

POISON INFORMATION SPECIALIST (HMH)

General Statement of Duties and Responsibilities

This class of positions encompasses difficult professional and supervisory duties of various complexities in the provision of information about the diagnosis and treatment of poisoning to the public, physicians and other health care providers; supervises and reviews the content of information provided by poison information specialists. There are four Assignment Levels within this class of positions. All personnel perform related work. The following are typical assignments within this class of positions.

Assignment Level I

Under supervision of a Poison Information Specialist, board certified toxicologist, or physician, is responsible for providing information about the diagnosis and treatment of poisoning to the public, physicians, and other health care providers; performs related work.

Examples of Typical Tasks

Answers and creates a record of calls from health care providers, hospitals, and the public regarding the toxicity and treatment of poisoning. Provides first aid information, product information, and diagnostic and therapeutic recommendations to callers.

Enters all reports of poisoning into the Poison Control Center database in compliance with current New York State and American Association of Poison Center requirements.

Participates in Department programs which require actions to be taken after the traditional working hours of the Health Department. Informs superior of public health problems or issues which may need to be subsequently brought to the attention of Departmental directors.

POISON INFORMATION SPECIALIST (HMH) (continued)

Assignment Level I (continued)

Examples of Typical Tasks (continued)

Maintains a level of professional competency in toxicology/pharmacology to be able to consistently provide recommendations to callers that reflect the present standards of care.

Appropriately refers calls to the Center's on-call toxicology consultants, or on-call agency personnel when either the diagnosis or the patient's clinical condition requires a higher level of medical intervention.

Assignment Level II

Under general supervision, in accordance with established protocols, is responsible for providing information about the diagnosis and treatment of poisoning to the public, physicians, and other health care providers; supervises and reviews the content of information provided by Poison Information Specialists - Assignment Level I.

In addition to the tasks listed under Assignment Level I, performs the following duties:

Examples of Typical Tasks

Assesses the severity of poisoning exposures and the degree and extent of toxicity based upon established protocols and appropriate medical direction.

When necessary, refers consequential public health problems to agency directors.

Reviews calls from the previous shift to identify poisonings where follow-up calls are required to assure that appropriate diagnostic and therapeutic interventions have been accomplished. Provides appropriate follow-up care recommendations to physicians caring for severely poisoned patients.

POISON INFORMATION SPECIALIST (HMH) (continued)

Assignment Level III

Under general supervision, in accordance with established protocols, is responsible for providing information about the diagnosis and treatment of poisoning to the public, emergency medical services, and hospitals. Supervises all activities of a Regional Poison Control Center including operations, staffing and support. In addition to the tasks listed under Assignment Levels I and II, performs tasks such as the following:

Examples of Typical Tasks

As shift supervisor, supervises all activities of a Regional Poison Control Center, including operations and staffing allocations.

Supervises other Poison Information Specialists in the answering of all calls from health care providers, hospitals, and the public regarding the toxicity and treatment of poisoning or intoxication.

Supervises Poison Information Specialists in the entering of all reports of poisoning into the Poison Center data base in compliance with current New York State and American Association of Poison Centers requirements.

When necessary, acts as the agency's liaison for consequential public health problems.

Maintains a high level of professional competency in toxicology/pharmacology to be able to consistently provide recommendations to callers that reflect the present standards of care.

Provides instruction to Poison Information Specialists about the diagnosis and treatment of poisoning and about agency procedures.

Assists the director in the monitoring and evaluation of subordinate's work performance.

POISON INFORMATION SPECIALIST (HMH) (continued)

Assignment Level IV

Under general supervision, in accordance with established protocols, is responsible for providing information about the diagnosis and treatment of poisoning to the public, emergency medical services, and hospitals. Assists the director in the day-to-day operations of the Poison Control Center; is responsible for the staffing of the Poison Control Center.

Examples of Typical Tasks

In addition to the tasks listed under Assignment Levels I, II and III, performs the following duties:

In the absence of the director, the Poison Information Specialist (HMH), Assignment Level IV, is responsible for all activities at the Poison Control Center and is also responsible for scheduling all of the Poison Information Specialists and assuring that all subordinate Poison Information Specialists at Assignment Levels II and III are provided with the necessary training and oversight; collects and analyzes all of the monthly statistics on call volume per shift.

Supervises agency programs which require actions to be taken after the traditional working hours of the agency.

Performs quality assurance audits to guarantee that all Poison Information Specialists are maintaining a level of professional competency in toxicology and pharmacology to be able to consistently provide recommendations to callers that reflect the present standards of care. Assists Poison Information Specialists in their preparation for national certifying examinations.

Supervises the training of Poison Information Specialists in Assignments Levels I, II and III in the correct diagnosis and treatment of poisoning and agency policies and procedures. Assists the director in the review and evaluation of subordinates' work performance.

POISON INFORMATION SPECIALIST (HMH) (continued)

Qualification Requirements

1. Must possess one of the following valid New York State licenses or certification:
Registered Pharmacist; Registered Professional Nurse; Registered Physician's Assistant;
or, Certified Nurse Practitioner.

Note: The licenses and/or certification listed above must be maintained for the duration of employment.

Lines of Promotion

None: This title is classified in the Non-Competitive Class.