

Caller Satisfaction Survey
3rd Quarter – Jan -March 2004
Florida Poison Information Center - Tampa

#callers surveyed	Refused to answer	Was the phone # easy to obtain?	Was the amount of time spent on your call adequate?	Was the person you spoke with courteous & considerate ?	Was the information clearly explained?
25	0	100% yes	96% yes	96% yes	96% yes

Needs assessment: What topics would you like to learn more about in poison center brochures? Answers: household poisons, plants.

