



Caller Satisfaction Survey
Florida Poison Information Center - Miami
October –December 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 yesterday?</i> | <i>Do you recall having seen and ad for poison control recently?</i> | <i>Would you call the poison center again, if necessary?</i> |
|-----------------|--|---|---|--|--|
| | Yes-No | Yes-No | Options listed | Yes-No | Yes-No |
| N = 25 | (See each question for # who skipped question/refused) | 100% (25) | Online 60% (15) | 8% (2) | 100% (25) |
| % Yes | | 0% (0) | Product label 12% (3) | 92% (23) | 0% (0) |
| % No | | Refused (0) | Doctor/Pediatrician 8% (2) | Refused (0) | Refused (0) |
| | | | Saved in phone 4% (1) | | |
| | | | Refused (0) | | |

Comments: N/A