

Caller Satisfaction Survey
 Florida Poison Information Center-Tampa
 September 2011

Caller Satisfaction Survey

N=25

Number of Callers Surveyed	Was enough time spent on your call?	Was the person you spoke with courteous and considerate?	Was the information clearly explained?	Where did you find the poison center number?
25	100% Yes	100% Yes	100% Yes	7 – Internet 4 – Dr. Office 3 – Phone book 2 – Information (411) 2 – Nurse on Call 1 - Called 911 1 - # saved in the phone 1 – Child brought number home from school 1 – Parenting class 1 – Called daughter 1 – Insurance Company Magnet 1 – Son called CVS