



*Caller Satisfaction Survey*  
**Florida Poison Information Center - Miami**  
*April-June 2022*

| <i><b>Contacts</b></i>  | <i><b>Refused to Answer</b></i>                        | <i><b>Were you satisfied with your call to poison control yesterday?</b></i> | <i><b>How did you find the number for Poison Help yesterday?</b></i>                             | <i><b>Do you recall having seen or heard an advertisement for poison control recently?</b></i> | <i><b>Would you call the poison center again, if necessary?</b></i> |
|-------------------------|--------------------------------------------------------|------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
|                         | <b>Yes-No</b>                                          | <b>Yes-No</b>                                                                | <b>See options</b>                                                                               | <b>Yes-No</b>                                                                                  | <b>Yes-No</b>                                                       |
| N = 26<br>% Yes<br>% No | (See each question for # who skipped question/refused) | 100% (26)<br><br>0% (0)<br><br>Refused (0)                                   | Online 77% (20)<br>Doctor/ped 8% (2)<br>Other 4% (1)<br>Saved in phone 8% (2)<br><br>Refused (0) | 4% (2)<br>96% (24)<br><br>Refused (0)                                                          | 100% (26)<br><br>0% (0)<br><br>Refused (0)                          |
|                         |                                                        |                                                                              |                                                                                                  |                                                                                                |                                                                     |

Comments: Other sources of number included mother's group online, magnet, product label, friend/family.