NC Poison Control is the poison control center serving all of North Carolina. The center operates 24 hours a day, 7 days a week and can be reached without charge by calling 1-800-222-1222 or by chatting at www.NC PoisonControl.org. The center handled 80,932 cases in 2021.

Calls and chats are answered by nurses and pharmacists. Board-certified toxicologists are available to assist the staff when needed. In many cases, contacting NC Poison Control first can save a costly Emergency Department visit. NC Poison Control also assists other healthcare providers when they need help managing poisoned patients.

As you review the 2021 annual report, you can learn more about the common poisons people contacted NC Poison Control about, the age groups affected by poison exposures, and how the center is working to prevent poisonings.

NC Poison Control--here when North Carolinians need us.
Calls or chats came from another healthcare provider

Cases managed at home (or at the site of the call or chat)

Pain relievers were the #1 substance prompting people to contact NC Poison Control.

45% of people who needed help from NC Poison Control were adults.
REASON FOR EXPOSURE

- Unintentional: 74.08%
- Intentional: 16.97%
- Adverse Reaction: 6.58%
- Other: 2.37%

RELATION TO PATIENT

- Parent: 37.49%
- Self: 22.67%
- RN/MD/RPh: 21.78%
- Someone else: 18.07%
### MANAGEMENT SITE

- **Onsite (non-healthcare facility)**: 27.54%
- **Managed at healthcare facility**: 70.80%
- **Refused referral**: 0.57%
- **Other/Unknown**: 1.10%

### TYPES OF CASES

- **Human exposures**: 87.82%
- **Drug ID/information**: 4.58%
- **Animal exposures**: 3.67%
- **Poison information**: 1.26%
- **Confirmed non-exposure**: 0.23%
- **Other**: 2.44%
2021 Case Volume by County

ALAMANCE 1,178
ALEXANDER 184
ALLEGHANY 61
ANSON 216
ASHE 214
avery 179
BEAUFORT 257
Bertie 70
Bladen 139
Brunswick 700
BUNCOMBE 2,164
Burke 638
Cabarrus 2,013
Caldwell 625
Cambden 12
Carteret 498
Caswell 59
CATAWBA 1,772
CHATHAM 294
CHEROKEE 188
Cleveland 1,054
COLUMBUS 293
CRAVEN 777
CUMBERLAND 2,428
CARRITUCK 59
Catawba 1,772
CHATHAM 294
CHEROKEE 188
CLAY 38
CLEVELAND 1,054
COLUMBUS 293
CRAVEN 777
CUMBERLAND 2,428
CARRITUCK 59
Cave 90
CUMBERLAND 2,428
CARRITUCK 59
C.viewport
GRANVILLE 304
GREENE 59
GUilFORD 3,844
HARNEtT 823
HAYWOOD 484
HENDERSON 756
HERTFORD 66
Hoke 378
Hyde 33
IREDELL 1,250
Jackson 272
JOHNSON 1,091
JONES 50
LEE 556
LENOIR 338
Lincoln 726
MACON 243
MADISON 130
MARTIN 95
MCDOwELL 320
MECKLENBURY 10,701
MITCHELL 144
MONTGOMERY 202
MOORE 684
NASH 502
New Hanover 1,576
Northampton 44
Onslow 1,963
Orange 1,636
Pamlico 49
Pasquotank 302
Pender 296
Peroquins 33
Person 242
Pitt 919
Polk 128
Randolph 888
Richmond 471
Robeson 651
Rockingham 662
Rowan 847
Rutherford 471
Sampson 323
Scotland 252
Stanly 555
Stokes 206
Surry 571
Swain 157
Transylvania 206
Tyrrell 12
Union 1,534
Vance 263
Wake 7,459
Warren 60
Washington 50
Watauga 354
Wayne 655
Wilkes 481
Wilson 430
Yancey 116
Unknown 4
**PATIENT AGE**

- < 6 years: 12.57%
- 6-12 years: 32.32%
- 13-19 years: 8.82%
- 20-59 years: 6.16%
- > 60 years: 1.53%
- unknown age: 38.60%

**EXPOSURE ROUTE***

- Ingestion: 80.57%
- Inhalation/Nasal: 6.16%
- Ocular: 6.08%
- Dermal: 3.68%
- Bite/Sting: 1.99%
- Other/Unknown: 6.00%

*Routes are greater than 100% because people are sometimes exposed by more than one route.
PERCENTAGE OF CASES FOLLOWED

- followed
- not followed

32.15% followed
67.85% not followed

CASE VOLUME BY YEAR
TOP MEDICATIONS PEOPLE CONTACTED NC POISON CONTROL ABOUT

- Pain Relievers: 11,263 cases
- Cardiovascular Drugs: 5,285 cases
- Antidepressants: 5,188 cases
- Antihistamines: 4,583 cases
TOP ITEMS AROUND THE HOUSE PEOPLE CONTACTED NC POISON CONTROL ABOUT

- **Cleaning Substances**: 6,308 cases
- **Cosmetics/Personal Care Products**: 4,600 cases
- **Pesticides**: 3,480 cases
- **Foreign Bodies/Toys/Miscellaneous**: 2,873 cases
CHATS TAKEN
1,079

webPOISONCONTROL® CASES TAKEN
6,101
# Top Education Items Distributed

<table>
<thead>
<tr>
<th>Item</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poison Help Magnet</td>
<td>3,094</td>
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<tr>
<td>Mini Magnet</td>
<td>2,027</td>
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<tr>
<td>Program the Number Sticker</td>
<td>1,525</td>
</tr>
<tr>
<td>Plant Brochure</td>
<td>1,238</td>
</tr>
<tr>
<td>Spanish Magnet</td>
<td>1,005</td>
</tr>
<tr>
<td>Safety Brochure</td>
<td>841</td>
</tr>
</tbody>
</table>
“Thank you, Denise, for the information yesterday and the call back today.”
--mom who called when her 22 month-old child bit into medicine used to treat depression

“I was really scared, and Danielle was so nice.”
--26 year old who called when she mixed prescription drugs with over-the-counter drugs

“Thank you, Alison. You did what you said you would do and called ahead (to the hospital) and made this process smooth.”
--72 year old who was bitten by a copperhead

“I’m not sure of the lady’s name who helped me. I just want to say thank you.”
--34 year old who called when he accidentally rubbed his face with a cloth containing battery acid
Need to get in touch with NC Poison Control?

Now there are 3 ways:

**Phone:** 1-800-222-1222  
**Chat:** www.NCPoisonControl.org  
**Online triage:** webPOISONCONTROL.org®

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