By the Numbers

150,389 cases handled

1 out of 4 calls and chats came from a healthcare provider

206* calls and chats taken per day

67% of cases were managed at home (or at the call site)

42% of people who needed help from poison control were adults.

1 out of 4 calls and chats came from a healthcare provider

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

*Average day
**Over-the-counter and prescription
Reason for Exposure

- Unintentional: 76.04%
- Intentional: 18.76%
- Adverse Reaction: 2.7%
- Other: 2.51%

Case Types

- Human Exposures: 87.74%
- Drug ID/Information: 5.84%
- Animal Exposures: 3.07%
- Poison Information: 1.04%
- Other: 2.06%
- Confirmed Non-Exposures: 0.24%

Patient Age

- < 6 years: 41.47%
- 6-12 years: 6.5%
- 13-19 years: 8.09%
- 20-59 years: 31.4%
- > 60 years: 10.69%
- Unknown Age: 1.85%
Case Volume by County

- < 500 cases
- 500 - 1,500 cases
- 1,501 - 5,000 cases
- > 5,000 cases

243 calls from an unknown county
Site of Call/Chat

- Home: 62.51%
- Healthcare Facility: 25.77%
- Workplace: 1.19%
- School: 0.33%
- Other: 10.06%
- Unknown/Not Specified: 0.15%

Online Interactions

13,052 cases taken
2,158 chats taken

Management Site

Where was the care provided?

- Onsite (Non-Healthcare Facility): 67.29%
- Managed at Healthcare Facility: 30.98%
- Refused Referral to Healthcare Facility: 1.02%
- Other: 0.27%
- Unknown: 0.45%

Top 10 Substances People Contacted NC Poison Control About

1. Analgesics (over-the-counter and prescription pain relievers): 22,226 cases taken
2. Household cleaning products: 11,307 cases taken
3. Sedatives/hypnotics/antipsychotics (including anxiety medications and sleep aids): 10,503 cases taken
4. Cardiovascular drugs (heart and blood pressure medications): 10,053 cases taken
5. Antidepressants: 9,798 cases taken
6. Cosmetics/personal care products: 9,201 cases taken
7. Antihistamines: 8,776 cases taken
8. Pesticides: 7,314 cases taken
9. Foreign objects (including silica gel packs, glow sticks, toys, batteries and coins): 5,638 cases taken
10. Alcohols: 5,025 cases taken
North Carolina Poison Control (NCPC) is the poison control center serving all of North Carolina. The center is staffed by nurses, pharmacists and toxicologists who are expertly trained in handling poisonings. You can reach NCPC by calling 1-800-222-1222. Take a moment now to program the number into your phone.

NCPC helps people of all ages. Often poison control is thought of as a service primarily helping parents with young children. However, about the same percentage of adults contact us for help as do parents of young children.

NCPC also assists healthcare providers by giving treatment recommendations for their poisoned patients. One-fourth of our calls come from healthcare facilities across the state.

NCPC provides all of this assistance to the public and to healthcare providers for free. NCPC answered over 200 calls and chats per day in 2018-2019, and we are ready to help by phone at 1-800-222-1222, chat at NC PoisonControl.org or online at webPOISONCONTROL.org.


CALL
1-800-222-1222

CHAT
NC PoisonControl.org

ONLINE
webPOISONCONTROL.org