



FOR IMMEDIATE RELEASE

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Rocky Mountain Poison & Drug Safety's Contact Center Services in the Drug Center Business Unit Achieve ISO 9001 Certification

Denver, Colorado – Rocky Mountain Poison & Drug Safety (RMPDS), a division of Denver Health and Hospital Authority, announced today that the Drug Center's contact center has achieved ISO 9001:2015 certification for the quality management system they have implemented.

The scope of RMPDS's contact center certification, issued through Denver-based ISO 9001 certification firm, Platinum Registration, Inc., includes Medical Information (MI), Product Complaints (PCs) and Adverse Event (AEs) for the Drug Center.

"This is an important milestone for our Drug Center", said Dr. Richard Dart, RMPDS Director. "It's a rigorous process to become ISO 9001 certified. Our staff worked very hard to demonstrate that we meet the requirements of the Standard. Not only does this certification make us feel confident that we're providing services in the most efficient way that we can, our clients can be assured that we have a transparent and robust quality management system."

RMPDS joins over one million companies worldwide in over 170 countries in this prestigious honor. ISO 9001 certification demonstrates that a business:

- Strives to be accountable
- Has a formalized system which contributes to increased efficiency
- Consistently provides services that meet customer and applicable statutory and regulatory requirements
- Aims to enhance customer satisfaction



The RMPDS Drug Center's contact center that earned the certification have also found that the road to attaining certification has contributed to enhancing productivity and improved services to our customers.

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About [RMPDS](#)

Established in 1956 as a department within Denver Health, Rocky Mountain Poison & Drug Safety provides specialized research, education, prevention and treatment services to meet the unique and complex needs of public health, government agencies, and the pharmaceutical and consumer products industries. RMPDS employs over 200 industry professionals and provides solutions that span the lifecycle of a drug or consumer product. Our Poison Center & Health Information and Drug & Consumer Product Services groups provide 24/7/365 contact center communication, exposure management, and toxicology consulting. We offer research, analysis, and surveillance, and consulting through our Research & Consulting Services group, including our industry-leading RADARS® system.

About [ISO 9001:2015](#)

Established by the International Organization for Standardization, ISO 9001:2015 is recognized as the worldwide standard for quality management systems and practices. The standards body provide requirements, guidance and tools for companies and organizations who want to ensure that their products and services consistently meet customer's requirements and that quality is consistently improved. It can be used by any organization, large or small, regardless of its field of activity.

ISO 9001:2015 has been implemented by over one million companies and organizations in over 170 countries.

About [Platinum Registration](#)

Platinum Registration is a Denver-based, ANAB-accredited management system certification body. Over one million organizations worldwide are independently certified, making formal management system standards the most widely used management tools in the world today. Platinum's clients include service and manufacturing organizations in North America and Canada. Platinum's audits ensure that clients conform to international and national standards, assuring customer satisfaction and positioning them for growth in the marketplace.



About [Denver Health](#)

Denver Health is a comprehensive, integrated organization providing level one care for all, regardless of ability to pay.

Denver Health provides medical care to nearly one-third of Denver's population, proudly serving as the city's safety-net hospital and providing preventative, primary and acute care services.