



Caller Satisfaction Survey
Florida Poison Information Center - Miami
April-June 2019

<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>
	Yes-No	Yes-No	See options	Yes-No	Yes-No
N = 357	(See each question for # who skipped question/refused)	99.44% (354)	Online 57.1% (196)	67.34% (235)	100% (346)
% Yes		0.56% (2)	Magnet 3.5% (8)	32.7% (114)	0% (0)
% No		Skipped (2)	Saved in phone 10.5% (36)	Skipped (9)	Skipped (12)
			Doctor/ped 9.6% (33)		
			Skipped (15)		

Comments: Other sources of number included Walgreens, ED, insurance company, Facebook, online tool, temple, school, 411, 211, vet, Alexa.