

**Caller Satisfaction Survey  
Florida Poison Information Center-Tampa  
(October – December) 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>
61	27	100% Yes	100% Yes	100% Yes	44% Yes 56% No	Bottle label (1) Patient Information Leaflet of the Medication (1) Memorized the # (1) Doctor (2) Internet (22)

**Additional Comments:**

- Happy to get the help needed. She was very polite and informative. She assured her that she was going to be okay. She did an awesome job. She kept my wife calm. Thank you guys.
- She was very nice.
- He was amazing. I wish I could let him know.
- They did great. She appreciates them.
- She was good.
- They were fantastic, great, excellent. He explained everything efficiently and tried to keep me calm. A second specialist called me back. He was great. The service was outstanding. They went above and beyond. I am very appreciative.
- He did a good job and explained everything well. Thank you.
- Appreciates her time. Thank you!
- She explained everything thoroughly to her. Calmed her down, walked her through the process of counting the pills in the bottle, doing the calculations with the child's weight, and explaining to her that it was going to be okay.

- He was great and put her at ease. She is a very paranoid mom and was very nervous, but the specialist helped her. Thank you.
- He saved her panic.
- Thank you!
- It was good.
- He did great.
- She was super helpful. She is very appreciative that she called her back just like she said she would. Thank you!
- She was super helpful. She didn't feel rushed. She explained everything well. She has a new baby and was scared.
- He was very professional. I appreciate his help and time.
- She was very calming and helpful.
- She was very helpful and wonderful.