

## Florida Poison Information Center – Tampa 2005 Customer Satisfaction Survey

Name of your Health Care Facility: 8 responses out of 94 faxed (9 % return)

Our ED calls the Poison Center: 6 (75%) frequently 1 (12 %) occasionally 1 (12 %) seldom

Do you have a POISINDEX computer database in your ER: 1 (12%) yes 7 (88%) No  
Findings: ER's with Poisindex called less frequently.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
My calls were answered quickly.	6	1				1
Poison Specialists were knowledgeable and professional.	7	1				
Poison Specialists were courteous and understanding.	7	1				
Follow-up calls were helpful.	7	1				
I was satisfied with the information provided.	7	1				
The Poison Center serves a vital and necessary function.	8					
I would contact the Poison Center in the future.	8					

RE: question "Would you like an inservice?" 5 ER's requested inservice programs