



**Caller Satisfaction Survey  
Florida Poison Information Center-Tampa  
(July - September) 2025**

<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>
163	35	100% Yes	100% Yes	100% Yes	46% Yes 54% No	Saved into cell phone (1) Doctor (3) Magnet on fridge (2) Pharmacist (1) Internet (27) Call a Nurse Line (1)

**Additional Comments:**

- Awesome, you guys do an amazing job. Thank you
- Very professional, and helpful.
- Guy was great, he calmed me down. He was amazing.
- Thank you, sweetheart.
- Great job! I didn't have any problems, but I was expecting to have one. They called me later to check on me. Thank you!

- Both of them were very pleasant, very informative. It was excellent. I appreciate that the woman called make sure I was alive. Excellent work! Thank you!
- He was very nice. He called 2 hrs. later to check on us. Thank you!
- She was very nice. I was very stressed, and I was nervous because I recently had a meniscus surgery, and I took extra Tylenol. She was very reassuring and wonderful. Thank you.
- Thank you. The service was outstanding. They called me back just like they said. This is a great resource.
- I am very thankful as a mom that there is this wonderful resource as Poison Control.
- He was wonderful. I was very nervous. He reassured me and made me feel better very quickly. He looked up the information and explained everything to me and called me back to check on us. Thank you!
- Thank you. It is a great service.
- Great job. Thank you!
- He was very professional and calmed me down. Thank you.
- I was very nervous, and she calmed me down. She was excellent. Thank you.
- She was really good. Thank you!
- Thank you.
- Whoever I spoke to was really good and everything went really well. Thank you.
- I am glad I called the Poison Center. It was a scary situation with alcohol involved. The specialist told me to take her to the hospital, and I am glad I did. Thank you.
- He was really good. Thank you.
- She was great. Let her know. Thank you.
- He calmed me down. He was very knowledgeable. I had my 3 children involved in the call. Thank you.
- He said they were going to call back in 2 hrs. and they called 4 hrs. later but thank you.
- They called me back. Thank you.
- Thank you so much for this great service.
- I was stressed out and nervous. He was patient and calmed me down. He called me back just like he said he would check on us. Thank you.
- She calmed me down and called me later. Thank you.