

Florida/USVI Poison Information Center-Jacksonville
Public Satisfaction Survey
2021

24-hour time period

Date	# of callers surveyed/ # made	Refused to answer (#)	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 rd qtr. FY 20/21 1-3/21 1/6/21	26/64	0	26/26 100%	25/26 96.2%	26/26 100%	26/26 100%
4 th qtr. FY 20/21 4-6/21 4/9/21	29/59	17	29/29 100%	29/29 100%	29/29 100%	29/29 100%
1 st qtr. FY FY 21/22 7-9/21 7/12/21	47/84	2	47/47 100%	46/47 97.9%	47/47 100%	46/47 97.9%
2 nd qtr. FY 21/22 10-12/21 10/11/21	26/79	4	26/26 100%	26/26 100%	26/26 100%	25/26 96.2%

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
1/6/21				18		1	3		1				2
4/9/21	2		1	20		3							3
7/12/21	1			37		3			1				
10/11/21			1	14	2		1		3		3		1

Comments:

4/9/21

- Positive experience
- Person was knowledgeable
- She was perfect, gave me examples, and put my mind at peace
- She was great
- Everything was wonderful
- Really helpful and kind
- Extremely helpful and quick
- Very professional and calming
- Thankful, put my mind at ease
- Calm and helpful
- Absolutely amazing
- Calm and kind
- Put my mind at ease
- Straightforward and nice
- Everything was great

7/12/21

- The guy who took the call was awesome and understanding
- Whoever took the call was extremely helpful
- The person who took the call was well trained and gave me the answer I needed
- The person was very knowledgeable and felt the same as getting an opinion from a doctor
- The advice given worked
- Thank you so much for saving me an emergency bill, the advice was right
- I really appreciate the help and nice to speak to professional; she was helpful
- Really quick in answering; she was very helpful
- Very caring and reassuring; poison control gets 5 stars
- I remember it was a great experience; great customer service
- The person I spoke to was very informative and kept my mind at ease
- Person I spoke to was very kind to us, very informative, and answered the questions
- Appreciated the peace of mind
- Helpful and put my mind at ease
- I was on hold for a long time, but once the call was put through everything was fine
- It was great, really easy, and the information was what I wanted to hear
- Not enough information to answer question; enhance database if possible
- The gentleman who helped me was excellent
- You guys did a good job
- You guys were good
- It's a great resource for my kids and saves an ER visit
- We mothers needs you guys very much
- Extremely helpful, quick to answer call; good information to make an informed decision
- He was incredibly helpful, kind; expressed he was parent and kept me at ease
- She was really nice, very good interaction
- Calm, reassuring, and great; I'm glad I called

10/11/21

- The situation wasn't that serious, but calling the poison center really gave me peace of mind
- I was so scared, I really appreciate y'all and your help
- I've called the poison center about four times in the last 15 years and it's been helpful every time
- Great advice
- Super helpful
- Very satisfied, definitely helped
- 100% satisfied