



*Caller Satisfaction Survey*  
**Florida Poison Information Center - Miami**  
*January-March 2017*

<i>Contacts</i>	<i>Refused to Answer</i>	<i>Were you satisfied with your call to poison control yesterday?</i>	<i>Did you seek help from anywhere else for this?</i>	<i>Did you like speaking with a specialist or would you prefer chat/text?</i>	<i>Would you call the poison center again, if necessary?</i>
	<b>Yes-No</b>	<b>Yes-No</b>	<b>Yes-No</b>	<b>Talk-Chat-No P</b>	<b>Yes-No</b>
N = 214	(See each question for # who skipped question/refused)	100% (211)	24.4% (52)	97% (207)	99.5% (210)
% Yes		0% (0)	75.6% (161)	1% (2)	0.5% (1)
% No		Refused (3)	Refused (1)	1.5% (4)	
				Refused (1)	Refused (3)

Comments: Alternate help sought from pediatricians, ED, hospital, 911, nurse line, Google.