

**Caller Satisfaction Survey
March 2006
Florida Poison Information Center - Tampa**

# callers surveyed	Refused to answer	Was enough time spent on your call?	Was the person you spoke with courteous & considerate ?	Was the information clearly explained?
25	0	100% yes	100% yes	95% yes

Comments: Mother felt confused about instruction on a call. Several callers named the nurse that helped them and were appreciative. Others appreciated the follow-up calls.