

## Caller Satisfaction

June 2016

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	45	100% Yes	100% Yes	100% Yes	100% yes

### Comments:

- Really appreciate it
- Happy with the follow-up call
- Judy was great
- Very professional and compassionate
- Took a long time to answer the call
- Great service but save personal question info for the end of call
- Very helpful
- Everyone was great