

Caller Satisfaction Survey
 Florida Poison Information Center-Tampa
 September 2012

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	Internet – 11 Phone Book – 1 411 – 2 Insurance Company Nurse – 1 Paramedics – 1 Brochure from Pharmacy – 1 Nurse on call – 1 After hours peds office – 1 Sticker – 1 Magnet – 1 Mom gave it to me – 1 AARP Insurance hotline - 1