

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						
1 st qtr. FY FY 22/23 7-9/22						
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

Comments:

- 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.