

**Caller Satisfaction Survey
Florida Poison Information Center-Tampa
(July - September) 2023**

Number of Calls Made	Number of Responses	Was the person you spoke with courteous?	Was the info clearly explained to you?	Would you call poison center again if needed?	Did you know the poison center can answer non-emergency poison questions?	Where did you find the Help Line number? (Ex: Internet)
89	25	100% Yes	100% Yes	100% Yes	4% Yes 96% No	Saved into cell phone (1) Magnet on fridge (1) Doctor (3) Patient's chart & paperwork (1) Nurse Hotline (1) Internet (16) Family member (1) Label on product (1)

Additional Comments:

- She was very professional and amazing. She gave me a thorough explanation.
- I called the Nurse Hotline and they told me to call Poison Control. I was freaking out. Judy was the best and was able to help me. Thank you.
- He was very helpful and knowledgeable. He made me feel better. I had a lot of questions and was very nervous and he put me at ease. He reached at to me the next day to see how I was doing. Thank you.
- The service was excellent. He was very professional and knowledgeable.
- He was fabulous. He called me back several times. Thank you.
- He was very professional and helpful. Thank you.
- She was great and helpful. I am glad I called.
- He was wonderful and reassuring and gave adequate information.

- She was very helpful. Thank you.
- He was very knowledgeable and helped me ease my mind.
- Thank you and keep this great service.
- She did a great job at keeping her calmed.
- Perfect person for this job. Helpful.
- She was calmed and professional. Thank you.
- He was very knowledgeable and friendly.
- She is a schoolteacher and had sent a nice review and acknowledgment thank you letter. Tejas did an outstanding job. He was very professional and calmed her nerves. Thank you!
- I appreciate all her help. She calmed my nerves.