

Caller Satisfaction Survey  
 Florida Poison Information Center-Tampa  
 December 2013

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	95.8% Yes 4.2% No	100% Yes	95.8% Yes 4.2% No	12 Internet/Google 4 programmed in cell phone 2 physician office 2 Phone Book 1 On pill bottle label 1 911 patched through 2 sticker/magnet at home 1 Pharmacy

T1986656 Thought SPI was very rude to her and made her feel silly  
 Peggy was nice to her, really nice and let her talk

T1986764 Twyla was really much nicer than he had expected

T1986797 Stan was very kind