



*Caller Satisfaction Survey*  
**Florida Poison Information Center - Miami**  
*July- September 2013*

<i>Contacts</i>	<i>Refused to Answer</i>	<i>Were you satisfied with your call to poison control yesterday?</i>	<i>Was the poison specialist you spoke with courteous and considerate?</i>	<i>How did you find the Poison Help number yesterday?</i>	<i>Do you have the Poison Help number saved into your phone?</i>
	Yes-No	Yes-No	Yes-No	See list below	Yes-No
N = 260	0			Doctor/pediatrician: 19.5%	
% Yes		100%	100%	Safety Class: 2.5%	62.7%
% No		0.0%	0.0%	Online: 66.5%	37.3%
				Memorized: 4.5%	
				Saved in phone: 8%	

Comments: Other sources (number of callers): Hospital/Pharmacy (15), Magnet/sticker (14), Product label (10), Friend/Family (8), Phone Book (8).