



Caller Satisfaction Survey 2012

Florida Poison Information Center/Miami
January 1st 2012 through March 31st 2012

<i>Case #</i>	<i>Refused to answer</i>	<i>Was the telephone # easy to obtain?</i>	<i>Was the amount of time spent on your call adequate?</i>	<i>Was the person you spoke with courteous and considerate?</i>	<i>Was the information explained clearly?</i>
N = 42	2	40	42	42	42
% = YES		95%	100%	100%	100%