

## Caller Satisfaction Survey Totals

3<sup>rd</sup> Quarter  
(January-March 2020)

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	72	100% Yes	96% Yes	100% Yes	100% Yes

### Comments:

- Follow up was helpful
- Gilbert was excellent!
- Excellent service
- Call was pleasant and clear
- Fast and good service
- Stan was professional, courteous, and very knowledgeable!
- Judy was calm and knowledgeable!
- Charisse was wonderful and great!