

Florida/USVI Poison Information Center-Jacksonville  
Public Satisfaction Survey  
2020

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 <sup>rd</sup> qtr. FY 19/20 1-3/30 1/21/20	25/52	2	25/25 100%	25/25 100%	25/25 100%	25/25 100%
4 <sup>th</sup> qtr. FY 19/20 4-6/20 4/1/20	25/83	2	25/25 100%	24/25 96%	25/25 100%	25/25 100%
1 <sup>st</sup> qtr. FY 20/21 7-9/20 7/30/20	43/83	4	43/43 100%	43/43 100%	43/43 100%	43/43 100%
2 <sup>nd</sup> qtr. FY 20/21 10-12/20						

Where did you find the number for the poison center?

	In contacts	phone	hospital	online	Rx	doctor	On item	911	magnet	sticker	Other person	Is a HCP or police	?/other
1/21/20			3	15			2				3		2
4/1/20	3			16		2	2		1		1		
7/30/20				30	1	4	1		1				6

Comments:

1/21/20

- Nice, understanding
- Answer from heaven
- Helpful resource
- I can't express enough how grateful I am
- You guys did a good job

4/1/20

- The lady I spoke with was exceptional and was there for me when my doctor couldn't be
- I didn't realize how much you guys do and we really appreciate all of your help
- Felt like the person on the phone didn't understand and reached a conclusion without listening

7/30/20

- "I really appreciate the help y'all gave me. I was worried about my daughter, but it was ok."
- "I looked up my problem online and it was different from the advice I was given, but I appreciate the help anyways. I will definitely call poison control again if I need to."
- "Thank you so much for being available. I wasn't sure if I needed to bring my baby to the hospital, but he was alright. I don't know what I would've done if I couldn't call y'all."
- "When I called, the person on the phone said that I probably wouldn't have symptoms and that I'd be fine in a couple hours. I definitely started having symptoms and it lasted a day or two. I'm okay now, but I think you could update some of your information."

- [in response to "do you think the poison center serves a purpose?" question] "Definitely! I've called a few times over the years now. I really appreciate the help I get and that you don't cost anything."
- [in response to "would you contact the poison center again if necessary?" question] "Well I hope I never have to call you again, but if something happens, I'm gonna call you immediately to make sure everything is alright."
- [in response to "how do you find our number?" question] "I don't remember how I originally got it. I think I either looked it up online or found it on the [medication] box, or maybe my doctor gave it to me? I've called before, but I have your number saved in my phone now because I don't want to forget your number when I really need it."