

## Caller Satisfaction Survey

1<sup>st</sup> Quarter  
(July-September 2020)

Was the person you spoke with courteous?	100% Yes	
Was the information clearly explained to you?	100% Yes	
Would you call the poison center again if needed?	100% Yes	
Did you know the poison control center can answer non-emergency Poison questions	74% (23/31) Yes	26% (8/31) No
<b>Where did you find the poison help number?</b> <ul style="list-style-type: none"> <li>• From a friend</li> <li>• From the hospital</li> <li>• Found the information on medication insert</li> <li>• At work</li> <li>• Google</li> <li>• Mom</li> <li>• Phone</li> <li>• Pediatrician</li> <li>• Previous PCC employee</li> <li>• Internet</li> </ul>		
Number of calls made	56	
Number of responses	31	

### Comments:

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|---|---|
| <ul style="list-style-type: none"> <li>• Always a great experience!</li> <li>• Canaan was so calm.</li> <li>• Rachael was so thorough</li> <li>• Great service, fast, and kind</li> <li>• So Sweet, so understanding</li> <li>• Wife is doing fine</li> <li>• David was so calm</li> <li>• Great Service</li> <li>• Gilbert was very helpful</li> </ul> | <ul style="list-style-type: none"> <li>• Thank you!</li> <li>• Very Helpful</li> <li>• Kiet was wonderful</li> <li>• Very Helpful and knowledgeable</li> <li>• Love the follow up call</li> <li>• Meant a lot!</li> <li>• Spoke to Stan: Love it</li> <li>• Appreciate everything</li> <li>• Wonderful!</li> <li>• Caring!</li> </ul> |
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