

**Caller Satisfaction Survey
Florida Poison Information Center-Tampa
(October - December) 2025**

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)
95	29	100% Yes	100% Yes	100% Yes	31% Yes 69% No	Step Up Suncoast Education class (1) Magnet on fridge (2) Internet (26)

Additional Comments:

- He was really kind and calmed me when I was frankly panicking.
- I really appreciate his help. He walked me through. Everyone at the PC does a wonderful job. Keep up the good work. I have been calling for years. Thank you.
- He made me feel very comfortable. He was very funny. He told me exactly what to do.
- She was excellent, very informative, polite, and concerned. Thank you.
- They called me back. Thank you!
- I am so grateful. He made a scary time so much less stress free. He was excellent, compassionate and caring. Thank you.
- She did a great job, and she handled everything very well.
- She was very good. My wife called on my behalf. Thank you. We have called several times before.
- He was very helpful and very nice. Thank you.
- Thank you.
- I looked up the plant online and found the number of Poison Control number. I will save the number on my phone now.
- She was amazing and thank you for your services.
- They kept me very calm. My 2-year-old wakes up rampant and full of energy and is always getting into things.
- I was totally satisfied with the call. Thank you!

- Thank you. I was confused and nervous about taking a double dose. They called me back to check on me.
- Thank you. Great service.
- Thank you. I appreciate the help.
- I was very nervous with my two children getting into my husband's medication. Thank you and thank you for calling us back.
- Thank you for the information. I will save the number now.
- Thank you.
- Thank you so much.
- She was very nice.
- We have called before. Thank you. We will save the number.
- Thank you for the great service.
- Thank you very much. I appreciated the call back.
- Thank you so much. I was freaking out, and it was a peace of mind to call the PC.
- Thank you so much. Excellent service.