
TITLE: Specialist in Poison Information

DEPARTMENT: Call Center

REPORTS TO: Associate Medical Director

JOB PURPOSE:

Respond to inquiries from the general public and health care professionals. Committed to providing overall toxicological emergency call room support by delivering and advancing high-quality consultative services 24/7/365 for Washington State. Conduct patient assessments utilizing knowledge of toxicology to evaluate, assess, and offer treatment. Participate in the development of continuing education programs, new staff orientation training modules, quality assurance processes, policies and procedures, education and participate in scientific research. Under the direction of the WAPC administration team, ensures the WAPC is a fully accredited poison center operating in compliance with nationally recognized America's Poison Centers' standards.

JOB RESPONSIBILITIES:

- 1) Respond to poison exposure and informational calls utilizing considerable independent judgment to interpret and adapt guidelines provided in the center's policies and procedures to determine appropriate course of action.
- 2) Research electronic and hard copy medical literature as needed to ensure optimal case management.
- 3) Document history of toxic exposures and evaluate potential risks related to pharmaceuticals, chemicals substances, and natural toxins and provide treatment recommendations.
- 4) Under Medical Direction team's guidance, help develop and conduct ongoing quality assurance studies, and utilize data to create guideline changes and to identify staff training needs.
- 5) Act consistently with all center policy, procedures and case management guidelines.
- 6) Maintain accurate and complete patient records and data collection information according to NPDS standards.
- 7) Contribute to research studies including study contracts, Government agency contracts, and other Poison Center projects as assigned by Associate Medical Director.
- 8) Assure professional/personal growth through active involvement in center education and staff development offerings i.e. case conference, in-services, etc.
- 9) Recognize the need to request a second opinion regarding case management from another 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.
- 10) Assist in training of new staff members; promoting growth, while ensuring positive therapeutic outcomes.
- 11) Provide poison information and assist with proper utilization of community social and health care resources.
- 12) Share clinical expertise with health care team in regards to poison management. Active participation in WAPC workgroups and other special activities as requested by the Associate Medical Director.
- 13) 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.
- 14) Actively participates in continuous quality improvement of the Poison Center's cases through coding and documentation review as assigned by the Quality Management workgroup.

- 15) Actively participates in study contracts and grants at the Poison Center as assigned by the Associate Medical Director.
- 16) Demonstrates appropriate time management skills to complete job responsibilities including completion of case documentation within scheduled work hours.
- 17) Ensure patient's safety and privacy; maintain confidentiality of medical records in accordance with HIPAA standards.

JOB REQUIREMENTS:

- Candidates must be registered nurses, pharmacists, physicians
- Two years of nursing, pharmacy, or medical experience in an intensive care or emergency setting preferred
- Knowledge of human growth and development 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
- Demonstrate proficient use of technology and computers and ability to troubleshoot basic technology problems
- Excellent verbal and written communication, decision making skills, customer service, and collaboration skills
- Ability to maintain good public relations
- Good organizational skills and attention to detail
- Evidence of personal and professional growth through continuing education
- Successful completion of the Poison Center Math Exam within three months of hire date
- Successful completion of America's Poison Centers' SPI Certification Exam within 3 full years of qualifying to take the exam
- Ability to work in a self-managed, self-directed capacity with minimal supervision
- Attendance and participation in all staff meetings throughout the year
- Ability to read reference materials and computer display monitors
- Ability to operate phone, speak English fluently and clearly and hear effectively with a headset
- Ability to multi-task, maintain focus, professionalism, and composure in a distracting work environment
- Ability to type legibly and accurately utilizing a computer keyboard and mouse to complete case records or access computerized reference sources
- Ability to work remotely if required and/or flexible work schedules

PHYSICAL REQUIREMENTS:

- Ability to work in office setting with multiple types of electronic equipment
- 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)