

Caller Satisfaction Survey  
 Florida Poison Information Center-Tampa  
 December 2011

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?	Where did you find the poison center number?
25	100% Yes	100% Yes	100% Yes	6 Google 4 Phone Book 3 On Pill Bottle 2 Sister gave it to her 2 Magnet 2 Pharmacy 2 Called hospital 1 911 1 Friend gave it to her 1 Speed dial 1 411 #

Insurance Carriers	Blue Cross
	Medicaid (6)
	Cigna (2)
	SSI Disability
	American Postal Workers Union Insurance
	Fla Health Care
	Health East
	Humana
	Melina
	United Health Care
	Atena

