



*Caller Satisfaction Survey*  
**Florida Poison Information Center - Miami**  
*April-June 2018*

<i>Contacts</i>	<i>Refused to Answer</i>	<i>Were you satisfied with your call to poison control yesterday?</i>	<i>How did you find the number for Poison Help yesterday?</i>	<i>Do you have the number saved in your phone now?</i>	<i>Would you call the poison center again, if necessary?</i>
	<b>Yes-No</b>	<b>Yes-No</b>	<b>See options</b>	<b>Yes-No</b>	<b>Yes-No</b>
N = 43  % Yes  % No	(See each question for # who skipped question/refused)	100% (43)  0% (0)  Refused (0)	Online 48.8% (21) Magnet 18.6%(8) Saved in phone 11.6% (5) Doctor/ped 7%(3)  Refused (0)	90.7% (39) 9.3% (4)  Refused (0)	100% (43)  0% (0)  Refused (0)

Comments: Other sources of number included Walgreens, ED, Medicare nurse