

Caller Satisfaction

December 2015

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	72	100% Yes	100% Yes	100% Yes	100% yes

Comments:

- "The nurse (Tess) was very patient."
- She (Courtney) was "so professional."
- The specialist (Peggy) "calmed me down".
- "Your service was very good and set my mind at ease."
- "Everything was great."