

**Caller Satisfaction Survey
June 2013**

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	Yes=100%	Yes=100%	Yes=100%	Online=10 Phone book=2 411=1 Doctor=5 Product container=2 Rx drug info paper=1 Programmed into cell phone=1 Magnet on refrigerator=3

Comment: 12% of people surveyed had magnets on their refrigerators. This is due to poison center education outreach. Community involvement is vital.