

Florida/USVI Poison Information Center-Jacksonville
Public Satisfaction Survey
2018

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 17-18 1-3/18 2/7/18	25/56		25/25 100%	25/25 100%	25/25 100%	25/25 100%
4 th qtr. FY 17/18 4-6/18 4/16/18	26/60		26/26 100%	26/26 100%	26/26 100%	26/26 100%
1 st qtr. FY 18/19 7-9/18 8/14-15/18	25/69		25/25 100%	23/25 92%	24/25 96%	25/25 100%
2 nd qtr. FY 18/19 10-12/18 12/5/18	25/68		25/25 100%	25/25 100%	25/25 100%	25/25 100%

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
2/18				17					3	1	1		3
4/18			1	17		2	3				3		
8/18	1			17	1	1	2				3		
12/18		1		18	1	3				1			

Comments:

4/18:

- Very, very appreciative! Much needed service.
- Wonderful people, always available to help.
- Great service. First person I call.

8/18

- Advised mom to take child in, even though he seemed ok, but ended up needing an endoscopy