



*Caller Satisfaction Survey*  
**Florida Poison Information Center - Miami**  
*July-September 2020*

<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 number for Poison Help yesterday?</i>	<i>Do you have the number saved in your phone now?</i>	<i>Would you call the poison center again, if necessary?</i>
	<b>Yes-No</b>	<b>Yes-No</b>	<b>See options</b>	<b>Yes-No</b>	<b>Yes-No</b>
N = 252	(See each question for # who skipped question/refused)	99.6% (249)	Online 54.8% (137)	61.5% (155)	100% (251)
% Yes		0.4% (1)	Magnet 1%(3)	35.5% (97)	0% (0)
% No		Refused (2)	Saved in phone 9% (23)	Refused (0)	Refused (1)
			Doctor/ped 23%(58)		
			Refused (1)		

Comments: Other sources included app, workplace (EMT, hospital), pharmacist, autism support group, vet, 911, Siri, nurse hotline