

Caller Satisfaction Survey Totals

3rd Quarter

(January – March 2019)

Number of responses	Number of calls made	Was enough time spent on your call?	Was the person you spoke with courteous?	Was the information clearly explained to you?	Would you call the poison center again if needed?
25	58	100% Yes	100% Yes	96% Yes	100% Yes

Comments:

- It was a good service
- Perfect service, relieved my anxiety
- This was my first experience. I was very impressed w/ the follow up calls and everything. Thank you Jeronimo!
- Good experience
- Gilbert was awesome!
- Great service
- Judy was great! She really put my mind at ease and made me feel comfortable.
- Gilbert was great. I appreciated how he explained everything to me which caused me not to worry.