

**Caller Satisfaction Survey
Florida Poison Information Center - Tampa
March 2012**

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	96% yes	100% yes	100% yes	Internet – 5 Phone book –4 Physician office – 2 Called 411– 1 Called police dept -1 Programmed on phone – 1 Magnet -2 On product label – 3 Hospital -1 Had it written down -1 Family member – 2 Had magnet on fridge from a poison lecture -1