

RESULTS

Florida Poison Information Center/Miami

Caller Satisfaction Survey 2010

April 1st, 2010 through June 30th, 2010

<i>Case Number</i>	<i>Refused to Answer</i>	<i>Was the Telephone number easy to obtain?</i>	<i>Was the amount of time spent on your call adequate?</i>	<i>Was the Poison Specialist you spoke with courteous and considerate?</i>	<i>Was the information provided clearly explained?</i>
		Yes-No	Yes-No	Yes-No	Yes-No
N =60	3	55(Yes)	60(Yes)	56(Yes)	57(Yes)
% = YES		91.66%	100%	93.33%	95.00%