

## RESULTS

### Florida Poison Information Center/Miami

*Caller Satisfaction Survey 2006*

January 1, 2006 through March 31<sup>st</sup>, 2006

<i>Case Number</i>	<i>Refused to Answer</i>	<i>Was the Telephone number easy to obtain?</i>	<i>Was the amount of time spent on your call adequate?</i>	<i>Was the Poison Specialist you spoke with courteous and considerate?</i>	<i>Was the information provided clearly explained?</i>
		<b>Yes-No</b>	<b>Yes-No</b>	<b>Yes-No</b>	<b>Yes-No</b>
N =65	5	59(Yes)	60 (Yes)	60(Yes)	59(Yes)
% = YES		98.3%	100%	100%	98.3%