

**COMMONWEALTH OF PENNSYLVANIA**  
**DEPARTMENT OF PUBLIC WELFARE**  
**BUREAU OF HUMAN SERVICES LICENSING**  
**Vocational Facilities** (55 Pa.Code Chapter 2390)

**Q/A - Regulatory Clarifications – January 2016**

*The clarifications and interpretations below will remain on the Department's web site until the information is included in the next updated Regulatory Compliance Guide (RCG).*

**Regulation: § 2390.59 – Emergency Telephone Numbers**

*§ 2390.59 - Telephone numbers of the nearest hospital, police department, fire department, ambulance and poison control center shall be posted by each telephone.*

**Question:** If a facility has 911 posted on or by each telephone, is this sufficient for the poison control center?

**ANSWER:** No; not all situations regarding poisons may require emergency services. Poison control centers offer free, confidential medical advice 24 hours a day, seven days a week. Poison control centers provide immediate, free and expert treatment advice and referral over the telephone in case of exposure to poisonous or toxic substances. They provide helpful information and may help to reduce unnecessary hospital visits. Therefore, the poison control center phone number must be posted by each telephone.