

## 2021 Annual Healthcare Facility Satisfaction Survey

### Florida Poison Information Center - Miami

**N=20**

*Surveys Sent via Vesta Blast Fax. Responded via: Fax, Online, or Calls*

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
<b>My calls were answered quickly.</b>	100%				
<b>Poison Specialists were knowledgeable.</b>	100%				
<b>Poison Specialists were courteous.</b>	99%	1%			
<b>Follow-up calls were helpful.</b>	93%	2%	1%		
<b>The information received helps my staff provide better patient care.</b>	100%				
<b>I would contact the Poison Center in the future.</b>	100%				

**Do you have any comments or questions about Poison Center services?**

- No concerns
- Very Professional
- Friendly
- Great job
- Thank you for all the help
- Very reliable
- Knowledgeable
- We love Poison Control
- Thanks
- Amazing care