

**Caller Satisfaction
December 2008
FL Poison Information Center - Tampa**

N=25

Was enough time spent on your call?	Was the information clearly explained?	Was the person you spoke with courteous?	Where did you find the PCC number?
100% said "yes"	100% said "yes"	100% said "yes"	Had number or had called before = 3 Number on product label = 3 Phone book = 8 Family member = 2 Healthcare provider = 3 Internet = 1 Number on promo item = 1 Information operator = 1 Unknown = 3