

Caller Satisfaction Survey
Florida Poison Information Center-Tampa
December 2014

Caller Satisfaction Survey

N=25

Number of responses	Number of calls made	Was enough time spent on your call?	Was the person you spoke with courteous and considerate?	Was the information clearly explained?	Would you call the poison center again if needed?
25	38	100% Yes	100% Yes	92% Yes	100% yes

Comments about information not being clearly explained:

- "I got no information about cat feces but I wasn't dissatisfied because I realize that it's not a true poison. I called the health dept and got info"
- "I'm an RN and I wanted more clinical info than I was given."