

RESULTS

Florida Poison Information Center/Miami

Caller Satisfaction Survey 2010

January 1, 2010 through March 30th, 2010

<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>
		Yes-No	Yes-No	Yes-No	Yes-No
N =54	2	51(Yes)	54(Yes)	53(Yes)	54(Yes)
% = YES		94.44%	100%	98.14%	100%