



Caller Satisfaction Survey
Florida Poison Information Center - Miami
January-March 2016

<i>Contacts</i>	<i>Refused to Answer</i>	<i>Were you satisfied with your call to poison control yesterday?</i>	<i>Was this your first call to poison control?</i>	<i>How did you first learn about poison control?</i>	<i>Would you call the poison center again, if necessary?</i>
	Yes-No	Yes-No	Yes-No	Yes-No	Yes-No
N = 269	(See each question for # who skipped question/refused)	99.25% (263)	66.7% (178)	Online: 33.6% (85) Doctor: 19.76% (50) Other: 17.79% (45) "Just knew": 13%(33) Friend/Family:8%(20) Product Label: 8%(20) Magnet/Sticker:6%(15) Refused (16)	100% (266)
% Yes		0.75% (2)	33.33% (89)		0% (0)
% No		Refused (4)	Refused (2)		Refused (3)

Comments: "Other" category included workplace, paramedics, 911, triage nurse, news.