



Caller Satisfaction Survey
Florida Poison Information Center - Miami
January-March 2024

<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 = 25	(See each question for # who skipped question/refused)	96% (24)	Online 64% (16)	96% (24)	96% (24)
% Yes		4% (1)	Other 4% (1)	100% (1) online	4% (1)
% No		Refused (0)	Doctor/ped 12% (3)	Refused (0)	Refused (0)
			Saved in phone 4% (1)		
			Everybody knows 12% (3)		
			Refused (0)		

Comments: Other sources of number included "callers works for EMS." SPI feedback included "Jhoset was very calming. Mom was very appreciative."
 * "Letizia was very helpful and helped calm me down" * "Caller said provided with good information on what to look for." * "Caller and husband are both physicians. Very happy with the call and would call again. Appreciated Robert and Melba very much." "Caller said they are not sure if they would call again good information but felt that SPI was dismissive."