



Caller Satisfaction Survey
Florida Poison Information Center - Miami
October-December 2015

<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 Poison Help number yesterday?</i>	<i>Do you have the Poison Help number saved into your phone?</i>	<i>Would you call the poison center again, if necessary?</i>
	Yes-No	Yes-No	See list below	Yes-No	Yes-No
N = 497	(See each question for # who skipped question/refused)	99.59% (491)	Online: 51.64 % (252)		
% Yes		0.41% (2)	Saved in phone: 14.14% (69)	65.72% (324)	99.17% (477)
% No		Refused (4)	Doctor/pediatrician: 7.79% (38)	34.28% (169)	0.83% (4)
			Product label 7.79% (38)	Refused (4)	Refused (16)
			Magnet/Sticker: 6.35% (31)		
			Refused: (9)		

Comments: Other 9.63% (47)