



**DCHHS**  
Dallas County Health and Human Services  
Healthy People Healthy Communities  
Health and Social Equity



**NORTH TEXAS  
POISON CENTER**

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**FOR IMMEDIATE RELEASE**

## **New Overdose Prevention Hotline Launches in Dallas County**

**Dallas, TX – October 11, 2024** – Dallas County Health and Human Services (DCHHS) and the staff of the North Texas Poison Center are pleased to announce the launch of a new Overdose Prevention Hotline. This hotline will serve as a centralized resource for individuals and healthcare providers in Dallas County seeking information about opioid treatment, harm reduction services, and linkage to care.

The hotline will be available beginning Monday, **October 14** and will operate from **7 a.m. to 11 p.m.** daily. Individuals can reach the hotline by calling **214-590-4000**. Services will be provided in both **English and Spanish**.

“We are committed to providing our community with the resources and support they need to address the opioid crisis,” said Philip Huang, MD, DCHHS Director. “This hotline will serve as a lifeline for many Dallas County residents, connecting individuals with life-saving resources and reducing the devastating impact of opioid overdoses.”

“Our poison information specialists will be able to assist clinicians in starting medication treatment and assist patients in being referred to places where they will have the best opportunity for continued care,” said Anelle Menendez, MD, CSPI, a Poison Control Specialist and Clinical Educator with the North Texas Poison Center.

The hotline will offer guidance on buprenorphine treatment, a medication-assisted therapy that can help manage opioid addiction, and referral to other substance use treatment resources. By providing a readily accessible hotline, the teams involved aim to expand people’s access to essential information and increase their knowledge about available resources.

### **About Dallas County Health and Human Services**

Dallas County Health and Human Services is the local public health department serving Dallas County. Through a wide range of programs and services, DCHHS works to prevent disease, promote health, and ensure access to quality healthcare for all.

### **About the North Texas Poison Center**

The North Texas Poison Center, located at Parkland Health in Dallas, is a regional poison control center that provides expert medical advice and treatment recommendations for poisoning emergencies.

This Overdose Prevention Hotline is supported with funding provided by the Centers for Disease Control and Prevention (CDC) through the *Overdose Data to Action: Limiting Overdose through Collaborative Actions in Localities* (OD2A: LOCAL) grant.

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