

Caller Satisfaction Survey  
 Florida Poison Information Center-Tampa  
 March 2014

Caller Satisfaction Survey

N=25

Number of Callers Surveyed	Was enough time spent on your call?	Was the person you spoke with courteous and considerate?	Was the information clearly explained?	Where did you find the poison center number?
25	100% Yes	100% Yes	100% Yes	Internet = 14 Dr. Office or hospital = 3 Phone Book = 2 Magnet on refrigerator = 1 Programmed in phone = 1 Works in child care so knew the number = 1 Product company line transferred caller to poison center = 1 Information from a class = 1 Number on medicine bottle = 1