

**Caller Satisfaction Survey  
Florida Poison Information Center-Tampa  
(July – September) 2022**

<b>Number of Calls Made</b>	<b>Number of Responses</b>	<b>Was the person you spoke with courteous?</b>	<b>Was the info clearly explained to you?</b>	<b>Would you call poison center again if needed?</b>	<b>Did you know the poison center can answer non-emergency poison questions?</b>	<b>Where did you find the Help Line number? (Ex: Internet)</b>
88	25	100% Yes	100% Yes	100% Yes	56% Yes 44% No	Google (2) Bottle label (2) Friend (1) Had # Saved (2) Memorized the # (1) Pediatrician (3) Internet (13) Hospital (1)

**Additional Comments:**

- He explained everything really good.
- She did an awesome job. She kept my wife calm. Thank you guys.
- She was very helpful.
- Big thank you to Szilvia. She saved my daughter's life.
- Stan was wonderful, very knowledgeable and gave a call back to check on them.
- She was very sweet.
- Thank you. It was very calming.
- She was very nice and even called back to check on the baby.
- Thank you for having this service.
- They did a great job.
- He was fine.
- Thank you.