

Florida Poison Information Center/Jacksonville
Public Satisfaction Survey
2009
24 hour time period

Date	# of callers surveyed/ # made	Refused to answer (#)	Were you satisfied with quickness of answer?	Were you satisfied with advice given?	Do you feel the Poison Center serves a necessary function?	Would you use the poison center again if necessary?
3 rd qtr. FY 08-09 1-3/09 3/27/09	25/72	1	25/25 100%	25/25 100%	25/25 100%	25/25 100%
4 th qtr. FY 08-09 4-6/09 6/25/09 *	25/86	0	25/25 100%	25/25 100%	25/25 100%	25/25 100%
1 st qtr. FY 09-10 7-9/09 9/21/09 #	27/53	1	27/27 100%	26/27 96%	27/27 100%	27/27 100%
2 nd qtr. FY 09-10 10-12/09						

* Caller was very appreciative. States they always call with concerns.

Caller was very grateful.

Poison Center is definitely in my phone

I looked on website and found the info wasn't totally accurate