

Florida/USVI Poison Information Center-Jacksonville
Public Satisfaction Survey
2012
24 hour time period

Date	# of callers surveyed/ # made	Refused to answer (#)	Were you satisfied with quickness of answer?	Were you satisfied with advice given?	Do you feel the Poison Center serves a necessary function?	Would you use the poison center again if necessary?
3 rd qtr. FY 11-12 1-3/12 3/26/12	26/61		26/26 100%	26/26 100%	26/26 100%	26/26 100%
4 th qtr. FY 11-12 4-6/12 6/29/12	25/59		25/25 100%	25/25 100%	25/25 100%	25/25 100%
1 st qtr. FY 12-13 7-9/12 8/22/12	25/56		25/25 100%	25/25 100%	25/25 100%	25/25 100%
2 nd qtr. FY 12-13 10-12/12						

Where did you find the number for the poison center?

	Phone book	phone	hospital	online	Rx	doctor	On item	911	magnet	sticker	Other person	Is a HCP or police	?
3/26/12	11/26	1/26	2/26	1/26	2/26	2/26		1/26	2/26	1/26		2/26	1/26
6/29/12	1/25		3/25	11/25		4/25	1/25				2/25	1/25	2/25
8/22/12	6/25			10/25		3/25	1/25		2/25		2/25		1/25

Other comments

6/29/12	"They were wonderful" "Great service" "The lady who answered the phone was very reassuring and empathetic" "Invaluable resource" "They were very helpful and calming"
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