



Caller Satisfaction Survey
Florida Poison Information Center - Miami
July-September 2023

<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 = 33	(See each question for # who skipped question/refused)	97% (32)	Online 79% (26)	0% (0)	100% (33)
% Yes		3% (1)	Saved in phone 18% (6)	100% (33)	0% (0)
% No		Refused (0)	Doctor/ped 6% (2) Other 9% (3) Refused (0)	Refused (0)	Refused (0)

Comments: Other sources included product label, "just knew," fire fighter.