

Caller Satisfaction Survey Totals

2nd Quarter

(October-December 2018)

Number of responses	Number of calls made	Was enough time spent on your call?	Was the person you spoke with courteous?	Was the information clearly explained to you?	Would you call the poison center again if needed?
25	52	100% Yes	100% Yes	100% Yes	100% Yes

Comments:

- Really liked receiving a follow-up call.
- Courtney was great!
- Really great service!
- Canaan was very professional.
- Great experience!
- Very helpful!
- Judy was very good!
- Tom & Canaan were great!
- First time caller – It was great!
- Very impressed with Judy!