

Healthcare Facility Satisfaction Survey  
Florida Poison Information Center - Tampa  
FY 01-02  
June 2002

81 Emergency Departments contacted. 16 responded.	Frequently or Strongly agree	Occasionally or Agree	Seldom or No answer	No Answer
Our facility calls the Poison Center:	39%	55%	6%	
My calls were answered quickly:	88%	12%		
SPIs were knowledgeable & professional	88%	12%		
SPIs were courteous & understanding	82%	6%	6%	6%
Follow-up calls were helpful	50%	25%	25%	
Satisfied with service provided	69%	19%		12%
PCC serves a vital & important function	100%			
I would use PCC again	100%			