

RESULTS

Florida Poison Information Center/Miami Caller Satisfaction Survey 2004

October 1, 2004 through December 31, 2004

<i>Case #</i>	<i>Refused to answer</i>	<i>Was the telephone # easy to obtain?</i>	<i>Was the amount of time spent on your call adequate?</i>	<i>Was the person you spoke with courteous and considerate?</i>	<i>Was the information explained clearly?</i>
N = 39	4	34	33	35	34
% = YES		97%	94%	100%	97%