

**Caller Satisfaction Survey
Florida Poison Information Center - Tampa
March 2011**

Caller Satisfaction Survey
N=25

#callers surveyed	Was enough time spent on your call?	Was the person you spoke with courteous & considerate?	Was the information clearly explained?	Where did you find the poison center number?
25	100% yes	100% yes	100% yes	Internet – 7 Phone book – 2 Pharmacist – 3 Physician office – 4 Hospital - 1 Information operator – 2 Called 411 – 1 Programmed on phone – 2 Magnet -1 Unsure - 2

Comments:

- Callers wanted to see that SPIs got recognition: Pam, Joe, Tom, Stan
- Jim “was very thorough and made me feel better”
- Joe “made me feel confident that you guys knew what you were talking about. He said it wasn't a venomous spider bite and when I saw a doctor later, he said the same thing.”
- Tom “said to me, ‘I know your son will be OK, but will you be OK?’ That made me feel good that he cared about me, too, because I was upset.”