

Florida/USVI Poison Information Center-Jacksonville
Public Satisfaction Survey
2025

Date	# of callers attempted	Refused to answer (#)	24-hour time period			
			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 24/25 01/01-01/02	70	0	37/37 (100%)	37/37 (100%)	37/37 (100%)	37/37 (100%)
4 th qtr. FY 24/25	144	0	48/50 (96%)	49/50 (98%)	49/50 (98%)	50/50(100%)
1 st qtr. FY 25/26	86	0	34/34 (100%)	34 (100%)	34/34 (100%)	34/34 (100%)
2 nd qtr. FY 25/26	116	0	50/51 (98%)	50/51 (98%)	50/51 (98%)	50/51 (98%)

Where did you find the number for the poison center?

	In contacts	hospital	online	Rx	DR.	On item	911	magnet	sticker	Other person	Is a HCP or police	?/other
Q3	3		24	1	1	2	1	2		2		1 (memo rized)
Q4	1		32	1	8	2		1		1	2	2 unkn own
Q1	3	3	25			1		2				
Q2		1	39		2			1		4		4

Comments:

Q3

- Did a good job, I was grateful for them
- They were super helpful
- The person I spoke to was very very helpful, I am thankful that this system is in place.
- The person was very helpful, remained calm while I was panicking, and I am very grateful
- It worked out very well and y'all were very helpful
- The whole process was easy, very helpful
- I am very satisfied because they provide information I cant get anywhere else. I love you guys because it is very expensive to go to the emergency room.
- Thank you so much for your help
- She was very calm and collective when I was freaking out, It saved me a trip to the emergency room, so thank you guys
- This is the second time we have had to call and I do believe it serves a great purpose for the community
- The lady I spoke to was super calm, sweet, and helped me calm down. She was very informative. I really appreciate you guys.

- It was my first time calling and you guys are a great resource to have available.
- Service was amazing! If you need ore budget I would vote for it. I give it an A++

Q1

- I had a great experience
- The young man was excellent. I always call you guys because you guys are always so quick
- She was very comforting and knowledgeable. I appreciated that after I calmed me down, she was able to tell a joke and help lighten the mood. I actually also shared you guys' number with my friends because of having such a pleasant experience.
- No feedback but everything went good
- You guys were amazing

Q2 Comments

- 5/5, gold stars. Very beneficial service.
- Very thorough answers, helped to calm my nerves
- Loved the quickness of the answer
- Thank you for being there
- Lady on the phone was rude, felt the poison center did not help.