

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 rd 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 th 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 st qtr. FY 20/21 7-9/20						
2 nd 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		

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