

2021 REPORT

Serving Oregon, Alaska & Guam



**OREGON
POISON
CENTER**



In 2021, the Oregon Poison Center managed 49,040 cases from residents, healthcare providers and others throughout our region. Of these, 44,333 calls were about people coming into contact with dangerous or potentially dangerous substances (“exposures”). In 2021, 75% of calls came from people in Oregon, 13% of calls came from people in Alaska, and <1% came from people in Guam and nearby islands. The remaining calls managed by the Oregon Poison Center came from callers outside of our service area. In 2021, people in Multnomah, Washington and Lane Counties (Oregon) called the poison center the most.

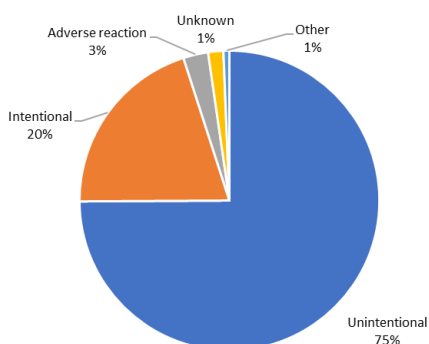
Who called the poison center in 2021?

In 2021, 56% of calls to the Oregon Poison Center were about exposures or possible exposures in children and teens under the age of 19. The remaining 44% of calls were about adults.

| Age | Percent of total calls |
|-----------------------------------|------------------------|
| Children <1 to 19 years | 56% |
| Child <= 5 years | 41% |
| Child 6-12 years | 6% |
| Teen 13-19 years | 9% |
| Unknown age-child | <1% |
| Adults >=20 years | 44% |
| Unknown Age | <1% |

| Rank | County | State | Call volume |
|------|-------------------|--------|-------------|
| 1 | Multnomah County | Oregon | 7,782 |
| 2 | Washington County | Oregon | 4,283 |
| 3 | Lane County | Oregon | 3,783 |
| 4 | Clackamas County | Oregon | 3,170 |
| 5 | Marion County | Oregon | 3,060 |
| 6 | Anchorage County | Alaska | 2,475 |
| 7 | Jackson County | Oregon | 2,147 |
| 8 | Deschutes County | Oregon | 1,684 |
| 9 | Linn County | Oregon | 1,273 |
| 10 | Douglas County | Oregon | 1,069 |

Most poison exposures are unintentional (75%) but 20% of calls in 2021 were intentional;



attributed to suspected suicide, misuse and abuse. Adverse reactions to drugs and food made up 3% of calls and other and unknown reasons made up 1% each.

In addition to managing toxic exposures, poison centers help callers with non-exposures. Our specialists answer questions about potential poisons, drugs and medicine, poison prevention and community resources. Almost 10% of calls to the poison center in 2021 were about non-exposure questions.

Common substances involved with calls to the poison center

| Top Exposure Categories by Age, 2021 | | | | | | | | |
|--------------------------------------|----------------------------------|----------------|---|----------------|-----------------------------------|----------------|-----------------------------------|----------------|
| Total/All Ages | | | Children <=5 | | Children/Teens 6-19 | | Adults Age >=20 | |
| Rank | Substance | Exposure Count | Substance | Exposure Count | Substance | Exposure Count | Substance | Exposure Count |
| 1 | Analgesics | 6,366 | Cosmetics/personal care products | 2,082 | Analgesics | 1,556 | Analgesics | 3,287 |
| 2 | Cleaning substances (household) | 3,664 | Cleaning substances (household) | 1,824 | Antidepressants | 993 | Antidepressants | 2,246 |
| 3 | Antidepressants | 3,482 | Analgesics | 1,511 | Antihistamines | 550 | Cardiovascular drugs | 2,012 |
| 4 | Cosmetics/personal care products | 3,124 | Dietary supplements/herbals/homeopathic | 1,373 | Stimulants and street drugs | 399 | Sedative/hypnotics/antipsychotics | 1,921 |
| 5 | Cardiovascular drugs | 2,655 | Foreign bodies/toys/miscellaneous | 1,355 | Sedative/hypnotics/antipsychotics | 338 | Alcohols | 1,611 |

Poison Center Interpretation Service



Language Line® By the Numbers

| | |
|-----|---|
| 132 | Total calls |
| 118 | Spanish calls |
| 5 | Russian calls |
| 3 | Vietnamese calls |
| 2 | Tagalog calls |
| 1 | Chuukese call Mandarin call Punjabi call Thai call |

Professional interpreter services are strongly linked to improved medical outcomes with fewer medical errors and greater patient satisfaction. Poison control centers throughout the U.S. currently utilize Language Line® Over-The-Phone Interpretation Service to communicate with non-English speaking callers. Language Line® data provided by the U.S. Health Resources & Services Administration for the Oregon Poison Center indicated 132 calls during the 12 month period from Feb 2021 to Jan 2022. Calls by month ranged from 4 (Nov) to 20 (Apr). One hundred eighteen calls, or 89%, were conducted in Spanish. The remaining calls were conducted in Russian (5), Vietnamese (3), Tagalog (2), Chuukese (1), Mandarin (1), Punjabi (1) and Thai (1).

Poison Centers Save Money

Oregon Poison Center staff are skilled at treating poisonings over the phone and keeping people out of hospitals who do not need to be there. This reduces the burden on the healthcare system and results in costs savings for individuals and families.

In 2021, the Oregon Poison Center kept 89% of home callers at home and out of hospitals!

It is estimated that the Oregon Poison Center saved more than \$27 million in healthcare costs associated with emergency room visits in 2021.

POISON CENTERS SAVE



TIME
When seconds count, calling a poison center is faster and more accurate than a confusing internet search.



WORRY
Calls are answered by nurses, pharmacists, and doctors. We can help in more than 150 languages. Doctors and hospitals turn to us for help every day.



LIVES
Whether it's a question or an emergency, we are here with life-saving information when you need it most.



MONEY
Your call is free. More than 70% of people who call us get the help they need right where they are—saving the cost of a trip to a doctor or hospital.*

*National Data

PREPARE. PREVENT. PROTECT.



