



Caller Satisfaction Survey 2012
Florida Poison Information Center/Miami
 April 1st, 2012 – June 30th, 2012

<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	5	55(Yes)	55(Yes)	55(Yes)	55(Yes)
% = YES		92%	100%	100%	100%