



Caller Satisfaction Survey
Florida Poison Information Center - Miami
January-March 2019

<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 = 258	(See each question for # who skipped question/refused)	98.5% (254)	Online 58.3% (150)	71% (183)	99.6% (256)
% Yes		1.55% (4)	Doctor/ped 12%(31)	29% (75)	0.4% (1)
% No		Refused (0)	PC materials 6%(16)	Refused (0)	Refused (1)
			Other 13.7% (24)		
			Saved in phone 9.7% (25)		
			Refused (1)		

Comments: Other sources of number included pharmacy, phone book, insurance company, work, hospital