

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 | | | | | | |
| 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 |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |

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.