



Caller Satisfaction Survey
Florida Poison Information Center - Miami
October –December 2018

<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 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>
	Yes-No	Yes-No	Options listed	Yes-No	Yes-No
N = 74	(See each question for # who skipped question/refused)	100% (72)	Online 73% (54)	69% (51)	100% (74)
% Yes		0% (0)	Doctor 9.5% (7)	31% (23)	0% (0)
% No		Refused (2)	Saved in phone 6.8% (5)	Refused (0)	Refused (0)
			Refused (0)		

Comments: Alternate ways of finding number: product label, magnet/sticker, called hospital.