

Caller Satisfaction Survey Totals

1st Quarter

(July – September 2019)

Number of responses	Number of calls made	Was enough time spent on your call?	Was the person you spoke with courteous?	Was the information clearly explained to you?	Would you call the poison center again if needed?
25	80	100% Yes	100% Yes	100% Yes	100% Yes

Comments:

- Very informative and good service.
- Judy was very helpful, great, wonderful...(comments made by three different callers)
- Grateful for the call back.
- Judy was fantastic, and mom will never forget her.
- Kiet was so calm and called back like he said he would. It showed that he really cared.
- Very helpful with answering my questions and even provided me the MSDS sheets I needed.
- Kiet was very reassuring and confident, which helped me relax.