



Caller Satisfaction Survey
Florida Poison Information Center - Miami
October –December 2020

<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 number yesterday?</i>	<i>Do you have the number saved in your phone now?</i>	<i>Would you call the poison center again, if necessary?</i>
	Yes-No	Yes-No	Options listed	Yes-No	Yes-No
N = 85	(See each question for # who skipped question/refused)				
% Yes		98.8% (84)	Online 67.8% (57)	79.6% (67)	100% (84)
% No		1.2% (1)	Saved in phone 9.5% (8)	20.2% (17)	0% (0)
		Refused (0)	Product label 5.9% (5)	Refused (1)	Refused (1)
			Doctor 10.7% (9)		
			Refused (1)		

Comments: Alternate ways of finding number: Healthy Start, Siri, workplace (EMS), 911.