



Caller Satisfaction Survey
Florida Poison Information Center - Miami
January-March 2014

<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 = 426	0			Online: 52.2%	
% Yes		98.82%	100%	Doctor/pediatrician: 10.5%	77.83%
% No		1.18%	0.0%	Product label 10.54%	22.17%
				Saved in phone: 10.1%	
				Magnet/Sticker: 7.6%	

Comments: Other sources (number of callers): Memorized (6) 5.4%, Hospital/Pharmacy (5) 1.23%, Friend/Family (4) 1.23%, Phone Book (8) 2.8%.