



Caller Satisfaction Survey
Florida Poison Information Center - Miami
April- June 2017

<i>Contacts</i>	<i>Refused to Answer</i>	<i>Were you satisfied with your call to poison control yesterday?</i>	<i>Did you seek help from anywhere else for this?</i>	<i>Did you like speaking with a specialist or would you prefer chat/text?</i>	<i>Would you call the poison center again, if necessary?</i>
	Yes-No	Yes-No	Yes-No	Talk-Chat-No P	Yes-No
N = 299	(See each question for # who skipped question/refused)	98.65% (292)	17.97% (46)	97.3%(251)	99.67% (298)
% Yes		1.35% (4)	82.03% (210)	1.94% (5)	0.33% (1)
% No		Refused (3)	Refused (43)	0.78% (2)	Refused (0)
				Refused (41)	

Comments: Alternate help sought from pediatrician, pharmacy, ED, hospital, 911, nurse line, online.