



*Caller Satisfaction Survey*  
**Florida Poison Information Center - Miami**  
*October –December 2017*

<i>Contacts</i>	<i>Refused to Answer</i>	<i>Were you satisfied with your call to poison control yesterday?</i>	<i>Did you seek help from anywhere else for this?</i>	<i>Did you like speaking with a specialist or would you prefer chat/text?</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>Talk-Chat-No P</b>	<b>Yes-No</b>
N = 277	(See each question for # who skipped question/refused)	99.28% (275)	24.54% (67)	98.13%(263)	99.63% (269)
% Yes		0.72% (2)	75.46% (206)	0.75% (2)	0.37% (1)
% No		Refused (0)	Refused (4)	1.12% (3)	Refused (7)
				Refused (9)	

Comments: Alternate help sought from cousin, husband, drug manufacturer, pediatrician, primary care doctor, hospital, nurse line, online.