



*Caller Satisfaction Survey*  
**Florida Poison Information Center - Miami**  
*January- March 2013*

<i>Contacts</i>	<i>Refused to Answer</i>	<i>Were you satisfied with your call to poison control yesterday?</i>	<i>Was the poison specialist you spoke with courteous and considerate?</i>	<i>How did you find the Poison Help number yesterday?</i>	<i>Do you have the Poison Help number saved into your phone?</i>
	Yes-No	Yes-No	Yes-No	See list below	Yes-No
N = 66	0			Doctor/pediatrician: 22.9%	
% Yes		98.5%	95.5%	Safety Class: 6.3%	61.5%
% No		1.5%	4.5%	Online: 52.1%	38.5%
				Memorized: 4.2%	
				Saved in phone: 14.6%	
				Other:34.7%	

Comments: This is a new template, QA questionnaire.