

**Caller Satisfaction Survey
Florida Poison Information Center-Tampa
(January - March) 2024**

| 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) |
|-----------------------------|----------------------------|---|---|--|--|--|
| 62 | 26 | 100% Yes | 100% Yes | 100% Yes | 31% Yes 69% No | Saved into cell phone (6) Doctor (4) Magnet on Refrigerator (2) Pharmacist (1) Internet (12) Dispatch transferred call to PCC (1) |

Additional Comments:

- He was very knowledgeable and able to help me when I was feeling very sick. I couldn't stop throwing up. I am very grateful for his help.
- I had received an email from Instacart about a recall on some oats we had purchased. My wife was sick and went to see her doctor, but it was probably unrelated. Thank you. It was very helpful.
- Please thank him for his help. He was very good and professional.
- Thank you. He was very helpful and calmed my nerves. He called back as he said he would. Thank you so much for this service.
- I was very appreciative. He was very helpful and very knowledgeable.
- He was so knowledgeable and calming. I caught my 3 yrs. old on the baby camera eating his vitamins. Thank you. He called us back to check on my child who was at the daycare. Thank you so much.
- I can't thank him enough. He called me several times to check on me and see how my eyes were doing. I appreciate his help.
- Thank you. He was very professional and knowledgeable.

- He calmed me down. I was very upset. He helped me figure out how much ibuprofen my son had taken. He called me back just like he said he would. Thank you so much. He was amazing.
- She explained with the dosage gives we could keep our daughter at home. She was very knowledgeable. Thank you.
- Thank you. He was very knowledgeable and professional and called me back to see how I was feeling.
- He was very polite and professional. He was very helpful and knowledgeable. Thank you.
- He was very helpful and professional. He also called me back to check on me just like he told me. Thank you.
- Thank you. He was very professional and calmed my nerves.
- Thank you. I have called before, and I have your number saved. He was really good and helpful.
- Thank you so much. She calmed us down and was very knowledgeable and reassuring. She was very sweet and called us back. Thank you.
- I was very scared when I called. He called me down and was very patient with me. He helped me figured out how many pills were missing. He was very professional and knowledgeable. He left me a message and called me back again to check on my son. Thank you so much.
- Thank you.
- He calmed my nerves. Thank you so much. He was very knowledgeable.
- He was very professional and helpful. Thank you.
- He was amazing. He gave me the right advice to go to the hospital to get my eyes checked out. He called me back several times to see how I was doing. Please thank him. He was very professional and knowledgeable.
- Thank you. He calmed my nerves.
- I appreciate her help. She was very calming and professional. They called me to check on my husband. Thank you.
- I appreciate her help. She explained how my husband needed to flush his eyes after putting the wrong eyes drops in his eyes. She was very knowledgeable. Thank you.
- He calmed my nerves. Thank you so much for all you do. He was very helpful and called back just like he said.