of case documentation within scheduled work hours.
- 11) Ensure patient's safety and privacy; maintain confidentiality of medical records in accordance with HIPAA standards.

**JOB REQUIREMENTS:**

- B.S. Degree preferred, or equivalent
- Two years of experience in science or health related fields preferred or health related credentials (neither pharmacists nor nurses)
- Excellent phone and communications skills
- Demonstrate proficient use of technology and computers and ability to troubleshoot basic technology problems
- Ability to easily “ask for help” from other staff
- Superb “people skills”; easily works as a team member
- Ability to learn quickly
- Fluent in use and understanding of basic medical terminology
- Successful completion of the Poison Center Math Exam within three months of hire date
- Ability to modify care to the age and development status of the infant, toddler, school-age child, adolescent, adult geriatric or disabled patient, according to the age/development focus of the Poison Center department
- Ability to work in a self-managed, self-directed capacity with minimal supervision
- Attendance and participation in all staff meetings throughout the year.
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**PHYSICAL REQUIREMENTS:**

- Ability to work in office setting with multiple types of electronic equipment
- Ability to type legibly and accurately utilizing a computer keyboard and mouse to complete case records, and to access computerized reference sources
- Operate phone, speak English fluently and clearly and hear effectively on phone
- Ability to read reference materials and computer display monitors
- Ability to reach and grasp reference books at various heights
- Ability to sit for shifts that can extend to ten or twelve hours (including mandated breaks)
- Ability to multi-task, maintain focus, professionalism, and composure in a distracting work environment