

Caller Satisfaction Survey
Florida Poison Information Center-Tampa
September 2013

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	Yes = 100 No = 0	Yes = 100 No = 0	100%	On-line = 11 Dr. Office = 3 Nurse on Call = 3 Programmed in Phone = 3 411 Information = 1 Back of medicine bottle = 1 Advil label = 1 Teacher Aid = 1 Phone book = 1

Comments:

Stan was very professional and courteous

Tom calmed her down and he was just wonderful

Charisse – thought she was wonderful. Did not know how important our job was til she had to call. Glad we are here.

Wait time really long – had to wait 6 minutes. Called at 8:49am. SPI told her he was alone and apologized for the wait time.

Called three times. 1st waited 8 minutes and hung up. 2nd time waited 6 minutes and hung up. 3rd time finally got through. Seems strange for a "hotline".