



*Caller Satisfaction Survey*  
**Florida Poison Information Center - Miami**  
*July-September 2021*

<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 = 184	(See each question for # who skipped question/refused)	98.4% (181)	Online 61% (112)	51.5% (95)	100% (184)
% Yes		1.6% (3)	Magnet 4.3%(8)	48.4% (89)	0% (0)
% No		Refused (0)	Saved in phone 14.7% (21)	Refused (0)	Refused (0)
			Doctor/ped 7.6%(14)		
			Refused (0)		

Comments: Other sources included 911, ER, workplace (JMH, hospital, ER), pharmacist, Walgreens, phone book, crayon box, Target customer service, Google, fireman, insurance company