

Florida/USVI Poison Information Center-Jacksonville
Public Satisfaction Survey
2022

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 21/22 1-3/22 1/3/2022	31/78	0	31/31 100%	31/31 100%	31/31 100%	31/31 100%
4 th qtr. FY 21/22 4-6/22 4/2-3/2022	28/79	3	28/28 100%	28/28 100%	28/28 100%	28/28 100%
1 st qtr. FY FY 22/23 7-9/22 8/16/2022 9/28/2022	25/56	0	25/25 100%	25/25 100%	25/25 100%	25/25 100%
2 nd qtr. FY 22/23 10-12/22						

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
1/3/2022			1	21		2	3						1
4/2-3/2022				16	1		5	1	1				4
8/16/2022 9/28/2022			1	16		1	1		1		2	1	2

Comments:

1/3/2022

- Rhonda kept me calm and helped me feel better and reassured me. She was really great.
- Appreciated follow-up and alerting ED prior to arrival.
- Very helpful and very friendly.
- Very satisfied with all services.
- Great resource, utilized many times.
- Michael D was so helpful and kind.
- Answered all questions and concerns.

4/2-3/2022

- Happy with the poison center's service however later found out that substance originally thought to have caused caller's eye irritation was not the actual causative substance. Had touched a plant much earlier in the day that caused eye irritation. Would have been helpful to have the poison center ask about anything else they could have touched earlier in the day.
- They were able to answer all of my questions and helped my daughter.
- Very helpful and gave us peace of mind.

- It was great to call someone who knew what to do when I had no idea what to do.
- The person I spoke with was quick, efficient, and it was an excellent service.
- I have had to call plenty of times.
- Everything worked out well, we really appreciate the tone of the person we spoke with. It was very beneficial.
- Gave us peace of mind.
- It's awesome.
- I would absolutely call again if I needed to.

8/16/2022 & 9/28/2022

- I will definitely call again and I have been giving out the number to my friends and family because y'all were so helpful.
- You guys rock! thank you so much for your help.
- Kids are crazy so it's great to have a place to call if I'm concerned about something they got into.
- Very helpful.
- Short easy and made him feel better, and definitely serves a purpose for a contact for information without having to rush to the ED.
- Person was very helpful and nice eased her concerns that she didn't give her kid too much cold medicine. She will definitely call back again.
- Person was very professional and helped her feel at ease that everything was going to be okay.
- Very grateful for being able to call the center, has and will you us again.
- The call was very informative and made her feel much more comfortable about the situation.