

**Caller Satisfaction Survey
Florida Poison Information Center-Tampa
(January – March 2021)**

Number of Calls Made	Number of Responses	Was the person you spoke with courteous?	Was the info clearly explained to you?	Would you call poison center again if needed?	Did you know the poison center can answer non-emergency poison questions?	Where did you find the Help Line number? (Ex: Internet)
149	25	100% Yes	100% Yes	100% Yes	85% Yes	Google (20) Friend (1) Saved on phone (1) Internet (3)

Additional Comments:

- Gilbert was very down to earth/made me feel at ease
- Very helpful
- Great Service
- Would call again
- Courtney helped me stay calm
- George was great
- Tess was very helpful
- Thank you
- I got the info I needed
- Stan was great