



*Caller Satisfaction Survey*  
**Florida Poison Information Center - Miami**  
*July-September 2017*

<i>Contacts</i>	<i>Refused to Answer</i>	<i>Were you satisfied with your call to poison control yesterday?</i>	<i>Did you seek help from anywhere else for this?</i>	<i>Did you like speaking with a specialist or would you prefer chat/text?</i>	<i>Would you call the poison center again, if necessary?</i>
	<b>Yes-No</b>	<b>Yes-No</b>	<b>Yes-No</b>	<b>Talk-Chat-No P</b>	<b>Yes-No</b>
N = 114	(See each question for # who skipped question/refused)	100% (114)	24.78% (28)	98.18%(108)	98.23% (111)
% Yes		0% (0)	75.22% (85)	0.91% (1)	1.77% (2)
% No		Refused (0)	Refused (1)	0.91% (1)	Refused (1)
				Refused (4)	

Comments: Alternate help sought from pediatrician, cardiologist, ED, CVS, hospital, EMS, nurse line(AvMed), online.