

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 <sup>rd</sup> 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 <sup>th</sup> 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 <sup>st</sup> qtr. FY FY 21/22 7-9/21						
2 <sup>nd</sup> qtr. FY 21/22 10-12/21						

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

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