

RESULTS

Florida Poison Information Center/Miami

Caller Satisfaction Survey 2003

October 1, 2003 through December 31st, 2003

<i>Case Number</i>	<i>Refused to Answer</i>	<i>Was the Telephone number easy to obtain?</i>	<i>Was the amount of time spent on your call adequate?</i>	<i>Was the Poison Specialist you spoke with courteous and considerate?</i>	<i>Was the information provided clearly explained?</i>
		Yes-No	Yes-No	Yes-No	Yes-No
N =65	5	59(Yes)	60 (Yes)	60(Yes)	59(Yes)
% = YES		98.3%	100%	100%	98.3%