



Caller Satisfaction Survey
Florida Poison Information Center - Miami
July 1- September 30, 2025

<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>Did you seek help anywhere else before calling?</i>	<i>Would you call the poison center again, if necessary?</i>
	Yes-No	Yes-No	See options	Yes-No	Yes-No
N = 28 % Yes % No	(See each question for # who skipped question/refused)	100 % (28) 0% (0) Refused (0)	Online 79% (22) Other 10% (3) Doctor/ped 4% (1) Magnet/PC materials 4% (1) Refused (0)	Yes – doctor 11% (3) Yes – online 46% (13) Yes – Hospital/doctor 7% (2) No – 43% (12) Refused (0)	Yes 100% (28) No 0% (0) Refused (0)

Comments: Other sources of number included pharmacy, 911, AARP.

SPI feedback included: “Melba was very sweet, call was helpful.” “Highly recommended.” “Robert was awesome, even caller’s daughter said Robert was great.” “Very grateful to Jeffrey, nice sweet and helped out more than we can imagine” “Carolina was very professional and gave them all the help they needed.” “Eddie was very helpful and supportive in answering questions.”