



Caller Satisfaction Survey
Florida Poison Information Center - Miami
April - June 2016

<i>Contacts</i>	<i>Refused to Answer</i>	<i>Were you satisfied with your call to poison control yesterday?</i>	<i>Was this your first call to poison control?</i>	<i>How did you first learn about poison control?</i>	<i>Would you call the poison center again, if necessary?</i>
	Yes-No	Yes-No	Yes-No	Yes-No	Yes-No
N = 243	(See each question for # who skipped question/refused)	98.76% (238)	75.62% (183)	Online: 31.38% (75) Doctor: 16.32% (39) Other: 15.9% (38)	100% (243)
% Yes		1.24% (3)	24.38% (59)	"Just knew": 8.37%(20)	
% No		Refused (2)	Refused (1)	Friend/Family:13.8%(33) Product Label: 9.6%(23) Magnet/Sticker:2.5%(6) Refused (4)	0% (0)
					Refused (0)

Comments: "Other" category included workplace, website, nurse or nurse/insurance hotline and billboard