

2018 Health Care Professional Satisfaction Survey FL Poison Information Center – Tampa

11/15/18 Surveys sent by NXT blast fax. 2 surveys returned.

12/14/18 Surveys sent by NXT blast fax. 4 surveys returned.

12/26/18 Direct Calls to ER (Manager, Director, Charge Nurse): **25** Completed (Made 28 calls)

	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree
My calls were answered quickly.	100%				
Poison Specialists were knowledgeable	100%				
Poison Specialists were courteous.	100%				
Follow-up calls were helpful.	97% 30/31		3% 1/31		
The information received helps my staff provide better patient care.	100%				
I would contact the Poison Center in the future.	100%				

Comments:

- Thank you
- Keep up good work!
- We are very fortunate that they provide the service they do especially for CAH.
- Always great!
- All the Doctors love the Poison Center. We all say hi!
- Great Work!
- Outstanding!
- Thank you!
- Phenomenal job!
- Great Service!
- Perfect Help!
- Very Helpful!
- Perfect!
- Thanks!
- Extremely Helpful!
- Thank you!
- Wonderful!
- Great Service!
- Helpful! Always Follow up!
- Very Satisfied with Poison Control!
- Amazing Services!
- Friendly!
- Very Pleased!
- Poison Control is great!