



*Caller Satisfaction Survey*  
**Florida Poison Information Center - Miami**  
*January-March 2015*

| <i>Contacts</i> | <i>Refused to Answer</i> | <i>Were you satisfied with your call to poison control yesterday?</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> | <i>Would you call the poison center again, if necessary?</i> |
|-----------------|--------------------------|---|---|--|--|
|                 | <b>Yes-No</b>            | <b>Yes-No</b>   | <b>See list below</b>                                     | <b>Yes-No</b>  | <b>Yes-No</b>  |
| N = 492         | 0                        |   | Online: 52.57%  |  |  |
| % Yes           |                          | 100%  | Doctor/pediatrician: 14.17%                               | 66.12%   | 99.79%   |
| % No            |                          | 0%  | Saved in phone: 11.09%                                    | 33.88%   | 0.21%  |
|                 |                          |   | Product label 9.86%                                       |  |  |
|                 |                          |   | Magnet/Sticker: 6.16%                                     |  |  |

Comments: Other 9.24%