



Caller Satisfaction Survey
Florida Poison Information Center - Miami
July-September 2019

<i>Contacts</i>	<i>Refused to Answer</i>	<i>Were you satisfied with your call to poison control yesterday?</i>	<i>How did you find the number for Poison Help yesterday?</i>	<i>Do you have the number saved in your phone now?</i>	<i>Would you call the poison center again, if necessary?</i>
	Yes-No	Yes-No	See options	Yes-No	Yes-No
N = 247	(See each question for # who skipped question/refused)	99.6% (243)	Online 59.8% (141)	68.6% (168)	100% (243)
% Yes		0.4% (1)	Magnet 5%(12)	31.4% (77)	0% (0)
% No		Refused (3)	Saved in phone 21% (51)	Refused (2)	Refused (4)
			Doctor/ped 6%(14)		
			Refused (3)		

Comments: Other sources included nurse, school poster, United Health Care, 911, Siri, online “baby app”, AARP, insurance card