



Caller Satisfaction Survey
Florida Poison Information Center - Miami
October-December 2013

<i>Contacts</i>	<i>Refused to Answer</i>	<i>Were you satisfied with your call to poison control yesterday?</i>	<i>Was the poison specialist you spoke with courteous and considerate?</i>	<i>How did you find the Poison Help number yesterday?</i>	<i>Do you have the Poison Help number saved into your phone?</i>
	Yes-No	Yes-No	Yes-No	See list below	Yes-No
N = 305	0			Online: 56.5%	
% Yes		98.7%	100%	Doctor/pediatrician: 16.3%	59.9%
% No		1.3%	0.0%	Saved in phone: 6.5%	40.1%
				Memorized: 4.9%	
				Safety Class: 1.4%	

Comments: Other sources (number of callers): Product label (20), Magnet/sticker (17), Hospital/Pharmacy (9), Friend/Family (8), Phone Book (8).