



*Caller Satisfaction Survey*  
**Florida Poison Information Center - Miami**  
*January-March 2020*

<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>
	<b>Yes-No</b>	<b>Yes-No</b>	<b>See options</b>	<b>Yes-No</b>	<b>Yes-No</b>
N = 294	(See each question for # who skipped question/refused)	99% (285)	Online 63% (182)	69% (200)	100% (284)
% Yes		1% (3)	Doctor/ped 11%(33)	31% (89)	0% (0)
% No		Refused (6)	PC materials 3%(10)	Refused (5)	Refused (10)
			Other 8% (24)		
			Saved in phone 13% (38)		
			Refused (5)		

Comments: Other sources of number included Siri, AARP, EMS, Publix, nurse line, hospital, vet, workplace