



*Caller Satisfaction Survey*  
**Florida Poison Information Center - Miami**  
*October 1-December 31, 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>
	<b>Yes-No</b>	<b>Yes-No</b>	<b>See options</b>	<b>Yes-No</b>	<b>Yes-No</b>
N = 25	(See each question for # who skipped question/refused)	100 % (25)	Online 92% (23) Product label 8% (2) Other 16% (4) Refused (0)	Yes – online 44% (11) No – 56% (14)	Yes 100% (25) No 0% (0)
% Yes		0% (0)			No 0% (0)
% No		Refused (0)		Refused (0)	Refused (0)

Comments: “Other” included Google and ChatGPT

SPI feedback included: "Thank you for easing my mind, it was very helpful to calm the parents of the child", "Laurence was very attentive." "Call went well, it was helpful." "Eddie was very helpful."