

**Caller Satisfaction Survey
Florida Poison Information Center-Tampa
Q1 (July-September) 2026**

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	34	100% Yes	100% Yes	100% Yes	58.82% Yes 41.17% No	Doctor's office (4) Google and Internet (27) ChatGPT (1) Family member (1)

Additional Comments:

- Tejas was wonderful!
- Very nice and helpful! Will definitely call again if needed! Caller saved our number into her phone.
- Very nice!
- She was amazing!
- it was great, they even followed up with me. I had a great experience.
- Great advice!
- quick and easy!
- super quick to answer and prompt. Super knowledgeable
- really great, empathic and kind. Great advice!
- very nice!
- I was freaking out and he calmed me down!
- extremely nice!

- Very nice and amazing over all followed up and calmed me down. She said that it wasn't my fault. I am so happy that she works there. If I could give her a trophy, I would! She said she would call me back and she did! My kids are accident prone, so I have called 911 and the doctor's before and she was the best by far!
- very nice!
- very reassuring and gave me peace of mind.
- very nice and helpful! Very impressed with the follow-up.
- absolutely phenomenal, described everything in depth
- Rachael saved my son's life. I was calling for me, but she was nervous about my son. Said that he should go to the hospital since he had elevated labs. Super compassionate and she followed up!
- thank you for easing my worries!