

**Caller Satisfaction Survey
Florida Poison Information Center-Tampa
(April – June 2022)**

| 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) |
|-----------------------------|----------------------------|---|---|--|--|--|
| 83 | 25 | 96% Yes 4% No | 96% Yes 4% No | 100% Yes | 64% Yes 36% No | 67% - Google 13% - Pediatrician 8% - Product label 8% - Health professionals (Pharmacist, 1 st Responder) 4% - Magnet from Health Fair |

Additional Comments:

- Helpful
- He was very helpful
- He did a wonderful job.
- Very calmed
- Helpful. Met my expectations.
- Very calmed & helpful
- Calmed. Wonderful.
- Everything was great
- CSPI was patient while I was panicking.

- Nice
- Very helpful
- Right person for the job. Amazing. Judy was great, super helpful, and friendly.
- Very helpful. Helped my ease her mind.
- She was wonderful and reassuring.
- Adequate information.
- He did a good job at keeping me calm.