

Florida/USVI Poison Information Center-Jacksonville
Public Satisfaction Survey
2024

24-hour time period

Date	# of callers attempted	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 23/24 1-3/24 1/3,1/5, 1/9/24	83		30/30 100%	30/30 100%	30/30 100%	30/30 100%
4 th qtr. FY 23/34 4-6/24	55		28/28 100%	28/28 100%	27/28 96%	28/28 100%
1 st qtr. FY 24/25 7-9/24						
2 nd qtr. FY 24/25 10-12/24						

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
1/24	2		17		1	1		1			2	6
4/24	1		22			1		2			1	1

Comments:

1/24

- Very helpful service
- Professional, but did not make me feel bad
- Just thank you
- Y'all were great
- Person knew exactly what to do
- Saved me a trip to the ER
- Knowledgeable about the product
- Especially necessary for new moms
- Very knowledgeable and reassuring