

Florida/USVI Poison Information Center-Jacksonville  
Public Satisfaction Survey  
2020

24 hour time period

| Date                                                 | # of callers surveyed/<br># made | Refused to answer<br>(#) | Were you satisfied with quickness of answer? | Were you satisfied with advice given? | Do you feel the Poison Center serves a necessary function? | Would you use the poison center again if necessary? |
|------------------------------------------------------|----------------------------------|--------------------------|----------------------------------------------|---------------------------------------|------------------------------------------------------------|-----------------------------------------------------|
| 3 <sup>rd</sup> qtr. FY 19/20<br>1-3/30<br>1/21/20   | 25/52                            | 2                        | 25/25<br>100%                                | 25/25<br>100%                         | 25/25<br>100%                                              | 25/25<br>100%                                       |
| 4 <sup>th</sup> qtr. FY 19/20<br>4-6/20<br>4/1/20    | 25/83                            | 2                        | 25/25<br>100%                                | 24/25<br>96%                          | 25/25<br>100%                                              | 25/25<br>100%                                       |
| 1 <sup>st</sup> qtr. FY 20/21<br>7-9/20<br>7/30/20   | 43/83                            | 4                        | 43/43<br>100%                                | 43/43<br>100%                         | 43/43<br>100%                                              | 43/43<br>100%                                       |
| 2 <sup>nd</sup> qtr. FY 20/21<br>10-12/20<br>10/1/20 | 35/83                            | 17                       | 34/35<br>97.1%                               | 33/35<br>94.3%                        | 34/35<br>97.1%                                             | 35/35<br>100%                                       |

Where did you find the number for the poison center?

|         | In contacts | phone | hospital | online | Rx | doctor | On item | 911 | magnet | sticker | Other person | Is a HCP or police | ?/other |
|---------|-------------|-------|----------|--------|----|--------|---------|-----|--------|---------|--------------|--------------------|---------|
| 1/21/20 |             |       | 3        | 15     |    |        | 2       |     |        |         | 3            |                    | 2       |
| 4/1/20  | 3           |       |          | 16     |    | 2      | 2       |     | 1      |         | 1            |                    |         |
| 7/30/20 |             |       |          | 30     | 1  | 4      | 1       |     | 1      |         |              |                    | 6       |
| 10/1/20 | 1           |       | 2        | 25     |    | 2      | 2       |     | 1      |         | 1            |                    | 1       |

Comments:

1/21/20

- Nice, understanding
- Answer from heaven
- Helpful resource
- I can't express enough how grateful I am
- You guys did a good job

4/1/20

- The lady I spoke with was exceptional and was there for me when my doctor couldn't be
- I didn't realize how much you guys do and we really appreciate all of your help
- Felt like the person on the phone didn't understand and reached a conclusion without listening

7/30/20

- "I really appreciate the help y'all gave me. I was worried about my daughter, but it was ok."
- "I looked up my problem online and it was different from the advice I was given, but I appreciate the help anyways. I will definitely call poison control again if I need to."
- "Thank you so much for being available. I wasn't sure if I needed to bring my baby to the hospital, but he was alright. I don't know what I would've done if I couldn't call y'all."
- "When I called, the person on the phone said that I probably wouldn't have symptoms and that I'd be fine in a couple hours. I definitely started having symptoms and it lasted a day or two. I'm okay now, but I think you could update some of your information."

- [in response to "do you think the poison center serves a purpose?" question] "Definitely! I've called a few times over the years now. I really appreciate the help I get and that you don't cost anything."
- [in response to "would you contact the poison center again if necessary?" question] "Well I hope I never have to call you again, but if something happens, I'm gonna call you immediately to make sure everything is alright."
- [in response to "how do you find our number?" question] "I don't remember how I originally got it. I think I either looked it up online or found it on the [medication] box, or maybe my doctor gave it to me? I've called before, but I have your number saved in my phone now because I don't want to forget your number when I really need it."

10/1/20

- She called about her dog and she wishes we could provide more help for animals because the alternative of calling the animal line is too expensive.
- SPI warned the pt that there could be a serious reaction and advised her to go to the hospital where she ended up having a reaction. She said she is very thankful for the SPI she spoke to.
- She is thankful poison centers exist.
- The caller felt the SPI was very calming and helped soothe her anxiety. The caller is extremely grateful for the poison center.
- Called twice recently and the first call she didn't get a quick response, but the second call she did. She is very thankful for the poison center and it is a great gift to the community.
- He was not satisfied with his call as we did not give him an answer and referred him to a place that wanted \$100 before they gave him an answer.
- Spent 4h in ER and lots of money for the ER Doc just to say level of poisoning was non-toxic. The caller felt the SPI did a horrible job telling him to take his child to the ER just to receive no treatment and get sent home.
- Caller was very happy with the service.
- The caller really appreciated there is someone she can call in these situations.
- She said she would love if the poison information number could be a 3-digit number like "911."
- The poison center was so helpful!
- The poison center was extremely helpful especially since she has 3 children.
- The poison center is very helpful! She thinks every new mom should have a magnet with the poison center number sent home with her.