AAPCC member poison centers maintain a 24-hour Poison Help hotline. It is continuously staffed by pharmacists, physicians, nurses and poison information providers who are toxicology specialists. The Poison Help hotline provides immediate access to poison exposure management instructions and information on potential poisons.

More than 70% of poison exposure cases can be managed over the phone. The Poison Help hotline serves as a key medical information resource and helps reduce costly emergency room visits.

AAPCC member poison centers provide educational outreach through the 1-800-222-1222 phone line to prevent poison emergencies. The general public may use the number to ask questions about the proper handling and ventilation related to household products, bites and stings, plants, over-the-counter and prescription medications, drugs, alcohol, hydrocarbons, carbon monoxide and other types of potentially toxic fumes and gases.

AAPCC maintains the only poison information and surveillance database in the United States. It offers real-time monitoring of unusual poisoning patterns, chemical exposures and other potential public health hazards.

AAPCC provides a network of toxicology experts ready to speak on more than 20 subject area specialties, including chemical and biological weapons, "pharming" (the misuse of prescription drugs), carbon monoxide, and childhood poisoning. Media are invited to request expert interviews.