

Caller Satisfaction Survey Totals

1st Quarter

(January – March 2018)

Number of responses	Number of calls made	Was enough time spent on your call?	Was the person you spoke with courteous?	Was the information clearly explained to you?	Would you call the poison center again if needed?
25	65	100% Yes	100% Yes	100% Yes	100% Yes

Comments:

- Very helpful
- Very thorough
- Perfect service
- Was so scared but Gilbert was great in calming me down
- Wonderful
- Szilvia was amazing
- Enjoyable experience
- Kiet was very courteous
- Judy was really nice
- David was great
- Jeronimo was very reassuring