

**Caller Satisfaction Survey
Florida Poison Information Center-Tampa
(April – June) 2023**

| 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) |
|-----------------------------|----------------------------|---|---|--|--|---|
| 90 | 25 | 100% Yes | 100% Yes | 100% Yes | 28% Yes 72% No | Saved into cell phone (1) Doctor (1) Mental Health Facility (1) Internet (21) Family member (1) |

Additional Comments:

- She was good. I appreciate her time. Thank you (Lauren)
- She was amazing and very professional and calmed me down. Thank you. (Lauren)
- She eased our minds. Thank you. I appreciate your service. (Courtney)
- I was having a nervous breakdown and she was very helpful. She calmed me down. Thank you. (Lauren)
- He was very thorough & helpful. Right on target. Thank you. (Tejas)
- He was very professional and was able to give me quick answers. He did a great job. (Tejas)
- I called last night after I googled the side effects of the medication that I took. I found the # of poison control on the article that I was reading, and I called. She put me at ease. Tell her thank you. (Judy)
- He was great and wonderful. Thank you. He also gave me the Pet Poison Center's # which was very useful. (Tejas)
- Thank you. I felt relieved after talking to him. (Tejas)
- She was very helpful and gave me a thorough explanation. Thank you. (Rachael)
- He was calm & compassionate. I was crying & upset. He was very encouraging & kind. He went over the statistics that this happens a lot in young children because I was feeling like a horrible parent. Thank you. (Tejas)
- I am glad I called. Thank you. (Judy)
- He was great & helpful. I appreciate your services. It's a wonderful resource. (Tejas)

- She was amazing. Her name was Szilvia. She was very knowledgeable and quick. I have boys and I saved the # under p for Poison. Now I have it on speed dial.
- She was very nice. Thank you. (Lauren)
- Thank you. Great resource. (Gilbert)
- He was very professional and helped us very quickly. Thank you for the great resource. (Tejas)
- I was a nervous wreck when I called but he calmed me down when I was frustrated. Thank you. (Tom)
- She was wonderful and explained everything very well. Please tell her thank you. (Tess)
- Thank you. She was very knowledgeable. Great service. (Courtney)
- He was very helpful and knowledgeable. He put our minds at ease. Thank you. (Tejas)
- Tess was wonderful. She called me back just as she said she would. She was amazing. She went above and beyond. Thank you.
- TJ (Tejas) was very professional and explained everything in detail and put me at ease. Thank you for this excellent service.