



FLORIDA POISON INFORMATION CENTER CUSTOMER SATISFACTION SURVEY Health Care Facilities FY 2011

We utilize the Poison Center:

0% Never 0% Seldom 2% Occasionally 98% Frequently

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. I have been satisfied with how quickly my calls have been answered	98%	2%	0%	0%	0%
2. The people I have spoke with have been professional and knowledgeable	95%	5%	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	92%	8%	0%	0%	0%
6. I feel the Poison Center serves a vital and necessary function	99%	1%	0%	0%	0%
7. I would use the Poison Center again	99%	1%	0%	0%	0%

75 Hospitals, Clinics and Veterinary Practices were surveyed.

Miscellaneous comments:

Wonderful resource and service to the community

Consultants and staff are very courteous and knowledgeable