



Caller Satisfaction Survey
Florida Poison Information Center - Miami
October –December 2019

<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 = 145	(See each question for # who skipped question/refused)	100% (141)	Online 64% (91)	81% (118)	100% (144)
% Yes		0% (0)	Saved in phone 17% (24)	19% (27)	0% (0)
% No		Refused (4)	Product label 9% (13)	Refused (0)	Refused (1)
			Doctor 6% (8)		
			Refused (2)		

Comments: Alternate ways of finding number: hospital, family, workplace.