



888-426-4435. Where knowledge is your lifeline.®

What is the ASPCA Animal Poison Control Center?

For over 25 years, the ASPCA Animal Poison Control Center has been the premier animal poison control center in North America. The center, an allied agency of the University of Illinois, is the only facility of its kind staffed by 25 veterinarians including 9 board-certified veterinary toxicologists and 13 certified veterinary technicians. Located in Urbana, Illinois, the specially trained staff provides assistance to pet owners and specific analysis and treatment recommendations to veterinarians pertaining to toxic chemicals and dangerous plants, products or substances 24 hours a day, 7 days a week. In addition, the ASPCA Animal Poison Control Center provides extensive veterinary toxicology consulting on a wide array of subjects including legal cases, formulation issues, product liability, regulatory reporting and bio surveillance.

What makes the ASPCA APCC different from other poison control centers?

The professional veterinary staff of the ASPCA APCC are familiar with how different species respond to poisons and how to properly manage these poisonings. At their fingertips, they have a wide range of information specific to animal poisoning. They also have an extensive collection of individual cases- more than 850,000- involving pesticide, drug, plant, metal, and other exposures in food-producing and companion animals. This specialized information lets the experienced ASPCA APCC staff make specific diagnostic and treatment recommendations.

What is the cost of this service?

The charge is \$55 per case. The charge can be billed to the caller's VISA, MasterCard, Discover, or American Express, or on our 900 line (**900-443-0000**), the charge is billed directly to the caller's phone bill. The ASPCA APCC will do as many follow-up calls as necessary in critical cases, and at an owner's request, will consult with their veterinarian. There is not a charge when the call involves a corporate partner's product. Currently there are several animal health and agrochemical companies that subscribe to this service, known as the ASPCA Animal Product Safety Service.

What is the Animal Product Safety Service?

The ASPCA Animal Product Safety Service supports corporate product stewardship initiatives by providing an extensive animal product safety and adverse event reporting program. The APSS program provides its subscribers with a toll-free animal product safety number, which can be printed on product labels and literature. The APSS program also manages case records, compiles quarterly or monthly reports, and consults with the manufacturer's professional staff to improve product safety. Their reports are in full compliance with EPA and FDA reporting guidelines. Additional services are available to tailor an animal product safety program to meet each manufacturer's needs. In 2001, the ASPCA Animal Poison Control Center formed a partnership with Rocky Mountain Poison and Drug Center. This partnership allows pharmaceutical and chemical companies the ability to provide their customers with access to the foremost authorities in the treatment of poisonings and drug interactions in humans and animals without compromising the quality of service. A company can contract with Rocky Mountain Poison and Drug Center or the ASPCA Animal Poison Control Center and receive customized and confidential reports that cover all adverse reactions or effects that are the result of the EPA registered pesticides or FDA products.



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Are there any special services for veterinary clinics?

The ASPCA APCC offers the Veterinary Lifeline Partner program for veterinarians using our service. This program makes access to the ASPCA APCC during poison emergencies quicker, easier and more efficient by securely maintaining your clinic's address and credit card information to ensure efficient service in the event of an animal emergency. Your card will not be billed until you call and request our expert poison control services. Enrollment in the program is free, and offers participating members special benefits.

What should be done if an animal is poisoned?

Immediately call the ASPCA APCC (**888-426-4435**); a \$55 consultation fee may apply. Be ready to provide:

- Your name, address, and phone number
- Information concerning the exposure (the amount of agent, the time since exposure, etc.)
- The species, breed, age, sex, weight and number of animals involved.
- The agent your animal(s) has been exposed to, if known.
- The problems your animal(s) is experiencing.

When the 888 number is used, your credit card number will likely be required in addition to the above information. (If the agent is part of the Animal Product Safety Service, the consultation is at no cost to you.)

How can I receive additional information?

ASPCA Animal Poison Control Center
1717 South Philo Road, Suite #36
Urbana, IL 61802
napcc@aspca.org

1-217-337-5030 (phone)
1-217-344-3586 (fax)