

Florida/USVI Poison Information Center-Jacksonville  
Public Satisfaction Survey  
2019

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 18-19 1-3/19 1/17/19	25/63		25/25 100%	24/25 96%	24/24 100%	24/24 100%
4 <sup>th</sup> qtr. FY 18/19 4-6/19 4/5/19	29/65	4/65	27/29 93%	27/29 93%	28/29 96.5%	28/29 96.5%
1 <sup>st</sup> qtr. FY 19/20 7-9/19 9/30/19	27/60	4/60	27/27 100%	27/27 100%	27/27 100%	27/27 100%
2 <sup>nd</sup> qtr. FY 19/20 10-12/19 11/5/19	25/72		25/25 100%	24/25 96%	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
1/17/19	1	3		8	1	1	3		1		4		1- siri
4/5/19		2	2	18		2	2						1- siri
9/30/19			2	19		1		1	1				
11/5/19		4		14		1	4				2		

Comments:

1/17/19

- Listened to a NPR podcast on poison center
- Very grateful. Will again if gets meds confused.
- Beverly was very helpful. Made her feel more at ease
- Did not feel like he received any advice or help (call was pulled for review)

4/5/19

- Very relieved and so thankful
- Were the best. Has used "a thousand times"
- Horrible, told name and had no clue about medication (call recording pulled for review)
- Wasn't able to give answers, even though thorough history (call recording pulled for review)

9/30/19

- Very thorough
- I hope I never have to use it again, but I know exactly where to go if I need to
- Oh my God, you serve more than a necessary function
- They were so fast. It helped so much
- Services are great. I use the number when I need to.