



FLORIDA POISON INFORMATION CENTER CUSTOMER SATISFACTION SURVEY Health Care Facilities FY 2009

We utilize the Poison Center:

0% Never 1% Seldom 6% Occasionally 93% Frequently

| | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
|---|----------------|-------|---------|----------|-------------------|
| 1. I have been satisfied with how quickly my calls have been answered | 94% | 5% | 1% | 0% | 0% |
| 2. The people I have spoke with have been professional and knowledgeable | 90% | 10% | 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 | 98% | 2% | 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% |

67 Hospitals, Clinics and Veterinary Practices were surveyed.

Miscellaneous comments:

Great service – excellent resource for health care professionals