


Caller Satisfaction Survey
Florida Poison Information Center-Tampa
September 2014

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?	*Comments
25	100% Yes	100% Yes	96% Yes 4% No* 	"Information about potential e.coli was not shared. We called our pediatrician and learned about it. But maybe that's because e.coli is a disease and not a poison."

Compliments:

- The person answering the hotline made me feel like I was their only problem in the world. He explained about the medication, reassured me and even called me back.
- The nurse was awesome. I was pleased with the service and the follow-up call.
- I was frantic when I called and the rep calmed me down. The service is amazing.
- After calling the hotline, I was able to sleep because the person helping me was knowledgeable and calm.