



Caller Satisfaction Survey
Florida Poison Information Center - Miami
April-June 2021

<i>Contacts</i>	<i>Refused to Answer</i>	<i>Were you satisfied with your call to poison control yesterday?</i>	<i>How did you find the number for Poison Help yesterday?</i>	<i>Do you have the number saved in your phone now?</i>	<i>Would you call the poison center again, if necessary?</i>
	Yes-No	Yes-No	See options	Yes-No	Yes-No
N = 43 % Yes % No	(See each question for # who skipped question/refused)	100% (43) 0% (0) Refused (0)	Online 62% (27) Doctor/ped 15%(6) Other 14% (6) Saved in phone 9% (4) Refused (0)	75% (32) 25% (11) Refused (0)	100% (43) 0% (0) Refused (0)

Comments: Other sources of number included hospital, EMS, Siri, phone book, billboard