

**Caller Satisfaction Survey  
Florida Poison Information Center-Tampa  
(January – March) 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?<br/>(Ex: Internet)</b>  |
|-----------------------------|----------------------------|---|---|--|--|---|
| 44                          | 25                         | 100% Yes  | 100% Yes                                      | 100% Yes   | 68% Yes<br>32% No  | Bottle label (1)<br>Saved into cell phone 3)<br>Memorized the # (1)<br>Doctor (1)<br>Hospital (2)<br>911 (1)<br>Internet (15)<br>Magnet on fridge (1) |

**Additional Comments:**

- It is very reassuring when you have an emergency and have fear and anxiety. It's a great service with expert advice. Staffed with professional experts. They said they were going to call me twice and they did right on the clock like they said. I am happy to live in a country that has this amazing service.
- The service was amazing. It was very comforting. She was as bright as could be.
- He was very polite and knowledgeable. He called backs just like he said he would.
- Ben made her feel at ease. He was very nice and very thorough. Thank you all for being there.
- He was very nice, very cooperative, and very patient.
- Szilvia explained everything perfectly. They share the same name but different spelling. She called her back as she said she would. She followed her instructions and showered and packed a few things to be ready in the event that symptoms worsen to go to the ED as the specialist suggested. She was delicate and very specific and knowledgeable. She is grateful for her help.

- Tejas was amazing and very sweet. He explained everything clearly and he was very knowledgeable. I have the # saved in my phone now. I had googled it and took me to 3 different sites before I got the poison center in Tampa. And I am giving you 10 stars too.
- The 3 specialists that handled the call were very polite, gave her information on what to expect, what to do and where to go.
- Pt. called back to thank Stefan for his service rendered.
- Tess was very nice and reassuring. I have 3 boys and I have the # saved in my cell phone. I have called before, and you guys have been very helpful. Thank you.
- Szilvia was a sweetheart. She called me back to check on me several times and remembered that it was my birthday. Every time she called to check on me, she wished me a Happy Birthday. Thank you.
- He was wonderful. He went over and above his duties.
- I really appreciate his help and time.
- I felt stupid that I had to call. I was driving and accidentally put hand sanitized in my mouth instead of mouth wash. I pulled over and googled poison control. He was very sweet and helpful. I had water and rinsed my mouth. He saved me. Thank you. (Stan)
- She was very knowledgeable and sweet. She called back to check on my daughter like she had said she would. Thank you. I am very appreciative.
- She was very knowledgeable and polite.