



*Caller Satisfaction Survey*  
**Florida Poison Information Center - Miami**  
*April-June 2020*

<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 = 40	(See each question for # who skipped question/refused)	100% (40)	Online 60% (24)	67.5% (27)	100% (40)
% Yes		0% (0)	Magnet 5%(2)	32.5% (13)	0% (0)
% No		Skipped (0)	Saved in phone 5% (2)	Skipped (0)	Skipped (0)
			Doctor/ped 7.5% (3)		
			Skipped (0)		

Comments: Other sources of number included 911, Siri.