

2010 Health Care Professional Satisfaction Survey FL Poison Information Center – Tampa

Surveys faxed to 57 hospital Emergency Departments. 7 returned (12%).

	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree
My calls were answered quickly.	100%				
Poison Specialists were knowledgeable and helpful	85%	15%			
Poison Specialists were courteous and professional.	85%	15%			
Follow-up calls were helpful.	85%	15%			
The information received helps my staff provide better patient care.	100%				
I would contact the Poison Center in the future.	100%				

Do you have any comments about poison center service ?

Excellent service and community educational services.

Always great service.

We always feel very confident with using poison control for their expertise.

How could FL Poison Information Center improve to provide better service to you?