

**Caller Satisfaction Survey  
Florida Poison Information Center-Tampa  
(October - December) 2023**

<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>
47	29	100% Yes	100% Yes	100% Yes	28% Yes 72% No	Saved into cell phone (3) Doctor (1) CVS's pamphlet with medicated shampoo (1) Pharmacist (1) Internet (20) EMT (1) Label on product (1) Poison Center's Website (1)

**Additional Comments:**

- She was nice. She was good.
- Thank you so much.
- Thank you!
- She was super helpful. Thank you so much!
- He was amazing. I was freaking out and nervous and he was great. For 10 being the highest, I give him above 10.
- Great overall experience.
- Rachael is a sweetheart. We learned about poison control. At first, we thought we were dialing the manufacturer of the medicated shampoo that was listed in the CVS pamphlet. Thank you.
- He was very calming and explained everything perfectly to me. I didn't know that apricot seeds were toxic.
- Keep up this great service. Thank you.

- He was wonderful. He was very good. Thank you.
- Thank you.
- He was amazing and helped me calm my nerves.
- Thank you so much. He was very helpful.
- He was good and very knowledgeable. Thank you.
- Thank you so much.
- I have learned about the Poison Center 25 years ago when I was 13 and was taking a babysitting class. I had never called before until I had my 2 years old child. I have called you in 3 different times. You guys are better than 911. Thank you so much for reassuring me. More funding should go towards Poison Centers.
- I have called the Poison Center many times. My son gets into everything. He was awesome. Thank you.
- Thank you very much. I appreciate you. I was a nervous wreck and he helped me. Thank you!
- She is fantastic. Thank you so much. She was incredible.