

Florida/USVI Poison Information Center-Jacksonville
Public Satisfaction Survey
2017
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 16-17 1-3/17 3/6-7/17	29/76		29/29 100%	29/29 100%	29/29 100%	29/29 100%
4 th qtr. FY 16-17 4-6/17 5/24/17	34/65		34/34 100%	34/34 100%	34/34 100%	34/34 100%
1 st qtr. FY 17-18 7-9/17 7/13/17	25/55		25/25 100%	25/25 100%	25/25 100%	25/25 100%
2 nd qtr. FY 17-18 10-12/17 10/10/17	26/52	11	26/26 100%	26/26 100%	26/26 100%	26/26 100%

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	?/other
3/17		3		13	1	5	5				1		
5/17		1		22			5		2		1	1	2
7/17		1		16	2	3			2				1
10/17	1	2	1	12	1	3	1		1		1	1	2