



Caller Satisfaction Survey
Florida Poison Information Center - Miami
April - June 2013

<i>Contacts</i>	<i>Refused to Answer</i>	<i>Were you satisfied with your call to poison control yesterday?</i>	<i>Was the poison specialist you spoke with courteous and considerate?</i>	<i>How did you find the Poison Help number yesterday?</i>	<i>Do you have the Poison Help number saved into your phone?</i>
	Yes-No	Yes-No	Yes-No	See list below	Yes-No
N = 250	0			Doctor/pediatrician: 17.5%	
% Yes		99.2%	99.2%	Safety Class: 2.5%	69.3%
% No		0.8%	0.8%	Online: 68.5%	30.7%
				Memorized: 2.5%	
				Saved in phone: 9%	

Comments: Other sources (number of callers): Product label (15), Hospital/Pharmacy (11), Magnet/sticker (6), Friend/Family (5), Phone Book (4).