

# Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



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## Patient Experience Report

October 1, 2021 to October 31, 2021

Your Score

**96.96**

Your Patients in this Report

**125**

Total Patients in this Report

**5,611**

Total EMS Organizations

**182**





## Executive Summary

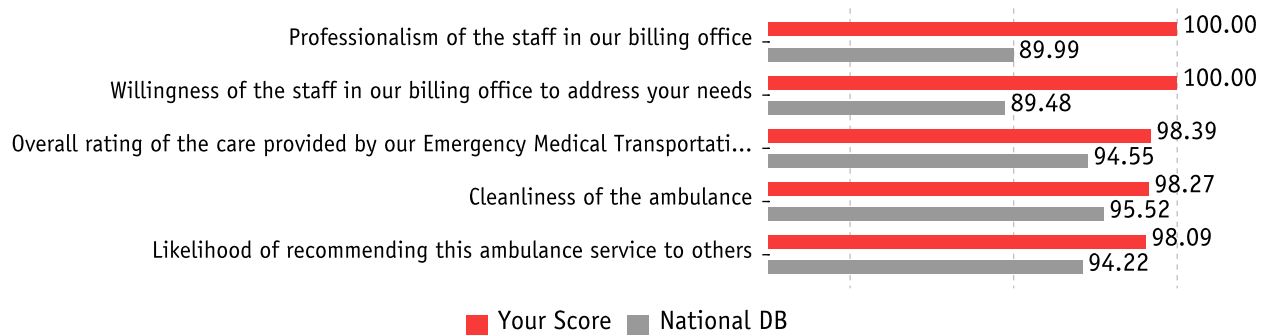
Your overall score for the time period selected is **96.96**. This is a difference of **0.38** from your previous period's score of **95.29**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **90.12%**.

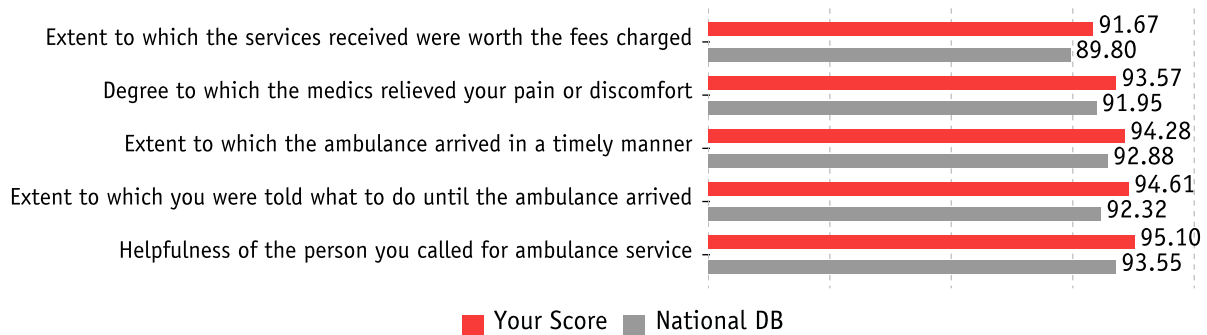
In addition, your rolling 12- month score of **95.67** is a difference of **3.30** from the national database score of **93.66**.

When compared to all organizations in the national database, your score of **95.67** is ranked **13th** and **1st** for comparably sized organizations.

### 5 Highest Scores



### 5 Lowest Scores

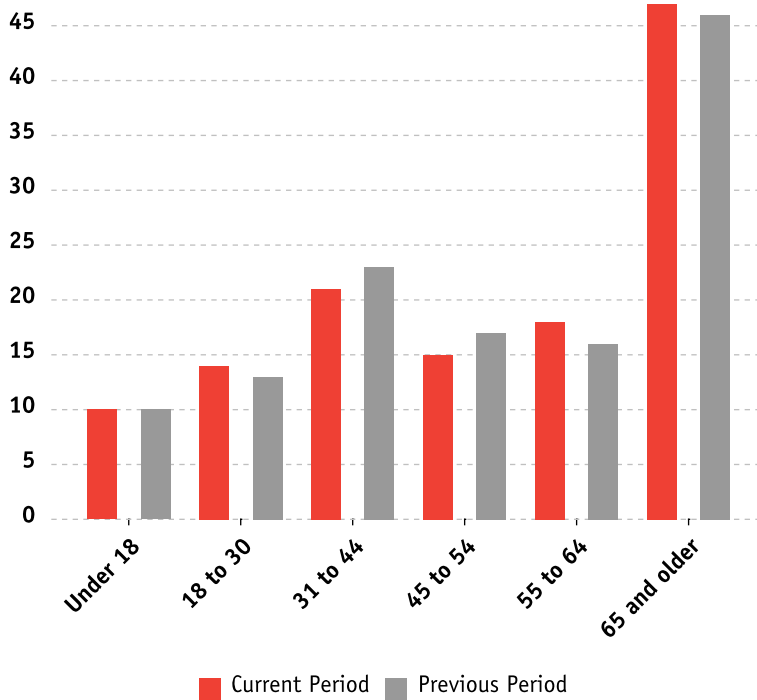




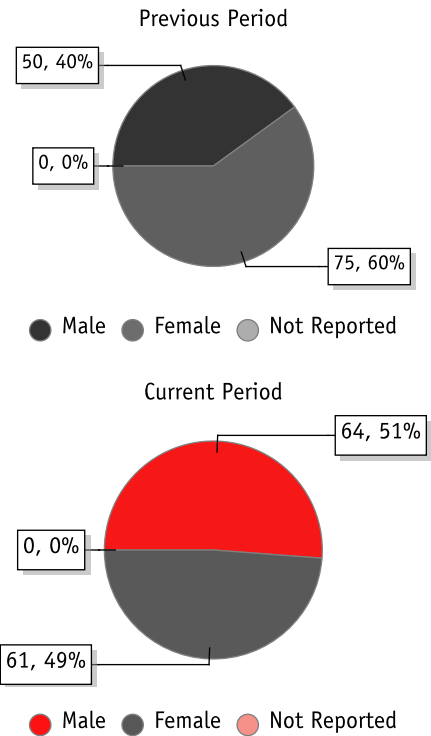
**Demographics** — This report provides basic information about the patient's age and gender.

	Total	Previous Period		Not Reported	Total	Current Period		Not Reported
		Male	Female			Male	Female	
Under 18	10	3	7	0	10	4	6	0
18 to 30	13	3	10	0	14	6	8	0
31 to 44	23	10	13	0	21	12	9	0
45 to 54	17	7	10	0	15	7	8	0
55 to 64	16	9	7	0	18	9	9	0
65 and older	46	18	28	0	47	26	21	0
<b>Total</b>	<b>125</b>	<b>50</b>	<b>75</b>	<b>0</b>	<b>125</b>	<b>64</b>	<b>61</b>	<b>0</b>

**Age Ranges**



**Gender**





### Dispatch Composite

This report shows mean scores for each Dispatch survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

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 Composite Score





### Ambulance Composite

This report shows mean scores for each Ambulance survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

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 Composite Score





### Medic Composite

This report shows mean scores for each Medic survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

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 Composite

This report shows mean scores for each Medic survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

Medics' concern for your privacy



Extent to which medics cared for you as a person



### Overall Composite Score





### Billing Office Staff Composite

This report shows mean scores for each Billing Office Staff survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

Professionalism of the staff in our billing office



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



### Overall Composite Score







### Overall Experience Composite

This report shows mean scores for each Overall Experience survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

How well did our staff work together to care for you



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



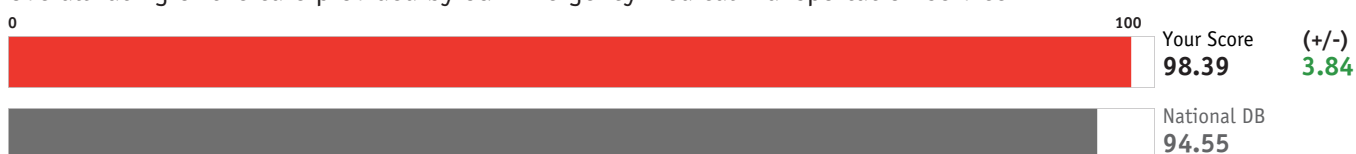
Appropriateness of Emergency Medical Transportation treatment



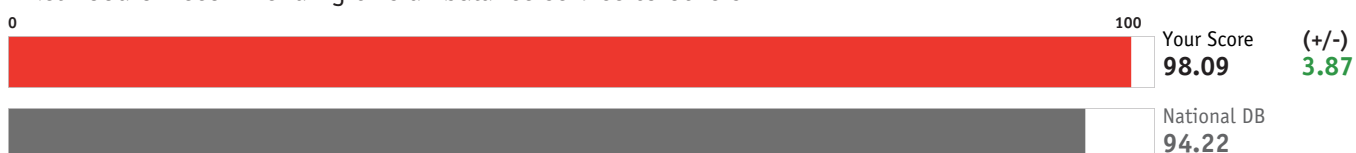
Extent to which the services received were worth the fees charged



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



Likelihood of recommending this ambulance service to others



### Overall Composite Score





### Question Analysis

This report shows your current score for the time period selected compared to the corresponding previous time period and the change between the two periods. The national DB score is included for reference

#### Dispatch Composite

	Current	Previous	(+/-)	National DB
Helpfulness of the person you called for ambulance service	95.10	94.14	0.96	93.55
Concern shown by the person you called for ambulance service	95.59	94.02	1.57	93.39
Extent to which you were told what to do until the ambulance arrived	94.61	95.23	-0.62	92.32

#### Ambulance Composite

	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	94.28	93.91	0.37	92.88
Cleanliness of the ambulance	98.27	96.72	1.55	95.52
Comfort of the ride	95.52	90.94	4.58	88.43
Skill of the person driving the ambulance	97.50	95.26	2.24	94.68

#### Medic Composite

	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	96.80	96.18	0.62	95.32
Degree to which the medics took your problem seriously	97.38	95.94	1.44	95.25
Degree to which the medics listened to you and/or your family	96.98	95.95	1.03	94.83
Skill of the medics	98.00	96.35	1.65	95.57
Extent to which the medics kept you informed about your treatment	96.85	95.27	1.58	93.77
Extent to which medics included you in the treatment decisions (if applicable)	97.42	94.72	2.70	93.52
Degree to which the medics relieved your pain or discomfort	93.57	91.01	2.56	91.95
Medics' concern for your privacy	97.07	96.83	0.24	94.60
Extent to which medics cared for you as a person	97.93	96.05	1.88	95.25

#### Billing Office Staff Composite

	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	100.00		-	89.99
Willingness of the staff in our billing office to address your needs	100.00		-	89.48



**Question Analysis (Continued)**

<b>Overall Experience Composite</b>	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	<b>97.54</b>	<b>96.65</b>	<b>0.89</b>	<b>94.28</b>
Extent to which our staff eased your entry into the medical facility	<b>97.38</b>	<b>94.93</b>	<b>2.45</b>	<b>94.13</b>
Appropriateness of Emergency Medical Transportation treatment	<b>97.46</b>	<b>95.85</b>	<b>1.61</b>	<b>94.33</b>
Extent to which the services received were worth the fees charged	<b>91.67</b>	<b>75.00</b>	<b>16.67</b>	<b>89.80</b>
Overall rating of the care provided by our Emergency Medical Transportation	<b>98.39</b>	<b>96.68</b>	<b>1.71</b>	<b>94.55</b>
Likelihood of recommending this ambulance service to others	<b>98.09</b>	<b>96.69</b>	<b>1.40</b>	<b>94.22</b>



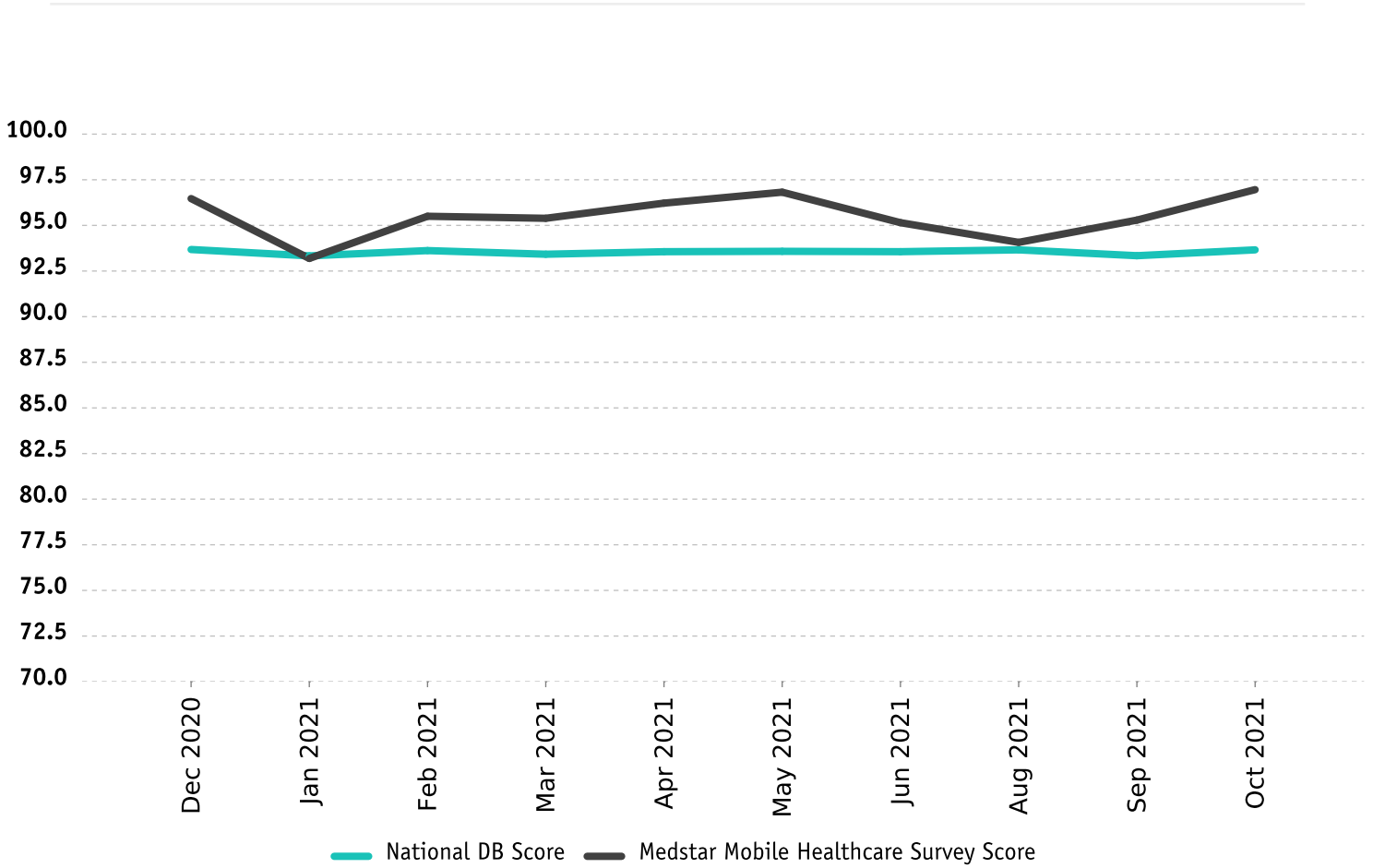
## Monthly Breakdown

This report provides individual item scores by month, your overall organization monthly score, and the number of survey respondents.

	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Aug 2021	Sep 2021	Oct 2021
Helpfulness of the person you called for ambulance service	96.69	93.18	93.75	92.27	94.92	94.92	95.61	95.93	94.09	94.14	95.10
Concern shown by the person you called for ambulance service	96.32	94.32	94.09	92.16	94.44	94.92	95.83	95.35	93.40	94.02	95.59
Extent to which you were told what to do until the ambulance arrived	98.13	95.24	96.76	91.93	94.84	96.55	96.15	95.12	95.10	95.23	94.61
Extent to which the ambulance arrived in a timely manner	96.77	91.81	90.54	92.19	92.23	93.54	94.64	94.78	91.17	93.91	94.28
Cleanliness of the ambulance	99.08	98.25	96.91	97.62	97.73	98.50	98.08	97.09	96.43	96.72	98.27
Comfort of the ride	91.59	88.60	88.92	90.42	91.81	89.22	91.42	90.72	91.83	90.94	95.52
Skill of the person driving the ambulance	97.79	97.52	93.89	96.84	96.28	95.83	98.28	95.72	94.86	95.26	97.50
Care shown by the medics who arrived with the ambulance	97.18	97.98	92.75	96.00	96.41	97.00	97.00	95.61	94.88	96.18	96.80
Degree to which the medics took your problem seriously	96.17	97.00	93.87	96.54	97.00	97.00	97.20	95.61	94.64	95.94	97.38
Degree to which the medics listened to you and/or your family	95.53	97.56	93.81	96.28	96.52	95.30	96.34	95.05	93.60	95.95	96.98
Skill of the medics	97.38	98.20	93.91	96.77	97.18	98.00	98.16	96.35	94.85	96.35	98.00
Extent to which the medics kept you informed about your treatment	97.00	96.95	93.61	96.19	95.01	96.34	97.29	94.83	93.86	95.27	96.85
Extent to which medics included you in the treatment decisions (if	94.95	98.58	94.49	96.43	93.51	96.17	96.60	94.24	90.82	94.72	97.42
Degree to which the medics relieved your pain or discomfort	93.43	93.11	88.15	93.54	89.70	92.79	95.51	90.50	88.01	91.01	93.57
Medics' concern for your privacy	97.34	97.69	95.32	97.22	97.88	97.06	98.70	95.50	95.72	96.83	97.07
Extent to which medics cared for you as a person	97.00	97.75	92.63	96.00	97.12	97.76	98.57	96.15	96.34	96.05	97.93
Professionalism of the staff in our billing office			83.33	100.00	75.00		25.00	100.00	100.00		100.00
Willingness of the staff in our billing office to address your needs	100.00		75.00		75.00		25.00	100.00	100.00		100.00
How well did our staff work together to care for you	97.76	98.59	95.23	97.11	96.25	98.37	98.53	96.34	97.06	96.65	97.54
Extent to which our staff eased your entry into the medical facility	97.50	97.86	93.88	97.17	97.63	98.18	97.92	95.88	95.23	94.93	97.38
Appropriateness of Emergency Medical Transportation treatment	96.95	97.73	94.31	96.69	96.82	97.31	98.52	96.41	94.52	95.85	97.46
Extent to which the services received were worth the fees charged	97.08	90.32	83.66	89.56	83.59	89.74	80.83	87.55	78.95	75.00	91.67
Overall rating of the care provided by our Emergency Medical Transportation	96.75	97.15	92.36	96.75	95.45	97.75	98.17	95.60	94.35	96.68	98.39
Likelihood of recommending this ambulance service to others	96.88	97.59	95.12	97.22	95.94	97.69	97.54	95.52	94.02	96.69	98.09
Overall Score	96.58	96.47	93.19	95.50	95.39	96.22	96.82	95.15	94.07	95.29	96.96
Respondents	125	125	125	125	125	125	125	125	126	125	125



### Monthly Overall Survey Score





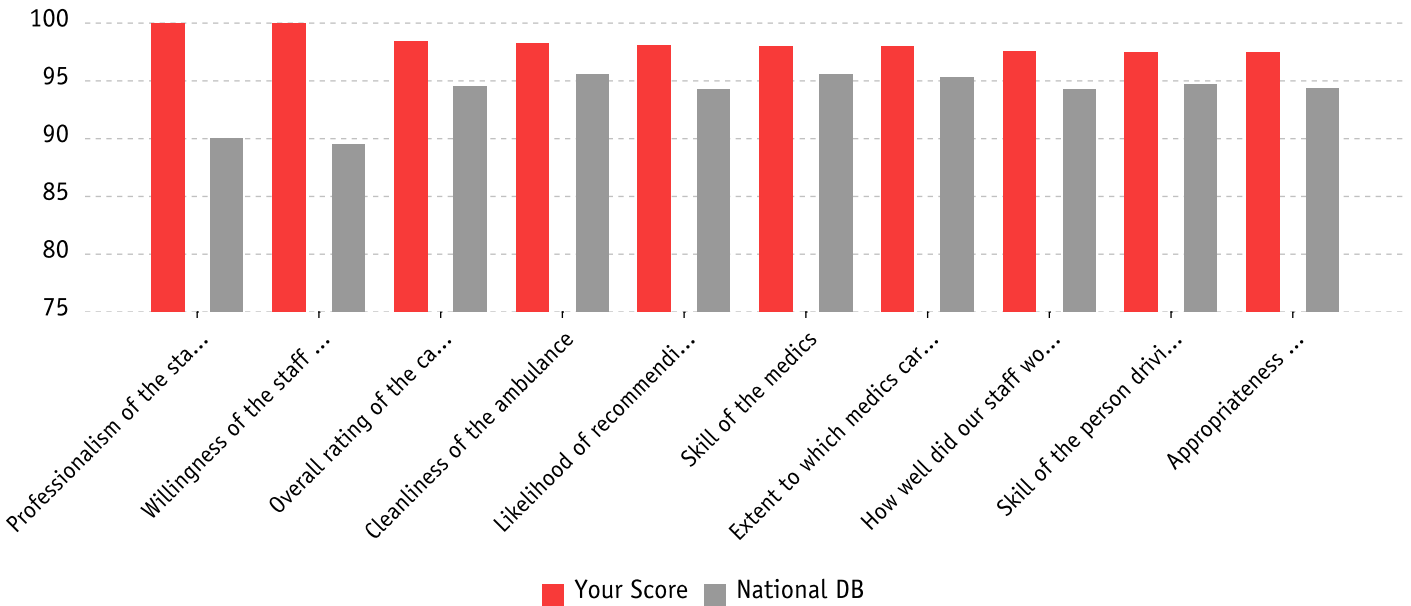
### Greatest Increase and Decrease in Scores by Question

Increases	Current	Previous	(+/-)	National DB
Extent to which the services received were worth the fees charged	91.67	75.00	16.67	89.80
Comfort of the ride	95.52	90.94	4.58	88.43
Extent to which medics included you in the treatment decisions (if applicable)	97.42	94.72	2.70	93.52
Degree to which the medics relieved your pain or discomfort	93.57	91.01	2.56	91.95
Extent to which our staff eased your entry into the medical facility	97.38	94.93	2.46	94.13
Skill of the person driving the ambulance	97.50	95.26	2.24	94.68
Extent to which medics cared for you as a person	97.93	96.05	1.88	95.25
Overall rating of the care provided by our Emergency Medical Transportation service	98.39	96.67	1.71	94.55
Decreases	Current	Previous	(+/-)	National DB
Extent to which you were told what to do until the ambulance arrived	94.61	95.23	-0.63	92.32



**Greatest Scores Above Benchmarks by Question**

Highest Above Benchmark	Current	(+/-)	National DB
Professionalism of the staff in our billing office	100.00	10.01	89.99
Willingness of the staff in our billing office to address your needs	100.00	10.52	89.48
Overall rating of the care provided by our Emergency Medical Transportation service	98.39	3.83	94.55
Cleanliness of the ambulance	98.27	2.75	95.52
Likelihood of recommending this ambulance service to others	98.09	3.88	94.22
Skill of the medics	98.00	2.43	95.57
Extent to which medics cared for you as a person	97.93	2.68	95.25
How well did our staff work together to care for you	97.54	3.26	94.28
Skill of the person driving the ambulance	97.50	2.82	94.68
Appropriateness of Emergency Medical Transportation treatment	97.46	3.13	94.33





**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
Degree to which the medics took your problem seriously	97.38	.874997036
Care shown by the medics who arrived with the ambulance	96.80	.860581351
Extent to which medics included you in the treatment decisions (if applicable)	97.42	.840915501
Extent to which the medics kept you informed about your treatment	96.85	.839781694
How well did our staff work together to care for you	97.54	.8296909
Extent to which medics cared for you as a person	97.93	.812556623
Appropriateness of Emergency Medical Transportation treatment	97.46	.803791227
Degree to which the medics listened to you and/or your family	96.98	.800477251
Cleanliness of the ambulance	98.27	.719235974
Comfort of the ride	95.52	.700290126
Skill of the person driving the ambulance	97.50	.700182364
Degree to which the medics relieved your pain or discomfort	93.57	.699534095
Medics' concern for your privacy	97.07	.67503822
Skill of the medics	98.00	.627027274
Concern shown by the person you called for ambulance service	95.59	.594153105
Helpfulness of the person you called for ambulance service	95.10	.574100314
Extent to which you were told what to do until the ambulance arrived	94.61	.562052008
Extent to which our staff eased your entry into the medical facility	97.38	.528632052
Extent to which the ambulance arrived in a timely manner	94.28	.491308928
Extent to which the services received were worth the fees charged	91.67	-.357894994





**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	95.10	94.15	92.00	75.00	92.61	92.22	94.53
Concern shown by the person you called for ambulance service	95.59	94.44	91.48	75.00	91.67	91.54	93.16
Extent to which you were told what to do until the ambulance	94.61	93.47	90.17	75.00	91.54	92.45	92.52
Extent to which the ambulance arrived in a timely manner	94.28	94.90	86.65	75.00	88.27	90.44	92.16
Cleanliness of the ambulance	98.27	97.11	93.15	100.00	92.76	94.87	95.31
Comfort of the ride	95.52	91.21	83.90	100.00	85.14	90.16	88.46
Skill of the person driving the ambulance	97.50	95.58	92.20	100.00	91.55	95.45	93.46
Care shown by the medics who arrived with the ambulance	96.80	95.62	92.44	100.00	91.78	93.06	94.39
Degree to which the medics took your problem seriously	97.38	94.78	92.83	100.00	92.33	92.58	95.74
Degree to which the medics listened to you and/or your family	96.98	95.00	91.62	100.00	91.89	93.88	95.03
Skill of the medics	98.00	94.87	93.00	100.00	90.36	94.93	94.96
Extent to which the medics kept you informed about your	96.85	92.07	91.17	87.50	88.36	91.60	93.03
Extent to which medics included you in the treatment decisions (if	97.42	92.39	90.98	87.50	88.33	92.24	94.18
Degree to which the medics relieved your pain or discomfort	93.57	91.07	88.00	87.50	86.31	89.98	92.10
Medics' concern for your privacy	97.07	93.49	92.30	87.50	88.59	92.37	95.52
Extent to which medics cared for you as a person	97.93	94.30	92.58	100.00	90.85	93.28	93.79
Professionalism of the staff in our billing office	100.00	86.74	87.21	0	86.67	90.30	90.44
Willingness of the staff in our billing office to address your needs	100.00	86.16	86.56	0	84.71	90.40	89.31
How well did our staff work together to care for you	97.54	93.28	90.69	87.50	92.65	94.19	92.19
Extent to which our staff eased your entry into the medical facility	97.38	94.10	92.00	87.50	92.54	93.95	90.03
Appropriateness of Emergency Medical Transportation treatment	97.46	95.21	90.03	87.50	91.30	93.63	92.71
Extent to which the services received were worth the fees charged	91.67	90.56	86.70	75.00	85.93	89.22	87.52
Overall rating of the care provided by our Emergency Medical	98.39	95.41	90.98	87.50	91.09	94.57	93.30
Likelihood of recommending this ambulance service to others	98.09	93.50	90.86	100.00	91.33	94.08	92.04
<b>Overall score</b>	96.96	93.63	90.57	89.88	90.21	92.68	92.94



### Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
Helpfulness of the person you called for ambulance service	95.10	93.55	93.26	94.75	93.07	94.36
Concern shown by the person you called for ambulance service	95.59	93.39	92.98	94.32	93.00	94.15
Extent to which you were told what to do until the ambulance	94.61	92.32	91.94	94.15	91.84	94.15
Extent to which the ambulance arrived in a timely manner	94.28	92.88	91.97	94.56	92.19	94.59
Cleanliness of the ambulance	98.27	95.52	95.38	96.13	95.24	96.30
Comfort of the ride	95.52	88.43	88.19	92.02	87.91	90.62
Skill of the person driving the ambulance	97.50	94.68	94.43	95.68	94.42	95.40
Care shown by the medics who arrived with the ambulance	96.80	95.32	94.98	96.00	94.98	96.44
Degree to which the medics took your problem seriously	97.38	95.25	94.94	96.02	94.96	96.56
Degree to which the medics listened to you and/or your family	96.98	94.83	94.54	95.62	94.59	95.85
Skill of the medics	98.00	95.57	95.20	96.48	95.24	96.59
Extent to which the medics kept you informed about your	96.85	93.77	93.39	94.78	93.48	95.16
Extent to which medics included you in the treatment decisions	97.42	93.52	93.18	93.93	93.18	94.60
Degree to which the medics relieved your pain or discomfort	93.57	91.95	91.36	93.22	91.40	93.25
Medics' concern for your privacy	97.07	94.60	94.26	95.38	94.39	95.49
Extent to which medics cared for you as a person	97.93	95.25	94.88	96.07	95.01	96.41
Professionalism of the staff in our billing office	100.00	89.99	90.12	91.96	89.91	91.70
Willingness of the staff in our billing office to address your	100.00	89.48	89.48	91.70	89.29	91.13
How well did our staff work together to care for you	97.54	94.28	94.04	95.46	93.91	95.38
Extent to which our staff eased your entry into the medical	97.38	94.13	94.02	95.10	93.78	94.54
Appropriateness of Emergency Medical Transportation treatment	97.46	94.33	94.11	95.84	94.07	95.93
Extent to which the services received were worth the fees	91.67	89.80	89.16	90.63	89.13	90.22
Overall rating of the care provided by our Emergency Medical	98.39	94.55	94.41	95.90	94.31	95.86
Likelihood of recommending this ambulance service to others	98.09	94.22	93.95	95.78	93.85	95.41
<b>Overall Score</b>	<b>96.96</b>	<b>93.40</b>	<b>93.09</b>	<b>94.64</b>	<b>93.05</b>	<b>94.59</b>



### Benchmark Comparison

This section of the report is based off your overall score for the YTD 12-month time period, compared to other benchmark compare groups. An aggregate rolling score is needed to provide stability to the overall score ranking for more meaningful comparisons to other benchmark groups. Each month, the last month in the 12 month period is dropped and the newest month is added. An organization must have a minimum of 100 surveys to be eligible for ranking.

Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
<b>Number of organizations in compare group</b>	182	27	16	46	13
<b>Minimum Score</b>	63.33	1.00	1.00	11.20	1.00
<b>Maximum Score</b>	100	100	100	100	100
<b>Mean Score</b>	97.27	93.00	92.36	93.10	92.42
<b>Your Percentile</b>		83rd	100th	N/A	86th
<b>Your Rank</b>		13	1	N/A	6

**Minimum Score** - This is the lowest score in the benchmark group.

**Maximum Score** - This is the highest score in the benchmark group.

**Mean Score** - This is where your mean score ranks against others in the compare group.

**Your Percentile** - This is the percentage of scores that fall below your mean score.

**Your Rank** - This is where your mean score ranks against others in the compare group.



## 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>93.60</b>	<b>92.33</b>
<b>Dispatch</b>	<b>93.57</b>	<b>92.14</b>
Helpfulness of the person you called for ambulance service	93.72	92.77
Concern shown by the person you called for ambulance service	93.71	92.53
Extent to which you were told what to do until the ambulance	93.27	91.11
<b>Ambulance</b>	<b>93.51</b>	<b>91.96</b>
Extent to which the ambulance arrived in a timely manner	93.81	92.16
Cleanliness of the ambulance	96.47	94.41
Comfort of the ride	88.98	87.54
Skill of the person driving the ambulance	94.77	93.74
<b>Medic</b>	<b>94.51</b>	<b>93.28</b>
Care shown by the medics who arrived with the ambulance	95.26	94.29
Degree to which the medics took your problem seriously	95.25	94.20
Degree to which the medics listened to you and/or your family	94.91	93.89
Skill of the medics	95.58	94.30
Extent to which the medics kept you informed about your treatment	94.17	92.51
Extent to which medics included you in the treatment decisions (if	93.79	92.28
Degree to which the medics relieved your pain or discomfort	90.68	90.60
Medics' concern for your privacy	95.49	93.28
Extent to which medics cared for you as a person	95.49	94.18
<b>Billing Office Staff</b>	<b>87.75</b>	<b>88.69</b>


**Cumulative Comparisons (Continued)**

	Your Score	Total DB
<b>Overall Facility Rating</b>	<b>93.60</b>	<b>92.33</b>
<b>Billing Office Staff</b>	<b>87.75</b>	<b>88.69</b>
Professionalism of the staff in our billing office	87.72	88.65
Willingness of the staff in our billing office to address your needs	87.78	88.73
<b>Overall Experience</b>	<b>94.25</b>	<b>92.46</b>
How well did our staff work together to care for you	95.66	93.42
Extent to which our staff eased your entry into the medical facility	95.69	93.56
Appropriateness of Emergency Medical Transportation treatment	95.19	93.33
Extent to which the services received were worth the fees charged	88.61	87.79
Overall rating of the care provided by our Emergency Medical	95.13	93.50
Likelihood of recommending this ambulance service to others	95.20	93.13



**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>0</b>	<b>7</b>	<b>36</b>	<b>173</b>	<b>1970</b>	<b>90.12%</b>	<b>79.27%</b>
<b>Dispatch</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>22</b>	<b>127</b>	<b>83.01%</b>	<b>77.52%</b>
Helpfulness of the person you called for ambulance service	0	0	1	8	42	82.35%	79.06%
Concern shown by the person you called for ambulance service	0	0	1	7	43	84.31%	77.78%
Extent to which you were told what to do until the ambulance arrived	0	0	2	7	42	82.35%	75.72%
<b>Ambulance</b>	<b>0</b>	<b>1</b>	<b>8</b>	<b>44</b>	<b>372</b>	<b>87.53%</b>	<b>77.50%</b>
Extent to which the ambulance arrived in a timely manner	0	0	5	17	96	81.36%	77.02%
Cleanliness of the ambulance	0	0	1	5	95	94.06%	83.63%
Comfort of the ride	0	1	2	12	91	85.85%	67.85%
Skill of the person driving the ambulance	0	0	0	10	90	90.00%	81.52%
<b>Medic</b>	<b>0</b>	<b>6</b>	<b>17</b>	<b>68</b>	<b>925</b>	<b>91.04%</b>	<b>82.81%</b>
Care shown by the medics who arrived with the ambulance	0	2	1	8	114	91.20%	85.10%
Degree to which the medics took your problem seriously	0	0	3	7	114	91.94%	85.54%
Degree to which the medics listened to you and/or your family	0	1	3	6	114	91.94%	84.33%
Skill of the medics	0	0	0	10	115	92.00%	85.43%
Extent to which the medics kept you informed about your treatment	0	0	3	9	107	89.92%	80.83%



**Top Box Comparisons (Continued)**

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>0</b>	<b>7</b>	<b>36</b>	<b>173</b>	<b>1970</b>	<b>90.12%</b>	<b>79.27%</b>
Extent to which medics included you in the treatment decisions (if applicable)	0	0	2	6	89	91.75%	80.61%
Degree to which the medics relieved your pain or discomfort	0	2	3	6	59	84.29%	75.94%
Medics' concern for your privacy	0	1	0	10	100	90.09%	82.07%
Extent to which medics cared for you as a person	0	0	2	6	113	93.39%	85.48%
<b>Billing Office Staff</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>100.00%</b>	<b>66.97%</b>
Professionalism of the staff in our billing office	0	0	0	0	1	100.00%	67.33%
Willingness of the staff in our billing office to address your needs	0	0	0	0	1	100.00%	66.60%
<b>Overall Experience</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>39</b>	<b>544</b>	<b>92.20%</b>	<b>80.09%</b>
How well did our staff work together to care for you	0	0	2	8	112	91.80%	81.28%
Extent to which our staff eased your entry into the medical facility	0	0	2	7	96	91.43%	81.20%
Appropriateness of Emergency Medical Transportation treatment	0	0	1	10	107	90.68%	81.64%
Extent to which the services received were worth the fees charged	0	0	0	1	2	66.67%	70.88%
Overall rating of the care provided by our Emergency Medical Transportation service	0	0	1	6	117	94.35%	82.95%
Likelihood of recommending this ambulance service to others	0	0	1	7	110	93.22%	82.62%