



Caller Satisfaction Survey
Florida Poison Information Center - Miami
January-March 2022

<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 seeing an ad for poison control recently?</i>	<i>Would you call the poison center again, if necessary?</i>
	Yes-No	Yes-No	See options	Yes-No	Yes-No
N = 67	(See each question for # who skipped question/refused)	100% (67)	Online 70% (47)	84% (56)	99% (66)
% Yes		0% (0)	Doctor/ped 13%(9)	16% (11)	1% (1)
% No		Refused (0)	Other 14% (9)	Refused (0)	Refused (0)
			Saved in phone 5% (3)		
			Refused (0)		

Comments: Other sources of number included job at homeless shelter, product label, friend or family, or magnet/sticker from the PCC.