



Caller Satisfaction Survey
Florida Poison Information Center - Miami
July - September 2015

<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 Poison Help number yesterday?</i>	<i>Do you have the Poison Help number saved into your phone?</i>	<i>Would you call the poison center again, if necessary?</i>
		Yes-No	See list below	Yes-No	Yes-No
N = 331	(See each question for # who skipped question/refused)		Online: 59.2%		
% Yes		99.38% (321)	Doctor/pediatrician: 8.59%	63.91% (209)	100% (322)
% No		0.62% (2)	Saved in phone: 8.9%	36.09% (118)	0% (0)
		Refused (8)	Product label 5.52%	Refused (4)	Refused (9)
			Magnet/Sticker: 7.36%		
			Other 14.12%		
			Refused (5)		