

## RESULTS

### Florida Poison Information Center/Miami

#### *Caller Satisfaction Survey 2003*

July 1, 2003 through September 30<sup>th</sup>, 2003

<i>Case Number</i>	<i>Refused to Answer</i>	<i>Was the Telephone number easy to obtain?</i>	<i>Was the amount of time spent on your call adequate?</i>	<i>Was the Poison Specialist you spoke with courteous and considerate?</i>	<i>Was the information provided clearly explained?</i>
		<b>Yes-No</b>	<b>Yes-No</b>	<b>Yes-No</b>	<b>Yes-No</b>
N =47	1	45(Yes)	47(Yes)	47(Yes)	47(Yes)
% = YES		95.7%	100%	100%	100%