

# Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



1515 Center Street

Lansing, Mi 48096

1 (517) 318-3800

support@EMSSurveyTeam.com

www.EMSSurveyTeam.com

## EMS System Report

January 1, 2020 to January 31, 2020

Your Score

**95.05**

Number of Your Patients in this Report

**125**

Number of Patients in this Report

**7,534**

Number of Transport Services in All EMS DB

**160**





## Executive Summary

This report contains data from **125 Medstar Mobile Healthcare** patients who returned a questionnaire between **01/01/2020** and **01/31/2020**.

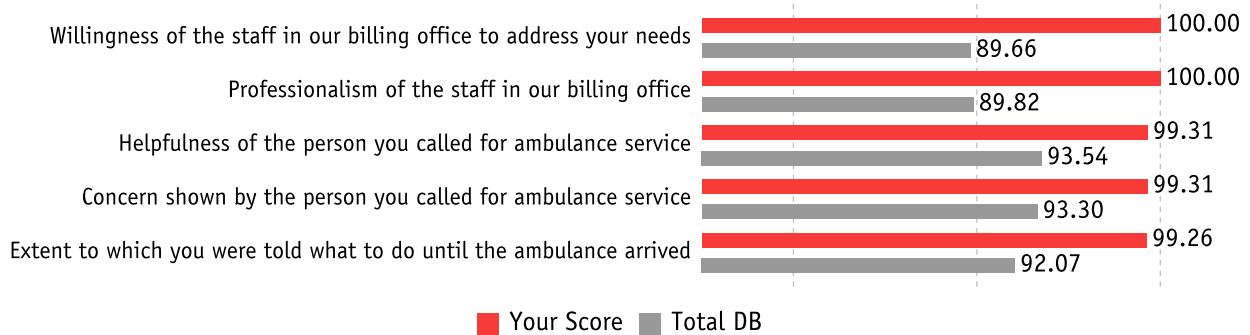
The overall mean score for the standard questions was **95.05**; this is a difference of **1.60** points from the overall EMS database score of **93.45**.

The current score of **95.05** is a change of **-0.98** points from last period's score of **96.03**. This was the **28th** highest overall score for all companies in the database.

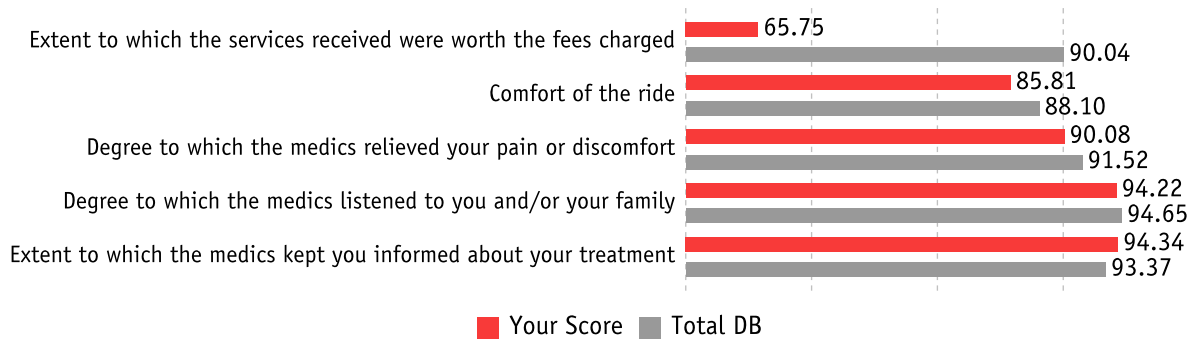
You are ranked **2nd** for comparably sized companies in the system.

**86.55%** of responses to standard questions had a rating of Very Good, the highest rating. **98.36%** of all responses were positive.

### 5 Highest Scores



### 5 Lowest Scores

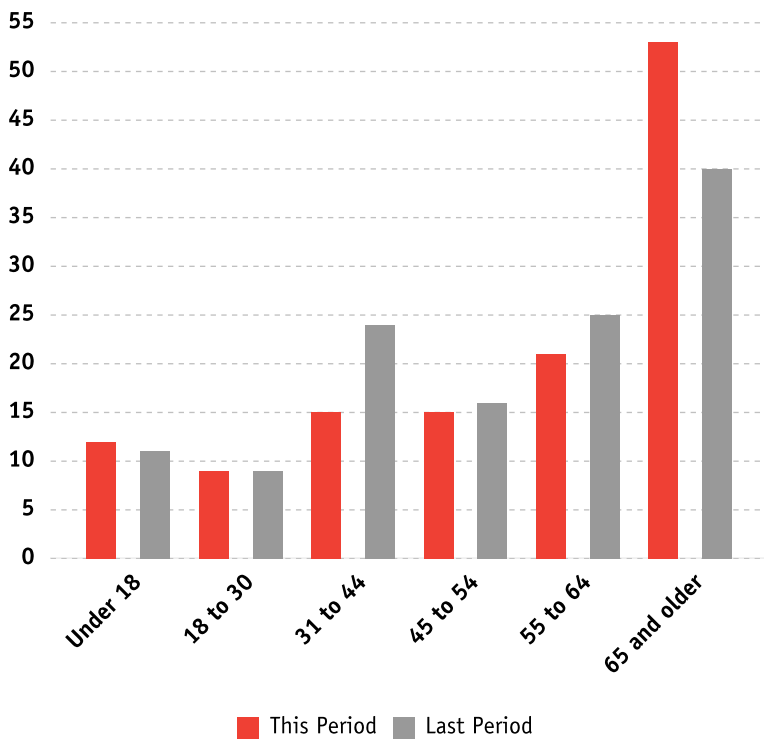




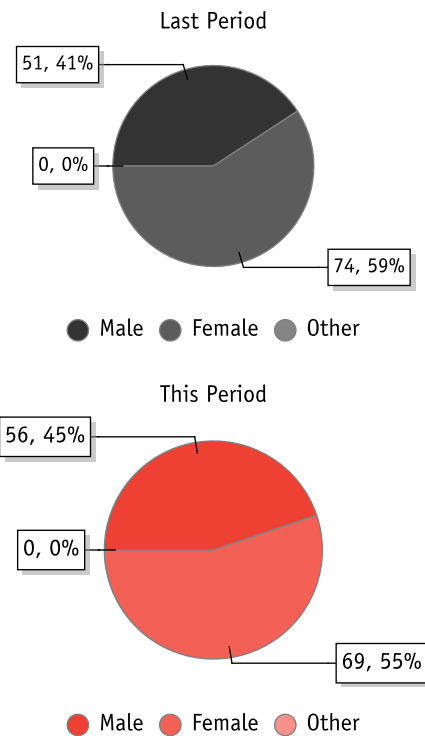
**Demographics** — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate your service population.

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	11	6	5	0	12	7	5	0
18 to 30	9	4	5	0	9	3	6	0
31 to 44	24	8	16	0	15	8	7	0
45 to 54	16	6	10	0	15	6	9	0
55 to 64	25	10	15	0	21	10	11	0
65 and older	40	17	23	0	53	22	31	0
<b>Total</b>	<b>125</b>	<b>51</b>	<b>74</b>	<b>0</b>	<b>125</b>	<b>56</b>	<b>69</b>	<b>0</b>

**Age Ranges**



**Gender**





### Dispatch Analysis

This report details results concerning dispatch performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total EMS national database score; the second column is your difference from the database score.

Helpfulness of the person you called for ambulance service



Concern shown by the person you called for ambulance service



Extent to which you were told what to do until the ambulance arrived



### Overall Section Score





### Ambulance Analysis

This report details the section results that concern ambulance performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

Extent to which the ambulance arrived in a timely manner



Cleanliness of the ambulance



Comfort of the ride



Skill of the person driving the ambulance



**Overall Section Score**





### Medic Analysis

This report details the section results that concern medic performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

Care shown by the medics who arrived with the ambulance



Degree to which the medics took your problem seriously



Degree to which the medics listened to you and/or your family



Skill of the medics



Extent to which the medics kept you informed about your treatment



Extent to which medics included you in the treatment decisions (if applicable)



Degree to which the medics relieved your pain or discomfort





### Medic Analysis

This report details the section results that concern medic performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

#### Medics' concern for your privacy



#### Extent to which medics cared for you as a person



#### Overall Section Score





### Billing Staff Assessment Analysis

This report details the section results that concern office performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

Professionalism of the staff in our billing office



Willingness of the staff in our billing office to address your needs



Overall Section Score







### Overall Assessment Analysis

This report details the section results that concern assessment of performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

How well did our staff work together to care for you



Extent to which our staff eased your entry into the medical facility



Appropriateness of Emergency Medical Transportation treatment



Extent to which the services received were worth the fees charged



Overall rating of the care provided by our Emergency Medical Transportation service



Likelihood of recommending this ambulance service to others



### Overall Section Score





### Question Analysis

This section lists a synopsis of the information about your individual questions and overall scores for this monthly reporting period. The first column shows the company score from the previous period, the second column shows the change, the third column shows your score for this period and the fourth column shows the total Database score.

#### Dispatch Analysis

	Last Period	Change	This Period	Total DB
Helpfulness of the person you called for ambulance service	97.73	1.58	99.31	93.54
Concern shown by the person you called for ambulance service	97.73	1.58	99.31	93.30
Extent to which you were told what to do until the ambulance arrived	96.77	2.49	99.26	92.07

#### Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	93.44	2.75	96.19	93.07
Cleanliness of the ambulance	98.06	-0.14	97.92	95.15
Comfort of the ride	87.27	-1.46	85.81	88.10
Skill of the person driving the ambulance	96.57	-1.13	95.44	94.39

#### Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	96.61	-1.40	95.21	94.92
Degree to which the medics took your problem seriously	97.01	-1.44	95.57	94.96
Degree to which the medics listened to you and/or your family	96.57	-2.35	94.22	94.65
Skill of the medics	97.18	-1.64	95.54	94.95
Extent to which the medics kept you informed about your treatment	96.47	-2.13	94.34	93.37
Extent to which medics included you in the treatment decisions (if applicable)	96.70	-2.05	94.65	93.21
Degree to which the medics relieved your pain or discomfort	93.10	-3.02	90.08	91.52
Medics' concern for your privacy	97.54	-1.87	95.67	94.05
Extent to which medics cared for you as a person	97.76	-1.88	95.88	94.81

#### Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	100.00	-0.00	100.00	89.82
Willingness of the staff in our billing office to address your needs	100.00	-0.00	100.00	89.66



**Question Analysis (Continued)**

**Overall Assessment Analysis**

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	96.72	-0.13	96.59	94.19
Extent to which our staff eased your entry into the medical facility	97.41	-1.25	96.16	94.32
Appropriateness of Emergency Medical Transportation treatment	96.46	-1.07	95.39	94.29
Extent to which the services received were worth the fees charged	82.14	-16.39	65.75	90.04
Overall rating of the care provided by our Emergency Medical Transportation	96.11	-1.10	95.01	94.27
Likelihood of recommending this ambulance service to others	95.56	0.88	96.44	93.80



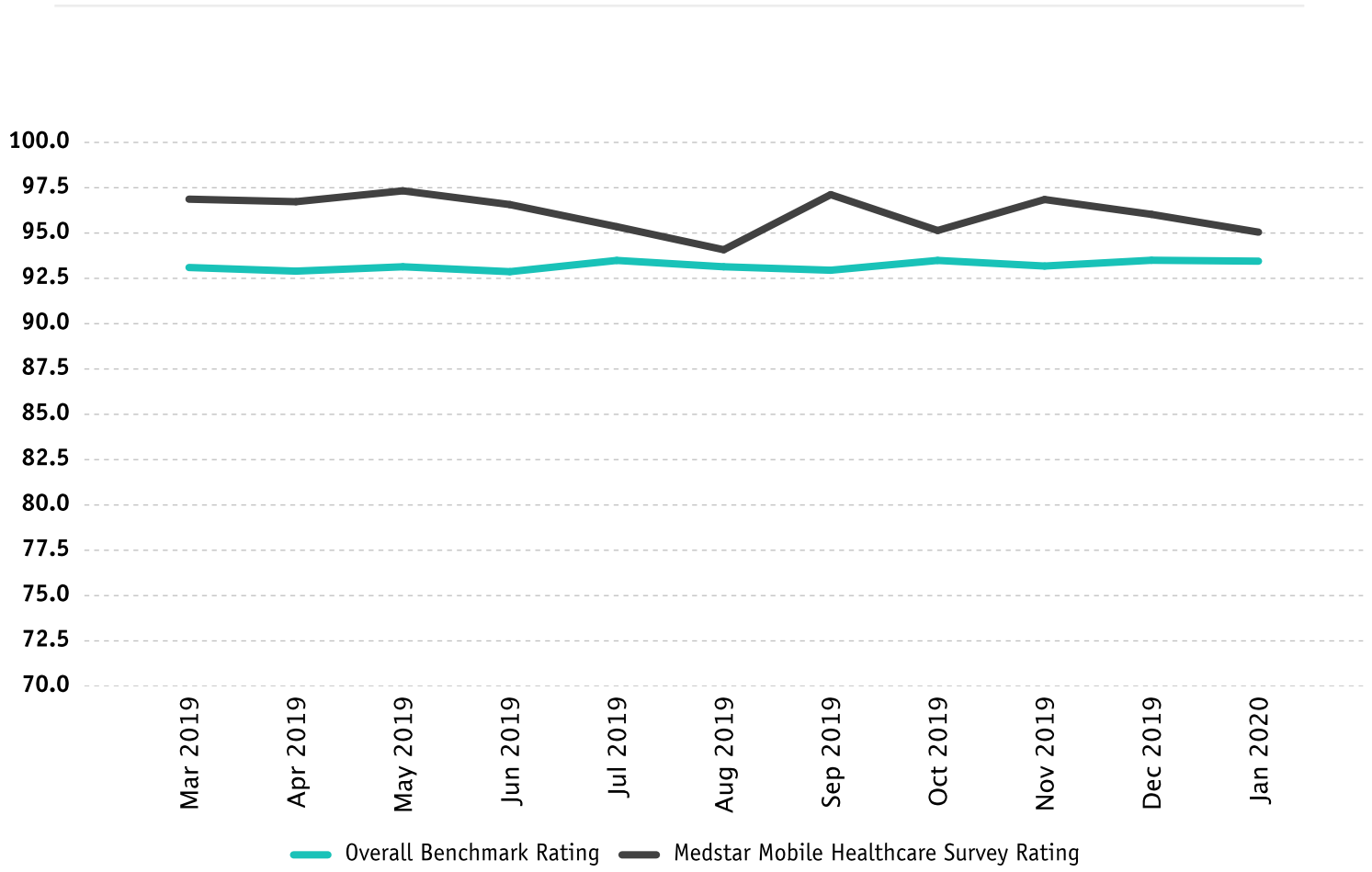
### Monthly Breakdown

Below are the monthly responses that have been received for your service. It details the individual score for each question as well as the overall company score for that month.

	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020
Helpfulness of the person you called for ambulance service	89.58	93.75	95.31	95.37	93.58	95.97	94.62	100.00	100.00	98.65	97.73	99.31
Concern shown by the person you called for ambulance service	90.97	90.79	92.74	95.37	93.58	95.97	94.62	100.00	100.00	98.65	97.73	99.31
Extent to which you were told what to do until the ambulance arrived	92.42	92.11	94.05	91.67	94.00	94.39	94.15	100.00	98.21	98.65	96.77	99.26
Extent to which the ambulance arrived in a timely manner	90.86	95.00	95.90	96.82	95.94	95.54	94.19	96.78	92.20	94.33	93.44	96.19
Cleanliness of the ambulance	95.87	99.07	99.07	98.80	99.75	97.77	96.04	99.12	98.21	99.34	98.06	97.92
Comfort of the ride	87.62	92.19	89.26	91.07	93.04	90.34	89.58	95.43	85.13	90.42	87.27	85.81
Skill of the person driving the ambulance	92.70	97.79	98.51	97.33	98.45	94.80	94.52	97.45	94.80	98.45	96.57	95.44
Care shown by the medics who arrived with the ambulance	95.29	98.59	97.79	98.59	97.18	96.31	94.53	98.00	95.56	98.00	96.61	95.21
Degree to which the medics took your problem seriously	95.26	96.61	97.79	98.60	98.00	95.33	94.33	95.36	95.57	97.40	97.01	95.57
Degree to which the medics listened to you and/or your family	95.18	97.98	96.98	97.69	96.34	95.22	93.66	95.25	95.26	97.20	96.57	94.22
Skill of the medics	96.19	98.14	96.68	98.58	96.77	96.40	95.22	96.93	95.53	97.37	97.18	95.54
Extent to which the medics kept you informed about your treatment	94.92	97.06	95.52	97.29	95.09	93.98	93.20	96.90	94.27	97.58	96.47	94.34
Extent to which medics included you in the treatment decisions (if	93.30	96.39	94.37	96.76	96.67	95.11	92.57	97.45	94.50	97.03	96.70	94.65
Degree to which the medics relieved your pain or discomfort	89.42	92.80	95.22	91.78	91.43	92.21	92.20	94.37	88.30	94.06	93.10	90.08
Medics' concern for your privacy	95.79	98.43	97.85	99.56	96.12	97.71	95.73	98.57	98.10	98.53	97.54	95.67
Extent to which medics cared for you as a person	95.66	98.55	97.72	98.99	97.20	96.47	95.30	96.57	96.70	98.14	97.76	95.88
Professionalism of the staff in our billing office	66.67	100.00		50.00	100.00	100.00	75.00	75.00		62.50	100.00	100.00
Willingness of the staff in our billing office to address your needs	75.00	100.00		50.00	100.00	100.00	75.00	75.00		50.50	100.00	100.00
How well did our staff work together to care for you	96.67	97.67	98.54	98.76	97.54	96.55	94.73	98.71	97.86	97.44	96.72	96.59
Extent to which our staff eased your entry into the medical facility	96.49	98.62	99.35	98.74	98.08	97.07	94.14	98.65	99.10	98.84	97.41	96.16
Appropriateness of Emergency Medical Transportation treatment	95.09	96.79	96.86	97.41	97.03	95.83	93.34	96.12	95.39	96.23	96.46	95.39
Extent to which the services received were worth the fees charged	96.15	93.75	100.00	66.67		62.50	100.00	83.33	67.00	88.89	82.14	65.75
Overall rating of the care provided by our Emergency Medical Transportation	94.55	97.27	97.53	98.36	96.98	95.09	94.73	96.90	95.87	95.97	96.11	95.01
Likelihood of recommending this ambulance service to others	92.40	96.46	97.18	98.88	98.04	94.73	94.79	97.41	94.84	96.08	95.56	96.44
Your Master Score	93.92	96.87	96.73	97.33	96.57	95.35	94.08	97.12	95.14	96.85	96.03	95.05
Your Total Responses	125	125	125	125	125	125	125	125	125	125	125	125



### Monthly tracking of Overall Survey Score





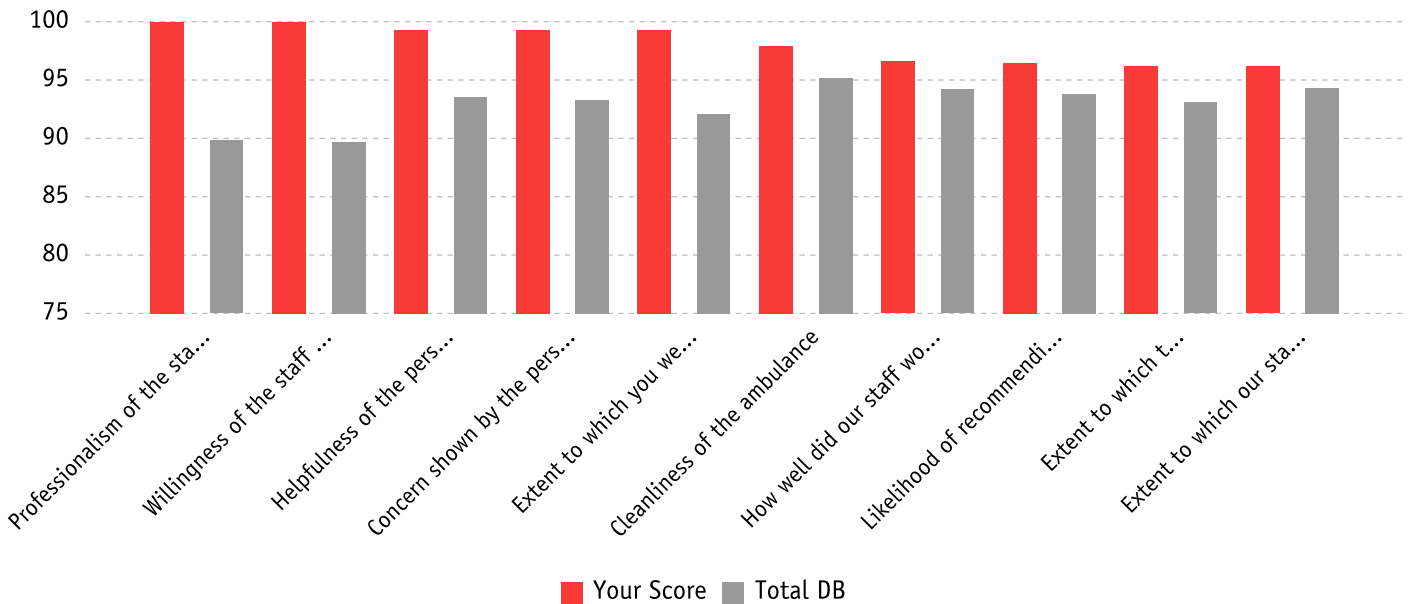
**Greatest Increase and Decrease in Scores by Question**

	Last Period	This Period	Change	Total DB Score
<b>Increases</b>				
Extent to which the ambulance arrived in a timely manner	93.44	96.19	2.74	93.07
Extent to which you were told what to do until the ambulance arrived	96.77	99.26	2.49	92.07
Helpfulness of the person you called for ambulance service	97.73	99.31	1.58	93.54
Concern shown by the person you called for ambulance service	97.73	99.31	1.58	93.30
Likelihood of recommending this ambulance service to others	95.56	96.44	0.88	93.80
<b>Decreases</b>				
Extent to which the services received were worth the fees charged	82.14	65.75	-16.39	90.04
Degree to which the medics relieved your pain or discomfort	93.10	90.08	-3.02	91.52
Degree to which the medics listened to you and/or your family	96.57	94.22	-2.35	94.65
Extent to which the medics kept you informed about your treatment	96.47	94.34	-2.13	93.37
Extent to which medics included you in the treatment decisions (if applicable)	96.70	94.65	-2.04	93.21
Extent to which medics cared for you as a person	97.76	95.88	-1.89	94.81
Medics' concern for your privacy	97.54	95.67	-1.87	94.05
Skill of the medics	97.18	95.54	-1.64	94.95
Comfort of the ride	87.27	85.81	-1.46	88.10
Degree to which the medics took your problem seriously	97.01	95.57	-1.44	94.96



**Greatest Scores Above Benchmarks by Question**

Highest Above Benchmark	This Period	Variance	Total DB Score
Professionalism of the staff in our billing office	100.00	10.18	89.82
Willingness of the staff in our billing office to address your needs	100.00	10.34	89.66
Helpfulness of the person you called for ambulance service	99.31	5.77	93.54
Concern shown by the person you called for ambulance service	99.31	6.00	93.30
Extent to which you were told what to do until the ambulance arrived	99.26	7.19	92.07
Cleanliness of the ambulance	97.92	2.77	95.15
How well did our staff work together to care for you	96.59	2.40	94.19
Likelihood of recommending this ambulance service to others	96.44	2.64	93.80
Extent to which the ambulance arrived in a timely manner	96.19	3.11	93.07
Extent to which our staff eased your entry into the medical facility	96.16	1.84	94.32





**Key Drivers** — This section shows the relative importance of each question to the respondents' overall satisfaction. The greater the coefficient number, the more important the issue is to your patients' overall satisfaction. The questions are arranged based on their weighted importance value.

Question	Your Score	Correlation Coefficient
Concern shown by the person you called for ambulance service	99.31	.977162217
Helpfulness of the person you called for ambulance service	99.31	.977162217
Skill of the medics	95.54	.952615166
Care shown by the medics who arrived with the ambulance	95.21	.950419127
Extent to which the medics kept you informed about your treatment	94.34	.949396845
How well did our staff work together to care for you	96.59	.947067553
Appropriateness of Emergency Medical Transportation treatment	95.39	.939368173
Extent to which our staff eased your entry into the medical facility	96.16	.938802715
Degree to which the medics took your problem seriously	95.57	.938708132
Extent to which medics cared for you as a person	95.88	.936993911
Extent to which medics included you in the treatment decisions (if applicable)	94.65	.929227638
Extent to which the services received were worth the fees charged	65.75	.912917995
Degree to which the medics listened to you and/or your family	94.22	.904218703
Medics' concern for your privacy	95.67	.903808512
Skill of the person driving the ambulance	95.44	.900582222
Degree to which the medics relieved your pain or discomfort	90.08	.845977298
Comfort of the ride	85.81	.715706784
Cleanliness of the ambulance	97.92	.693827431
Extent to which the ambulance arrived in a timely manner	96.19	.676687168
Extent to which you were told what to do until the ambulance arrived	99.26	.113418957





**Company Comparisons** — The following chart gives a comparison of the mean score for each question as scored by comparable companies. Your company is highlighted. There is also a green-shaded highlight of the highest score for each question. This will show how you compare to similar companies.

	Your Company	Comparison Companies					
		A	B	C	D	E	F
Helpfulness of the person you called for ambulance service	99.31	92.51	93.83	92.36	90.50	93.94	94.30
Concern shown by the person you called for ambulance service	99.31	94.23	92.86	93.53	92.86	93.10	92.70
Extent to which you were told what to do until the ambulance	99.26	92.76	92.06	92.13	90.22	94.17	92.38
Extent to which the ambulance arrived in a timely manner	96.19	91.96	90.72	93.97	91.23	90.27	94.82
Cleanliness of the ambulance	97.92	95.43	94.48	95.65	95.83	93.97	97.10
Comfort of the ride	85.81	87.83	87.68	88.44	90.28	87.41	90.72
Skill of the person driving the ambulance	95.44	94.62	94.40	94.63	94.66	92.49	96.02
Care shown by the medics who arrived with the ambulance	95.21	95.07	94.56	95.32	93.54	93.47	95.13
Degree to which the medics took your problem seriously	95.57	95.94	94.62	94.95	93.42	93.77	95.89
Degree to which the medics listened to you and/or your family	94.22	95.00	94.15	95.37	93.52	93.34	95.85
Skill of the medics	95.54	95.68	94.14	95.04	95.21	93.06	95.51
Extent to which the medics kept you informed about your	94.34	92.86	91.70	93.65	93.39	92.41	94.73
Extent to which medics included you in the treatment decisions (if	94.65	92.86	91.61	92.11	91.49	93.19	95.49
Degree to which the medics relieved your pain or discomfort	90.08	91.91	90.16	91.53	90.24	88.57	94.95
Medics' concern for your privacy	95.67	94.41	93.73	94.62	94.61	93.34	93.72
Extent to which medics cared for you as a person	95.88	95.31	94.30	94.73	94.36	93.43	95.40
Professionalism of the staff in our billing office	100.00	92.50	89.98	90.73	86.50	86.20	90.42
Willingness of the staff in our billing office to address your needs	100.00	92.95	89.87	90.72	86.50	86.15	91.46
How well did our staff work together to care for you	96.59	94.86	93.58	94.42	93.52	91.15	94.13
Extent to which our staff eased your entry into the medical facility	96.16	95.22	93.93	94.72	93.39	92.24	96.04
Appropriateness of Emergency Medical Transportation treatment	95.39	95.29	93.71	93.86	94.79	91.62	95.83
Extent to which the services received were worth the fees charged	65.75	92.24	90.40	90.08	90.13	87.53	93.80
Overall rating of the care provided by our Emergency Medical	95.01	95.49	93.89	93.73	93.29	91.85	95.27
Likelihood of recommending this ambulance service to others	96.44	94.59	93.91	93.87	93.42	91.23	94.25
<b>Overall score</b>	95.05	93.87	92.83	93.50	92.71	91.83	94.61
<b>National Rank</b>	30	43	58	49	59	70	33
<b>Comparable Size (Large) Company Rank</b>	2	7	15	12	16	19	3



### Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
Helpfulness of the person you called for ambulance service	99.31	93.54	93.56	94.42	93.14
Concern shown by the person you called for ambulance service	99.31	93.30	93.38	93.97	92.87
Extent to which you were told what to do until the ambulance	99.26	92.07	92.07	93.74	91.41
Extent to which the ambulance arrived in a timely manner	96.19	93.07	93.02	94.03	92.61
Cleanliness of the ambulance	97.92	95.15	95.16	95.78	94.90
Comfort of the ride	85.81	88.10	88.06	89.40	87.01
Skill of the person driving the ambulance	95.44	94.39	94.37	94.80	94.03
Care shown by the medics who arrived with the ambulance	95.21	94.92	94.92	95.44	94.55
Degree to which the medics took your problem seriously	95.57	94.96	94.98	95.50	94.59
Degree to which the medics listened to you and/or your family	94.22	94.65	94.57	95.17	94.26
Skill of the medics	95.54	94.95	94.88	95.61	94.55
Extent to which the medics kept you informed about your	94.34	93.37	93.18	94.16	92.97
Extent to which medics included you in the treatment decisions	94.65	93.21	93.10	94.27	92.80
Degree to which the medics relieved your pain or discomfort	90.08	91.52	91.40	92.82	90.75
Medics' concern for your privacy	95.67	94.05	94.08	94.90	93.81
Extent to which medics cared for you as a person	95.88	94.81	94.74	95.54	94.48
Professionalism of the staff in our billing office	100.00	89.82	89.60	89.44	89.40
Willingness of the staff in our billing office to address your	100.00	89.66	89.42	89.78	89.38
How well did our staff work together to care for you	96.59	94.19	94.08	95.06	93.80
Extent to which our staff eased your entry into the medical	96.16	94.32	94.40	94.81	94.17
Appropriateness of Emergency Medical Transportation treatment	95.39	94.29	94.30	94.67	94.06
Extent to which the services received were worth the fees	65.75	90.04	90.44	90.15	89.83
Overall rating of the care provided by our Emergency Medical	95.01	94.27	94.31	94.61	93.93
Likelihood of recommending this ambulance service to others	96.44	93.80	93.74	94.66	93.46
<b>Number of Surveys for the period</b>	125				
<b>Overall Score</b>	<b>95.05</b>	<b>93.19</b>	<b>93.16</b>	<b>93.86</b>	<b>92.78</b>



## Cumulative Comparisons

This section lists a synopsis of the information about your individual questions and overall scores over the entire lifetime of the dataset. The first column shows the company score and the second column details the total database score.

	Your Score	Total DB
<b>Overall Facility Rating</b>	<b>93.16</b>	<b>92.10</b>
<b>Dispatch</b>	<b>92.94</b>	<b>91.89</b>
Helpfulness of the person you called for ambulance service	93.19	92.55
Concern shown by the person you called for ambulance service	93.17	92.32
Extent to which you were told what to do until the ambulance	92.47	90.79
<b>Ambulance</b>	<b>93.1</b>	<b>91.64</b>
Extent to which the ambulance arrived in a timely manner	93.66	91.94
Cleanliness of the ambulance	96.01	94.20
Comfort of the ride	88.43	87.30
Skill of the person driving the ambulance	94.29	93.11
<b>Medic</b>	<b>94.06</b>	<b>93.09</b>
Care shown by the medics who arrived with the ambulance	94.82	94.10
Degree to which the medics took your problem seriously	94.82	94.02
Degree to which the medics listened to you and/or your family	94.51	93.73
Skill of the medics	95.10	94.12
Extent to which the medics kept you informed about your treatment	93.61	92.29
Extent to which medics included you in the treatment decisions (if	93.23	92.06
Degree to which the medics relieved your pain or discomfort	90.39	90.39
Medics' concern for your privacy	95.02	93.07
Extent to which medics cared for you as a person	95.05	93.99
<b>Billing Staff Assessment</b>	<b>87.65</b>	<b>88.54</b>



**Cumulative Comparisons (Continued)**

	Your Score	Total DB
<b>Overall Facility Rating</b>	<b>93.16</b>	<b>92.10</b>
<b>Billing Staff Assessment</b>	<b>87.65</b>	<b>88.54</b>
Professionalism of the staff in our billing office	87.63	88.47
Willingness of the staff in our billing office to address your needs	87.67	88.61
<b>Overall Assessment</b>	<b>93.8</b>	<b>92.23</b>
How well did our staff work together to care for you	95.11	93.22
Extent to which our staff eased your entry into the medical facility	95.17	93.40
Appropriateness of Emergency Medical Transportation treatment	94.66	93.15
Extent to which the services received were worth the fees charged	88.41	87.38
Overall rating of the care provided by our Emergency Medical	94.72	93.30
Likelihood of recommending this ambulance service to others	94.73	92.91



### Top Box Comparisons

The Top Box Analysis displays the number of responses for the entire survey by question and rating. The Top Box itself shows the percentage of "Very Good" responses, the highest rating, for each question. Next to the company rating is the entire EMS DB rating for those same questions.

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>18</b>	<b>16</b>	<b>46</b>	<b>199</b>	<b>1795</b>	<b>86.55%</b>	<b>78.49%</b>
<b>Dispatch</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>103</b>	<b>97.17%</b>	<b>77.35%</b>
Helpfulness of the person you called for ambulance service	0	0	0	1	35	97.22%	79.13%
Concern shown by the person you called for ambulance service	0	0	0	1	35	97.22%	77.86%
Extent to which you were told what to do until the ambulance arrived	0	0	0	1	33	97.06%	75.05%
<b>Ambulance</b>	<b>3</b>	<b>2</b>	<b>16</b>	<b>47</b>	<b>334</b>	<b>83.08%</b>	<b>76.68%</b>
Extent to which the ambulance arrived in a timely manner	0	0	2	14	102	86.44%	77.41%
Cleanliness of the ambulance	0	0	0	8	88	91.67%	82.21%
Comfort of the ride	2	2	12	16	63	66.32%	66.33%
Skill of the person driving the ambulance	1	0	2	9	81	87.10%	80.78%
<b>Medic</b>	<b>9</b>	<b>9</b>	<b>22</b>	<b>100</b>	<b>848</b>	<b>85.83%</b>	<b>81.53%</b>
Care shown by the medics who arrived with the ambulance	1	1	1	15	107	85.60%	83.61%
Degree to which the medics took your problem seriously	1	1	1	13	108	87.10%	84.27%
Degree to which the medics listened to you and/or your family	1	2	2	14	102	84.30%	83.64%
Skill of the medics	1	1	1	13	107	86.99%	83.67%
Extent to which the medics kept you informed about your treatment	1	1	3	14	100	84.03%	79.36%



**Top Box Comparisons (Continued)**

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>18</b>	<b>16</b>	<b>46</b>	<b>199</b>	<b>1795</b>	<b>86.55%</b>	<b>78.49%</b>
Extent to which medics included you in the treatment decisions (if applicable)	1	0	6	2	75	89.29%	79.55%
Degree to which the medics relieved your pain or discomfort	1	1	7	8	56	76.71%	75.32%
Medics' concern for your privacy	1	1	0	10	86	87.76%	80.23%
Extent to which medics cared for you as a person	1	1	1	11	107	88.43%	84.14%
<b>Billing Staff Assessment</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>100.00%</b>	<b>66.91%</b>
Professionalism of the staff in our billing office	0	0	0	0	3	100.00%	66.88%
Willingness of the staff in our billing office to address your needs	0	0	0	0	3	100.00%	66.95%
<b>Overall Assessment</b>	<b>6</b>	<b>5</b>	<b>8</b>	<b>49</b>	<b>504</b>	<b>88.11%</b>	<b>79.55%</b>
How well did our staff work together to care for you	1	1	1	7	107	91.45%	80.64%
Extent to which our staff eased your entry into the medical facility	1	1	2	7	106	90.60%	81.14%
Appropriateness of Emergency Medical Transportation treatment	1	1	1	13	103	86.55%	81.17%
Extent to which the services received were worth the fees charged	1	1	2	0	4	50.00%	71.50%
Overall rating of the care provided by our Emergency Medical Transportation service	1	1	2	13	103	85.83%	81.86%
Likelihood of recommending this ambulance service to others	1	0	0	9	81	89.01%	81.00%