

Caller Satisfaction Survey
Florida Poison Information March 2015

Caller Satisfaction Survey

N=25

Number of responses	Number of calls made	Was enough time spent on your call?	Was the person you spoke with courteous and considerate?	Was the information clearly explained?	Would you call the poison center again if needed?
25	42	92% Yes	100% Yes	100% Yes	100% yes

Comments:

- "Thank you for your help."
- "He (poison specialist) was right on point. I appreciate the service more than you know."
- "I was so nervous when I called. Thank you helping me."
- "I had trouble concentrating on what he (poison specialist) was saying because I was thinking about my child. Maybe if he'd spent another minute talking to me it might've helped."
- He (poison specialist) was short and to the point. I wondered if what he said was true."