FAQ Outline

The following are suggested questions to be addressed by the “Frequently Asked Questions” section of the MED-Project website/public relations toolkit. All text is subject to change pending review and approval.

- **What is the MED-Project?**
  MED-Project is the entity implementing the Product Stewardship Plan for unwanted medicine in Snohomish County, including the education and outreach programming.

- **What should I do if I am having a medical emergency?**
  If you are having a medical emergency, contact emergency medical services immediately by dialing 911.

- **What should I do if I think I have ingested something poisonous?**
  If you think you have ingested something poisonous, contact emergency services immediately. Please dial 911 or contact your local poison control center.

- **What should I do if my pet has ingested medication?**
  If you believe your pet may have ingested human or animal medication not intended for consumption by your pet, please contact your veterinarian or local animal poison control hotline.

- **Whom should I call with a question about my medication?**
  Please direct all questions about your medication to your health care provider.

- **Where can I find information about the safe storage of medication?**
  You should follow any storage instructions provided by your healthcare provider and any written instructions provided with your medication or listed on its packaging.

  In addition, many government agencies provide information regarding safe storage of medication. Possible sources include the [National Institutes of Health’s information page](https://www.nia.nih.gov/) and the [Center for Disease Control’s information page](https://www.cdc.gov/).

- **Can I flush my medication down the toilet?**
  Do not flush medications down the toilet unless the information on the label, package, or package insert specifically instructs you to do so.

- **Should I remove my personal information before disposing of my medication?**
  Please remove all personal and identifying information from your medication labels and/or its packaging before disposal.
• Where are the MED-Project disposal locations nearest me?

MED-Project is providing disposal locations throughout the County. For more information about the location nearest to you, please visit the “Convenient Kiosks” portion of the MED-Project website, or call the hotline at 1-844-MED-PROJ.

• Will it cost me anything to dispose of my expired or unwanted medications?

There will be no fee for medication disposal charged at the point of collection.

• What items can I dispose of in the MED-Project kiosks?

Kiosks accept medications in any dosage form in their original container or sealed bag. No herbal remedies, vitamins, supplements, cosmetics or other personal care products; compressed cylinders, aerosols, and inhalers; medical devices; pet pesticide products; sharps; illicit drugs; or iodine-containing medications will be accepted.

If you do transfer your medications to a sealed bag, please be sure to recycle all remaining packaging.

• Will there be a take-back event in my area?

Please visit the MED-Project website or dial the hotline at 1-844-MED-PROJ to learn about take-back events in your area.

• I am differentially-abled or home-bound and unable to go to a kiosk or attend a take-back event. How can I dispose of my expired or unwanted medicine?

Please dial the hotline at 1-844-MED-PROJ or visit the mail-back page of the MED-Project website to request a pre-paid envelope to return your unwanted or expired medicine. Home healthcare professionals providing services to differentially-abled or home-bound residents may also request an envelope on behalf of differentially-abled or homebound residents.

• Where else can I find information about the safe disposal of expired or unwanted medicines?

Several government agencies provide information regarding safe disposal of medication. Please refer to the FDA’s website for more information “Consumer Updates: How to Dispose of Unused Medicines.”

• I have a question not answered by this website. Is there someone I can contact with a question about MED-Project?

For more information, please dial the hotline at 1-844-MED-PROJ.

• What is recommended for safe disposal of expired or unwanted medicine?

The United States Food and Drug Administration developed the following guidelines to encourage the proper disposal of medicines and help reduce harm from accidental exposure or intentional misuse after they are no longer needed:

1 https://www.fda.gov/ForConsumers/ConsumerUpdates/ucm101653.htm, page last updated May 9, 2017.
Check the Package: Follow any specific disposal instructions on the prescription drug labeling or patient information that accompanies the medicine. Do not flush medicines down the sink or toilet unless this information specifically instructs you to do so.

Convenient Kiosks: Transfer unused medicines to collectors registered with the Drug Enforcement Administration (DEA). Authorized sites may be retail, hospital or clinic pharmacies, and law enforcement locations. Some offer mail-back programs or collection receptacles (“kiosks”). Visit the DEA’s website or call 1-800-882-9539 for more information and to find an authorized collector in your community.

Mail-Back Packages: Please dial the hotline at 1-844-MED-PROJ or visit the mail-back page of the MED-Project website to request a pre-paid envelope to return your unwanted or expired medicine. Home healthcare professionals providing services to differentially-abled or homebound residents may also request an envelope on behalf of differentially-abled or homebound residents.

Take-Back Events: Take advantage of programs that allow the public to take unused drugs to a central location for proper disposal. Call your local law enforcement agencies to see if they sponsor medicine take-back programs in your community. Contact your city’s or county government’s household trash and recycling service to learn about medication disposal options and guidelines for your area.