



Caller Satisfaction Survey
Florida Poison Information Center - Miami
July-September 2022

<i>Contacts</i>	<i>Refused to Answer</i>	<i>Were you satisfied with your call to poison control yesterday?</i>	<i>How did you find the number for Poison Help yesterday?</i>	<i>Do you recall having seen or heard an advertisement/PSA recently?</i>	<i>Would you call the poison center again, if necessary?</i>
	Yes-No	Yes-No	See options	Yes-No	Yes-No
N = 62	(See each question for # who skipped question/refused)	100% (62)	Online 69% (43)	6.5% (4)	100% (62)
% Yes		0% (0)	Magnet 3% (2)	93.5% (58)	0% (0)
% No		Refused (0)	Saved in phone 11% (7)	Refused (0)	Refused (0)
			Doctor/ped 11%(7)		
			Refused (0)		

Comments: Other sources included product label, friend/family, mother's group online.