

TITLE: Pharmacy poison information intern

DEPARTMENT: Call Center

REPORTS TO: Clinical Manager

SALARY: \$25 per hour

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. Provide initial response for all public health calls outside of normal business hours for agencies participating in the Washington State Foundational Public Health Services' After Hours Project. Under the direct supervision of a Certified Specialist in Poison Information (CSPI) or DABAT, function as a WAPC team member, responding to inquiries regarding poison exposures or related information. Perform on-the-job training activities tailored to the current year in school, with opportunities to expand clinical, communication, and leadership capabilities in preparation for a future pharmacist/SPI role.

JOB RESPONSIBILITIES:

- 1) Independently respond to Public Health After Hours inquiries from the general public and health care professionals.
- 2) Under supervision of a CSPI or DABAT, assist in the response to poison exposure and information engagements:
 - a) Provide poison information and assist with proper utilization of community/social/healthcare resources.
 - b) Independently conduct patient interviews to collect required and relevant exposure details.
 - c) Conduct patient assessments utilizing knowledge of pharmacology, toxicology, mathematics, basic sciences (including chemistry, biology, and physics), and pharmacokinetic/pharmacodynamic variations in drug absorption, distribution, metabolism, and elimination.
 - d) Determine and recommend appropriate and safe course of action.
 - e) Share toxicology expertise with healthcare professionals regarding management of the poisoned patient.
- 3) Complexity of case management responsibilities depend on experience, and increases with rank. The student employee must identify and triage exposure and information cases, and transfer the following to a higher level of expertise (SPI):
 - a) Student PII 1
 - i) All exposure cases not yet covered in discussion or case review
 - b) Student PII 2

- i) All exposures requiring care in a healthcare facility
 - ii) All calls from emergency medical services (EMS)
 - iii) Teratogenicity cases
 - iv) Cases with features listed for ranks 3 and 4 below
- c) Student PII 3
 - i) Exposures involving critical care interventions in a healthcare facility
 - ii) Calls from emergency medical services (EMS) requiring care in a healthcare facility
 - iii) Occupational cases if chronic or complex exposure, or moderate/major clinical effects
 - iv) Cases with features listed for rank 4 below
- d) Student PII 4
 - i) Exposures requiring Medical Toxicologist consultation for any reason
 - ii) Exposures with persisting major clinical effects despite critical care interventions
 - iii) Cases with unfamiliar substances
- 4) Act consistently with all center policy, procedures and case management guidelines.
- 5) Model and deliver a positive and professional service experience, while facilitating patient care best-practices.
- 6) Recognize the need to consult a CSPI, Medical Toxicologist, or Medical Director for assistance with case management.
- 7) Maintain accurate and complete toxiCALL[®] case records for each engagement:
 - a) Document cases according to WAPC Documentation policy.
 - b) Code case data according to current APC and NPDS standards.
- 8) Research electronic and hard copy medical literature and/or product information as needed to ensure optimal case management.
- 9) Contribute to research studies including study contracts, Government agency contracts, and other Poison Center projects as assigned by Call Center Supervisor, Clinical Manager, Managing Director or Medical Director.
- 10) Participate in required case Quality Improvement/Quality Assurance, including coding and documentation review.
- 11) 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.
- 12) Demonstrate appropriate time management skills to complete job responsibilities including completion of case documentation within scheduled work hours.
- 13) Perform on-the-job training activities tailored to the current year in school, and assure professional/personal growth through active involvement in center education and staff development offerings i.e. case conference, in-services, etc.
- 14) Ensure patient's safety and privacy; maintain confidentiality of medical records in accordance with HIPAA standards.

JOB REQUIREMENTS:

- Currently enrolled student in good standing in an accredited Doctor of Pharmacy Program in Washington State. Must submit current class schedule.
- Active Pharmacist Intern, and Poison Information Specialist licensure in Washington State.
- Excellent interpersonal, teamwork, verbal and written communications skills
- Good organizational skills with attention to detail
- Demonstrate proficient use of technology and computers: typing, word processing, conducting literature and/or Internet searches, ability to learn toxiCALL[®] software, and ability to troubleshoot basic technology problems
- Ability to proactively seek guidance and assistance from, and collaborate effectively with WAPC call center, administrative, and public educator staff.
- Ability to learn quickly, eager to acquire new knowledge and skills. Ongoing dedication to personal and professional growth and development
- Familiarity with basic medical terminology
- Ability to modify care to the age and development status of the infant, toddler, school-age child, adolescent, adult, geriatric, or disabled patient
- Successful completion of the WAPC Math Exam within three months of hire date
- Attendance and participation in all staff meetings throughout the year.
- Must work a minimum of 12 hours per week, if offered

PHYSICAL REQUIREMENTS:

- Ability to work in an indoor office setting with multiple types of electronic equipment
- Ability to type legibly and accurately utilizing a computer keyboard and mouse to complete engagements, case records, and to access computerized reference sources
- Ability to understand and speak English fluently and clearly, and hear effectively on a computer headset
- 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 work remotely if required, and/or work flexible work schedules that may include day, evening, and weekend hours
- Ability to multi-task, maintain focus, acumen, skill, and composure in a distracting work environment

