

## RESULTS

### Florida Poison Information Center/Miami

#### *Caller Satisfaction Survey 2010*

October 1, 2010 through December 31<sup>st</sup>, 2010

<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>
		<b>Yes-No</b>	<b>Yes-No</b>	<b>Yes-No</b>	<b>Yes-No</b>
N =61	1	58(Yes)	59(Yes)	61(Yes)	61(Yes)
% = YES		95.08%	96.72%	100%	100%