

**Caller Satisfaction Survey
Florida Poison Information Center-Tampa
(October – December 2020)**

Number of Calls Made	Number of Responses	Was the person you spoke with courteous?	Was the info clearly explained to you?	Would you call poison center again if needed?	Did you know the poison center can answer non-emergency poison questions?	Where did you find the Help Line number? (Ex: Internet)
154	25	100% Yes	100% Yes	100% Yes	56% Yes	Google (20) Pediatrician (2) Product Package (Detergent) Family Member (2)

Additional Comments:

- Has called the PC before
- Always been helpful
- Was impressed by the service
- Stan was very genuine and nice, I could tell he cared
- Had a great experience, Jeronimo helped me stay calm
- Pleased with receiving a follow-up
- Charisse was great & helped keep me calm
- Appreciated David calling back the next day
- Gilbert answered quickly
- Big weight lifted off her shoulders every time she has called