

## 2011 Health Care Professional Satisfaction Survey FL Poison Information Center – Tampa

Surveys emailed to community health care providers. 6 returned.

	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree
My calls were answered quickly.	100%				
Poison Specialists were knowledgeable and helpful	100%				
Poison Specialists were courteous and professional.	100%				
Follow-up calls were helpful.	100%				
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 ?

- Educator provided relevant updates on issues that were specific to school nurses.
- Poison Center does a great job with community education.
- Poison Center has always been very helpful with questions.
- Poison Center has done numerous educational presentations for us and all have been excellent. All of our partnering organization have enjoyed and learned from these sessions.
- I feel strongly that the Poison Control Center has made a positive impact for all the parents and families that the Pasco County School Nurses have networked with. I have had to use the Poison Control Center throughout the year as a school nurse for information, drugs found on students and information for classes. Your facility has always been courteous, knowledgeable and professional. I networked for my parents by giving out Poison Control stickers. I have often received info through your newsletters/email with info to share with both parents, students and staff. Thank you for all that you do to provide this service.

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