



Caller Satisfaction Survey
Florida Poison Information Center - Miami
January-March 2018

<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 number for Poison Help yesterday?</i>	<i>Do you have the number saved in your phone now?</i>	<i>Would you call the poison center again, if necessary?</i>
	Yes-No	Yes-No	See options	Yes-No	Yes-No
N = 179	(See each question for # who skipped question/refused)	100% (178)	Online 50% (87)	64% (113)	100% (178)
% Yes		0% (0)	Doctor/ped 15% (26)	36% (64)	0% (0)
% No		Refused (1)	Other 13.7% (24)	Refused (2)	Refused (1)
			Saved in phone 11.4% (20)		
			Refused (4)		

Comments: Other sources of number included nurse line, safety class, Walgreens, ED, Siri, our website