

Florida/USVI Poison Information Center-Jacksonville
Public Satisfaction Survey
2023

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 22/23 1-3/23 1/10-11/23	25/81	5	25/25 100%	25/25 100%	25/25 100%	25/25 100%
4 th qtr. FY 22/23 4-6/23 4/18/23	37/72	0	36/37 97.3%	37/37 100%	37/37 100%	37/37 100%
1 st qtr. FY 23/24 7-9/23 8/2-3/23	36/58	0	35/36 97.2%	35/36 97.2%	36/36 100%	35/36 97.2%
2 nd qtr. FY 23/24 10-12/23 11/27-28/23	30/81	1	29/30 97%	28/30 93%	30/30 100%	30/30 100%

Where did you find the number for the poison center?

	In contacts	hospital	online	Rx	doctor	On item	911	magnet	sticker	Other person	Is a HCP or police	?/other
1/10-11/23	2		18		1							4
4/18/23	1		27		3	2		1				3
8/2-3/23		3	27			3				2		1
11/27-28/23	3		23			1		1		2		

Comments:

4/18/23

- Very calming.
- Excellent both times.
- Thank God poison control is always there.
- Thank you for being there.
- He relieved all my stress.
- Glad someone called back to follow-up.
- Person he spoke to was very nice/helpful.
- Very short and did not seem to care.
- Great that we provide these services; good for people who can't get to a hospital right away.

11/27-28/23

- Really thankful for PIC. Such a big help.
- Really sweet on phone and made me feel so much better.
- Poison center is absolutely necessary
- Very appreciative of the help we provided
- Fabulous
- Very grateful
- Was told to go to the hospital, but felt like the person on the phone didn't want to help