



Caller Satisfaction Survey
Florida Poison Information Center - Miami
January-March 2021

<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 = 24	(See each question for # who skipped question/refused)	100% (24)	Online 54% (13)	83% (20)	100% (24)
% Yes		0% (0)	Doctor/ped 17%(4)	17% (4)	0% (0)
% No		Refused (0)	Other 29% (7)	Refused (0)	Refused (0)
			Saved in phone 8% (2)		
			Refused (0)		

Comments: Other sources of number included Facebook, Palm Beach County Medical Center, hospital, Lee CHD, workplace