

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 rd 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 th qtr. FY 18/19 4-6/19						
1 st qtr. FY 19/20 7-9/19						
2 nd qtr. FY 19/20 10-12/19						

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

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)
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