



*Caller Satisfaction Survey*  
**Florida Poison Information Center - Miami**  
*October-December 2016*

<i>Contacts</i>	<i>Refused to Answer</i>	<i>Were you satisfied with your call to poison control yesterday?</i>	<i>Was this your first call to poison control?</i>	<i>How did you first learn about poison control?</i>	<i>Would you call the poison center again, if necessary?</i>
	<b>Yes-No</b>	<b>Yes-No</b>	<b>Yes-No</b>	<b>Yes-No</b>	<b>Yes-No</b>
N = 130	(See each question for # who skipped question/refused)	100% (130)	73.8% (93)	Online: 29.4% (37)	
% Yes			26.2% (33)	Doctor: 17.5% (25)	100% (125)
% No		Refused (0)	Refused (4)	Other: 19.8% (25)	
				“Just knew”: 7.1% (9)	
				Friend/Family: 8.7% (11)	
				Product Label: 11.9% (15)	0.0% (0)
				Magnet/Sticker: 4% (5)	Refused (5)
				Refused (4)	

Comments: “Other” category included hospital, school, TV, manufacturer’s website, veterinarian, 911, phone book, Siri.