

MEMO

TO: Regional Health Authorities, Pharmacists, Physicians and Other Primary Care Providers

FROM: Population Health Branch, Department of Health and Community Services

DATE: June 16, 2022

SUBJECT: Change in poison related calls to 1-844-POISON X

The provincial management of poison related calls from the public is now provided through the **Atlantic Canada Poison Centre**, formerly called IWK Regional Poison Centre. It is one of five Canadian Poison Centers. The transition of poison related phone calls from 811 HealthLine to IWK began on April 1, 2022.

In addition to the change in service provider, there is also a new national poison toll free number and data surveillance/alert system, **1-844-POISON X**, which is progressively being implemented across the country. Newfoundland & Labrador was the first province to implement.

By calling **1-844-POISON X (1-844-764-7669)**, the general public in Newfoundland and Labrador now has 24/7 access to a specialist in poison information, toxicologists, botanists and laboratory technologists; assessment, triage, management and follow-up of poison exposures; decision support regarding transfer to a health care facility and ongoing management; and inclusion in a Canadian Surveillance System for Poison Information.

Prior to April 1, 2022, calls regarding potential poisoning incidents were directed to the Newfoundland and Labrador HealthLine (811). Health care providers consulted with IWK toxicology specialists for complex poisoning cases. Having direct access to the Atlantic Poison Centre will result in a streamlining of health care services.