



**2022 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>                                      | 99%                   | 1%           |                |                 |                          |
| <b>Poison Specialists were knowledgeable.</b>                               | 100%                  |              |                |                 |                          |
| <b>Poison Specialists were courteous.</b>                                   | 100%                  |              |                |                 |                          |
| <b>Follow-up calls were helpful.</b>  | 98%                   | 1%           | 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