



*Caller Satisfaction Survey*  
**Florida Poison Information Center - Miami**  
*October –December 2021*

<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 yesterday?</i>	<i>Do you have the number saved in your phone now?</i>	<i>Would you call the poison center again, if necessary?</i>
	<b>Yes-No</b>	<b>Yes-No</b>	<b>Options listed</b>	<b>Yes-No</b>	<b>Yes-No</b>
N = 200	(See each question for # who skipped question/refused)				
% Yes		99.5% (199)	Online 69.5% (139)	51.5% (103)	99.5% (199)
% No		0.5% (1)	Saved in phone 8% (16)	48.5% (97)	0.5% (1)
		Refused (0)	Product label 6% (12)	Refused (0)	Refused (0)
			Doctor 6.5% (13)		
			Refused (0)		

Comments: Alternate ways of finding number: AARP nurse, ED, Facebook group, pharmacist at Publix (3), 911.