

**Caller Satisfaction Survey  
Florida Poison Information Center-Tampa  
(January - March) 2026**

<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? (Ex: Internet)</b>
86	25	96% Yes 0% No 4% "I don't remember"	100% Yes	100% Yes	48% Yes 52% No	Google and Internet/211 (24) ChatGPT (1)

**Additional Comments:**

- He was amazing. He called me back and it was the best thing. We don't get this great service nowadays anymore. Thank you!
- She was very friendly and very calming, and very sweet. Thank you.
- Thank you. He was very nice.
- Thank you so much!
- He was very nice. I was franticking and upset and he helped me calmed down. He was excellent. Thank you. He called me back and that also made me feel better. Thank you.
- Thank him. I'm a first-time mom with twins. He was super nice and very calming. I was trying so hard to keep myself put. He called me back too. Thank you.
- We really appreciate you, super helpful!
- Very sweet!
- Very nice!
- Would absolutely call again if needed.

- **Would 100% call again if needed.**
- **The caller I spoke to was very nice and would definitely call again if needed.**
- **Very courteous and knowledgeable!**
- **Very nice!**
- **Very, very helpful!**