

March 2009

Caller Satisfaction Report

# 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	100% yes

Comments: The nurse was great. The nurse put me at ease. Great job. God Bless you. Couldn't get through and called 411 & 911 to get through. Asked some where they got the phone number:

- 3 from phone book
- 1 online
- 1 from 911
- 1 from an emergency instruction magnet
- 1 from a hospital Ask-A-Nurse
- 1 from a pharmacy instruction sheet.