

Florida Poison Information Center – Tampa

2003 Customer Satisfaction Survey

Name of your Health Care Facility: 15 responses out of 87 faxed (18% return)

Our ED calls the Poison Center: 6 (38%) frequently 9 (62%) occasionally _ seldom _ never

Do you have a POISINDEX computer database in your ER: 3 (20%)yes 11 (74%) No
1 (6%) no answer

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
My calls were answered quickly.	15 (100%)				
Poison Specialists were knowledgeable and professional.	12 (80%)	2 (13%)		1 (7%)	
Poison Specialists were courteous and understanding.	11 (74%)	4 (26%)			
Follow-up calls were helpful.	11 (74%)	3 (19%)			1 (6%)
I was satisfied with the information provided.	12 (80%)	3 (20%)			
The Poison Center serves a vital and necessary function.	14 (94%)	1 (6%)			
I would contact the Poison Center in the future.	14 (94%)	1 (6%)			

What barriers hinder your staff from utilizing the Poison Center? 3 (19%) “None “
12 (85%) no answer

Comments:

“We always get excellent service from the poison center.” St. Anthony’s ER

“We readily call your center for help. It has been very useful to us.” (Dr’s Hospital of Sarasota)

“Very helpful. Makes our job easier.” Hendry Regional Medical Center

“We call almost before triage is done. Thank you for all you do!” Florida Hospital, Lake Placid