

RESULTS

May, 2004

FLORIDA POISON INFORMATION CENTER CUSTOMER SATISFACTION SURVEY Health Care Facilities

We utilize the Poison Center:

0% Never 2% Seldom 7% Occasionally 91% Frequently

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. I have been satisfied with how quickly my calls have been answered	91%	9%	2%	0%	0%
2. The people I have spoke with have been professional and knowledgeable	91%	9%	0%	0%	0%
3. The people I have spoke with have been courteous, considerate, and understanding	100%	0%	0%	0%	0%
4. I was satisfied with the advice given by the Poison Center	95%	5%	0%	0%	0%
5. The follow-up calls I received were helpful	80%	18%	2%	0%	0%
6. I feel the Poison Center serves a vital and necessary function	100%	0%	0%	0%	0%
7. I would use the Poison Center again	100%	0%	0%	0%	0%

63 Hospitals, Clinics and Veterinary Practices were surveyed.
N = 54