



Caller Satisfaction Survey
Florida Poison Information Center - Miami
April – June 2014

<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 = 307	0			Online: 49.5%	
% Yes		99.35%	100%	Doctor/pediatrician: 11.9%	64.78%
% No		0.65%	0.0%	Product label 8.25%	35.22%
				Saved in phone: 11.2%	
				Magnet/Sticker: 7.9%	

Comments: Other sources: Hospital/Pharmacy 4.62%, Friend/Family 3.30%, Phone Book 1.65%.