

Caller Satisfaction Survey
Florida Poison Information Center-Tampa
June 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 | 4% No 96% Yes | 4% No 96% Yes | 4% No 96% Yes | Internet = 17 Phone Book = 3 Doctor office = 2 Book from TGH class = 1 Insurance company = 1 unknown = 1 |