

Caller Satisfaction Survey Totals

2nd Quarter

(October – December 2019)

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	89	100% Yes	100% Yes	100% Yes	100% Yes

Comments:

- Charisse was awesome!
- Awesome service!
- Kiet was great!
- Charisse was awesome!
- Charisse was exceptional!
- Awesome service!
- I appreciated the follow up call.
- Loved the follow-up call.
- Stan was able to relax the caller.
- Rachel was knowledgeable and helped me calm down.
- Quickly received info needed. Thank you Kiet!
- Jeronimo was great!