

Caller Satisfaction Survey
Oct - Dec 2005

Date	# callers surveyed	Was the phone number easy to obtain?	Was the amount of time spent on your call adequate?	Was the person you spoke with courteous and considerate?	Was the information clearly explained?
Dec 2005	25	96% yes	96% yes	96% yes	96% yes

Comments: One caller had difficulty finding the poison center number and got the number from their pediatrician. Another caller was dissatisfied with the amount and clarity of information provided by the poison specialist and called the pediatrician for further help.