



*Caller Satisfaction Survey*  
**Florida Poison Information Center - Miami**  
*July-September 2014*

<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 = 492	0			Online: 44.68%	
% Yes		99.59%	99.8%	Doctor/pediatrician: 11.9%	66.87%
% No		0.41%	0.20%	Product label 8.77%	33.13%
				Saved in phone: 11.9%	
				Magnet/Sticker: 8.35%	

Comments: Other 10.23%, Friend/Family 3.13%, Phone Book 1.04%.