

Caller Satisfaction Survey  
Florida Poison Information Center-Tampa  
December 2012

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	Internet = 7 Phone Book = 2 Called 411 = 2 Programmed in phone = 3 Called pharmacy = 3 Medicine Bottle = 2 Hospital = 2 Magnet = 1 Nurse Help Line = 1 MD office = 2

T19411552: Judy Turner: Caller was very appreciative of all your help on Monday. He also appreciated the follow-up call on Tuesday.