



CALIFORNIA
POISON ACTION LINE
1-800-222-1222

Poison Center Fact Summary

The California Poison Control System (CPCS) and its Poison Action Line provide treatment advice and referral assistance to the public and health professionals through a toll-free number 24 hours a day, 7 days a week, 365 days a year. The CPCS is also the leading source for poison information, prevention and education in California providing educational materials, consultation services and programs for all age groups.

Quick Facts

- Since its start in 1997, the California Poison Control System has responded to over 2 million callers.
- 51% of all exposures involved children 5 years and younger.
- 94% of exposures occurred in the home.
- 78% were effectively treated at home.
- Substances most commonly involved in exposures to children under age 5:
 - acetaminophen and ibuprofen
 - cosmetics and personal care products
 - household cleaners
 - plants

What consumers tell us

A survey of 428 parents across California with children under the age of 5 revealed:

- 48% of parents across all socio-demographic groups reported at least 1 poison exposure in the last year.
- 51% of all respondents had heard of the poison center.
- Only 48.1% of low-income parents had heard of the poison center.
- 59.9% of higher-income mothers had heard of the poison center.

Breakdown of awareness for low-income groups:

- 53.3% of African American parents had heard of the poison center.
- 46.0% of Hispanic bilingual parents had heard of the poison center.
- 45.5% of Hispanic monolingual parents had heard of the poison center.

How did parents hear about us?

The majority of parents had learned about the poison center through their pediatrician.

What is the most important characteristic of a poison center?

All parents agreed that the most important feature was knowing that staff are trained experts in managing poison exposure.

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SYSTEM

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