

**2004 Emergency Department Satisfaction Survey
FL Poison Information Center – Tampa**

n = 10 out of 88

Your ED calls the Poison Center: **50%** frequently **50%** occasionally ____ seldom
____ never

Do you have a POISINDEX computer program in your ED: **70%** yes **20%** no **10%**
No answer

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
My calls were answered quickly.	100%				
Poison Specialists were knowledgeable and professional.	80%	10%	10%		
Poison Specialists were courteous and understanding.	80%	20%			
Follow-up calls were helpful.	80%	10%		10%	
I was satisfied with the information provided.	80%	10%	10%		
The Poison Center serves a vital and necessary function.	90%	10%			
I would contact the Poison Center in the future.	90%	10%			

Would you like an inservice on one of the following topics? **40% said yes**

Venomous bites/stings **2** Overdoses **3** Herbal Medication Safety **1**
Pediatric poisonings **1** Substance Abuse **1**