

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



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Patient Experience Report

May 1, 2023 to May 31, 2023

Your Score

91.81

Your Patients in this Report

190

Total Patients in this Report

7,099

Total EMS Organizations

224





Executive Summary

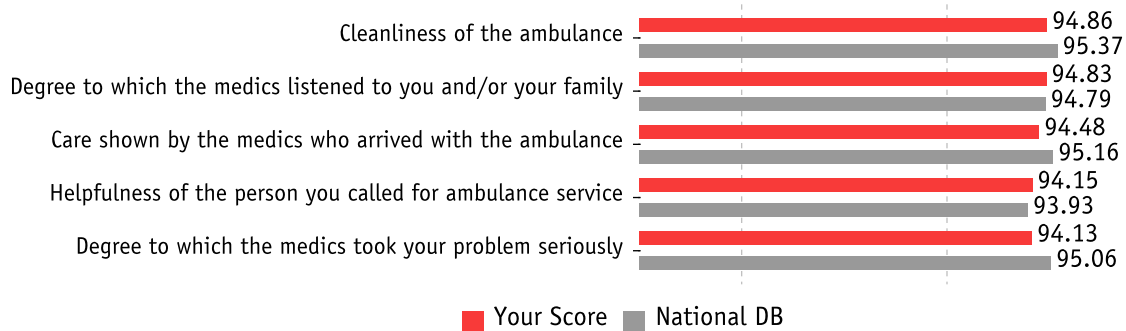
Your overall score for the time period selected is **91.81**. This is a difference of **1.04** from your previous period's score of **90.77**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **78.53%**.

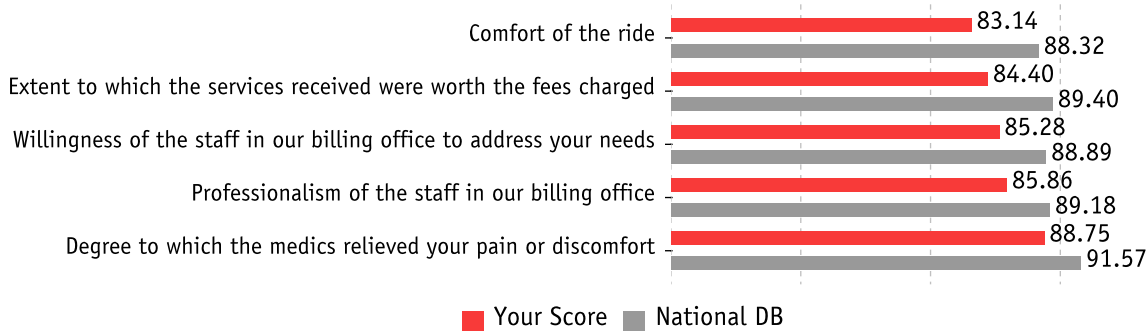
In addition, your rolling 12- month score of **91.21** is a difference of **-1.88** from the national database score of **93.09**.

When compared to all organizations in the national database, your score of **91.21** is ranked **73rd** and **25th** for comparably sized organizations.

5 Highest Scores



5 Lowest Scores

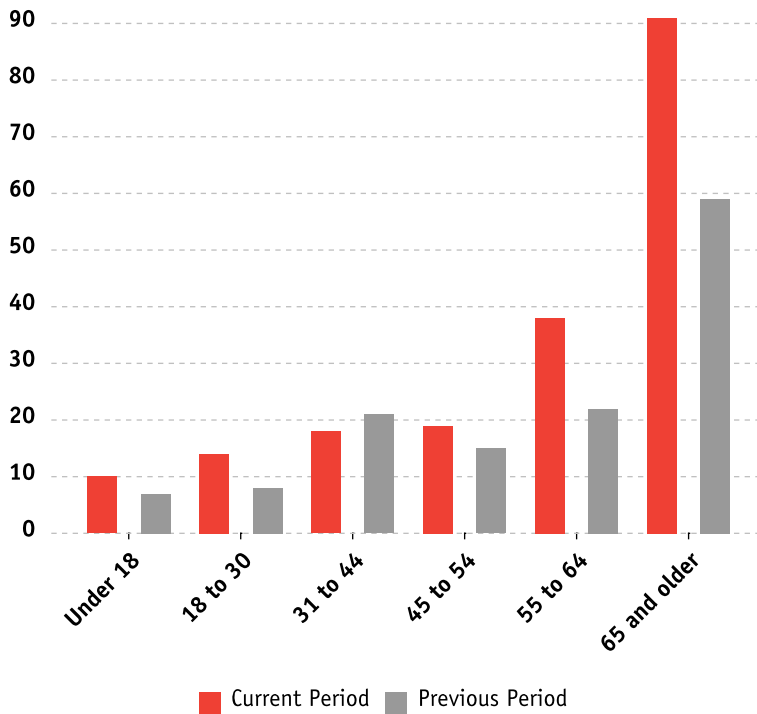




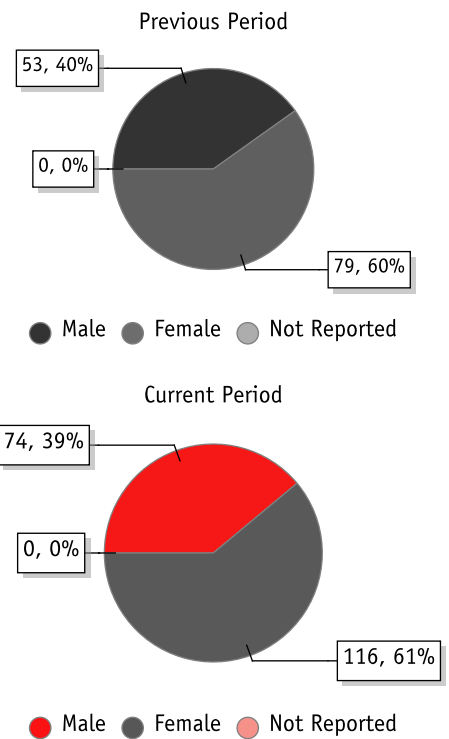
Demographics — This report provides basic information about the patient's age and gender.

	Total	Previous Period			Total	Current Period		
		Male	Female	Not Reported		Male	Female	Not Reported
Under 18	7	5	2	0	10	5	5	0
18 to 30	8	3	5	0	14	7	7	0
31 to 44	21	4	17	0	18	4	14	0
45 to 54	15	7	8	0	19	8	11	0
55 to 64	22	8	14	0	38	18	20	0
65 and older	59	26	33	0	91	32	59	0
Total	132	53	79	0	190	74	116	0

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



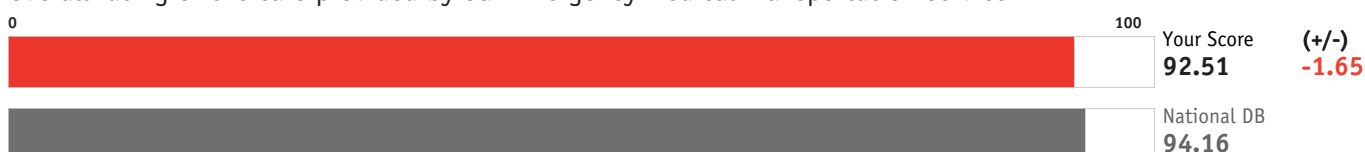
Appropriateness of Emergency Medical Transportation treatment



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	94.15	94.78	-0.63	93.93
Concern shown by the person you called for ambulance service	92.81	92.53	0.28	93.57
Extent to which you were told what to do until the ambulance arrived	91.19	92.45	-1.26	92.42
Ambulance Composite				
	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	89.93	89.16	0.77	92.71
Cleanliness of the ambulance	94.86	93.61	1.25	95.37
Comfort of the ride	83.14	85.67	-2.53	88.32
Skill of the person driving the ambulance	92.59	93.23	-0.64	94.60
Medic Composite				
	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	94.48	93.81	0.67	95.16
Degree to which the medics took your problem seriously	94.13	92.26	1.87	95.06
Degree to which the medics listened to you and/or your family	94.83	92.32	2.51	94.79
Skill of the medics	93.80	92.90	0.90	95.10
Extent to which the medics kept you informed about your treatment	92.82	90.67	2.15	93.61
Extent to which medics included you in the treatment decisions (if applicable)	93.05	90.34	2.71	93.19
Degree to which the medics relieved your pain or discomfort	88.75	86.83	1.92	91.57
Medics' concern for your privacy	93.27	91.31	1.96	94.21
Extent to which medics cared for you as a person	93.87	91.33	2.54	94.99
Billing Office Staff Composite				
	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	85.86	87.38	-1.52	89.18
Willingness of the staff in our billing office to address your needs	85.28	84.88	0.40	88.89



Question Analysis (Continued)

Overall Experience Composite	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	93.49	91.69	1.80	94.17
Extent to which our staff eased your entry into the medical facility	93.79	91.31	2.48	94.26
Appropriateness of Emergency Medical Transportation treatment	92.34	91.96	0.38	94.16
Extent to which the services received were worth the fees charged	84.40	82.43	1.97	89.40
Overall rating of the care provided by our Emergency Medical Transportation	92.51	91.31	1.20	94.16
Likelihood of recommending this ambulance service to others	92.78	90.36	2.42	94.05



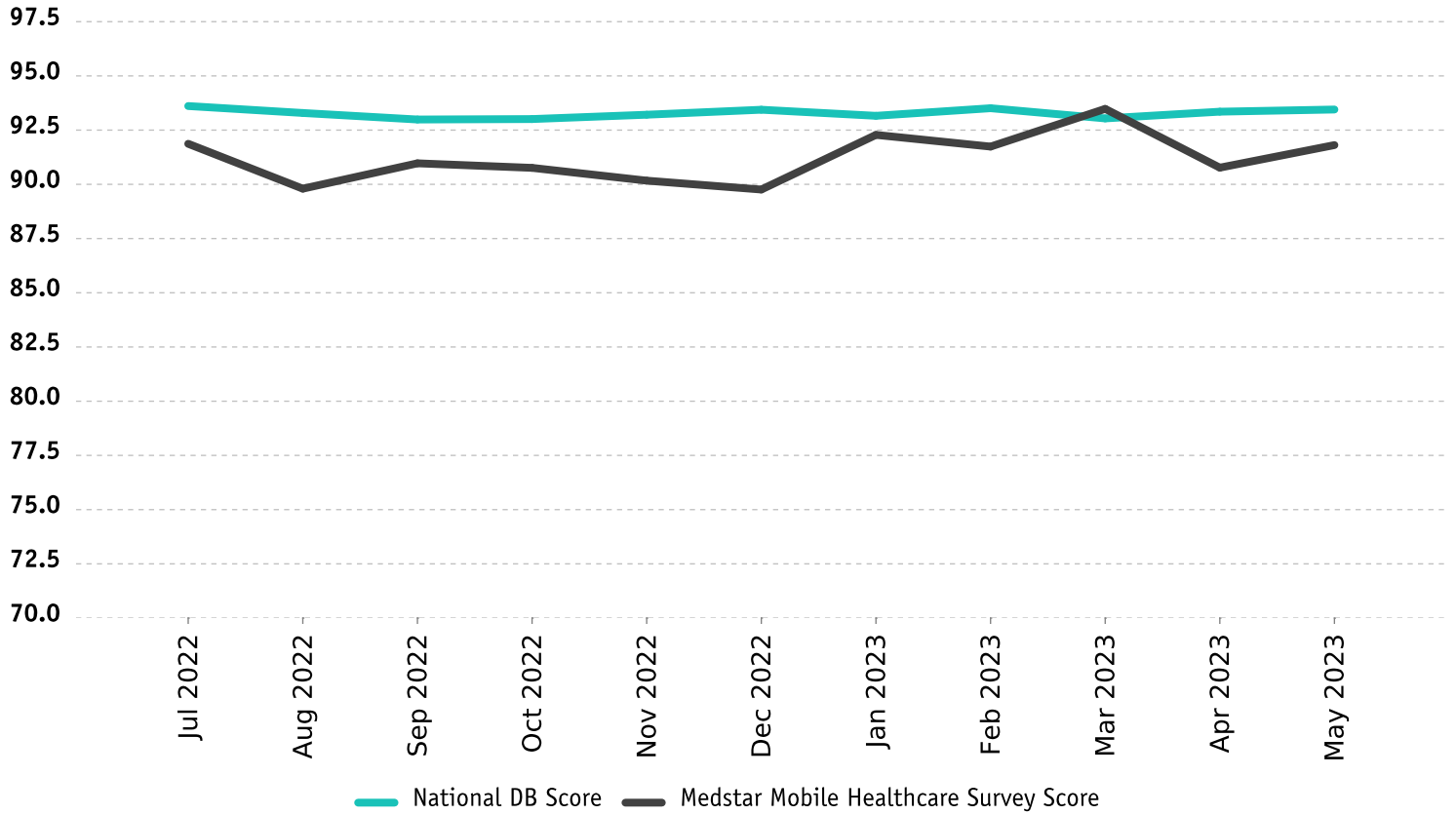
Monthly Breakdown

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

	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023
Helpfulness of the person you called for ambulance service	92.00	94.27	90.67	93.84	93.08	93.10	91.94	93.61	95.60	96.00	94.78	94.15
Concern shown by the person you called for ambulance service	92.06	93.27	88.21	92.30	92.26	91.93	90.18	92.02	93.76	94.68	92.53	92.81
Extent to which you were told what to do until the ambulance arrived	91.06	91.07	89.39	92.32	92.45	92.47	86.69	91.63	93.83	93.75	92.45	91.19
Extent to which the ambulance arrived in a timely manner	92.84	90.02	87.66	90.75	90.69	88.49	88.65	92.45	92.74	91.42	89.16	89.93
Cleanliness of the ambulance	95.84	94.09	92.37	93.84	94.96	94.69	93.02	95.38	94.19	95.75	93.61	94.86
Comfort of the ride	87.81	86.34	84.11	85.68	84.80	86.55	82.23	86.99	86.48	88.44	85.67	83.14
Skill of the person driving the ambulance	93.66	93.07	90.41	92.33	92.20	91.62	92.14	94.37	94.12	94.80	93.23	92.59
Care shown by the medics who arrived with the ambulance	93.33	93.53	92.77	94.16	92.07	91.75	92.60	93.97	92.08	96.96	93.81	94.48
Degree to which the medics took your problem seriously	92.48	94.10	92.03	93.40	91.33	91.19	91.88	93.73	91.02	95.92	92.26	94.13
Degree to which the medics listened to you and/or your family	92.91	92.38	91.35	92.93	92.13	91.69	92.18	94.28	93.05	95.92	92.32	94.83
Skill of the medics	94.68	94.89	93.36	92.80	92.19	92.51	92.68	94.37	93.92	95.60	92.90	93.80
Extent to which the medics kept you informed about your treatment	91.57	92.00	90.07	91.18	91.42	90.70	90.59	92.77	91.30	94.48	90.67	92.82
Extent to which medics included you in the treatment decisions (if	92.65	92.15	90.22	92.69	90.53	89.40	89.27	93.65	90.53	94.36	90.34	93.05
Degree to which the medics relieved your pain or discomfort	88.88	86.87	88.94	85.49	87.43	85.96	86.86	89.84	84.74	90.82	86.83	88.75
Medics' concern for your privacy	92.62	92.39	92.71	92.11	91.15	91.58	91.38	93.47	91.79	94.09	91.31	93.27
Extent to which medics cared for you as a person	92.78	93.57	92.23	92.58	91.20	90.95	91.58	95.02	93.05	94.69	91.33	93.87
Professionalism of the staff in our billing office	88.87	85.73	85.47	85.63	86.84	85.20	83.03	84.94	88.85	89.29	87.38	85.86
Willingness of the staff in our billing office to address your needs	88.65	86.03	84.44	85.12	87.11	84.82	82.10	84.17	89.45	87.62	84.88	85.28
How well did our staff work together to care for you	93.22	94.73	90.89	92.21	90.84	91.57	91.44	93.54	92.29	92.99	91.69	93.49
Extent to which our staff eased your entry into the medical facility	93.39	94.88	91.33	91.16	91.42	91.70	91.20	92.66	92.40	94.27	91.31	93.79
Appropriateness of Emergency Medical Transportation treatment	93.26	93.81	90.42	91.90	90.44	90.72	91.82	93.69	93.05	92.58	91.96	92.34
Extent to which the services received were worth the fees charged	85.36	84.52	82.78	83.25	87.05	82.52	83.06	84.21	86.33	87.01	82.43	84.40
Overall rating of the care provided by our Emergency Medical Transportation	92.56	93.90	89.88	91.38	90.58	89.91	91.20	93.80	92.47	93.51	91.31	92.51
Likelihood of recommending this ambulance service to others	92.42	92.52	89.28	89.13	90.59	88.88	91.21	93.63	92.19	94.13	90.36	92.78
Overall Score	91.99	91.87	89.80	90.97	90.76	90.17	89.76	92.28	91.74	93.48	90.77	91.81
Respondents	140	135	174	84	135	145	138	181	86	159	132	190



Monthly Overall Survey Score





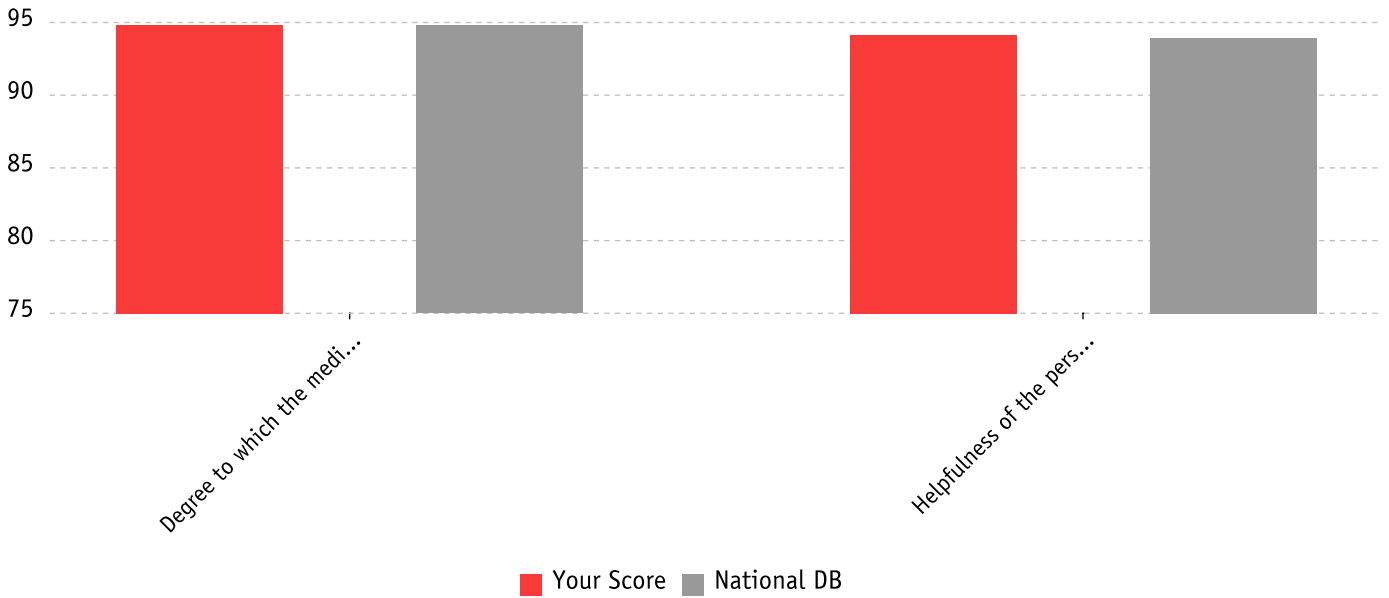
Greatest Increase and Decrease in Scores by Question

Increases	Current	Previous	(+/-)	National DB
Extent to which medics included you in the treatment decisions (if applicable)	93.05	90.34	2.71	93.19
Extent to which medics cared for you as a person	93.87	91.33	2.53	94.99
Degree to which the medics listened to you and/or your family	94.83	92.32	2.51	94.79
Extent to which our staff eased your entry into the medical facility	93.79	91.31	2.48	94.26
Likelihood of recommending this ambulance service to others	92.78	90.36	2.42	94.05
Extent to which the medics kept you informed about your treatment	92.82	90.67	2.14	93.61
Extent to which the services received were worth the fees charged	84.40	82.43	1.97	89.40
Medics' concern for your privacy	93.27	91.31	1.97	94.21
Degree to which the medics relieved your pain or discomfort	88.75	86.83	1.92	91.57
Degree to which the medics took your problem seriously	94.13	92.26	1.88	95.06
Decreases	Current	Previous	(+/-)	National DB
Comfort of the ride	83.14	85.67	-2.53	88.32
Professionalism of the staff in our billing office	85.86	87.38	-1.52	89.18
Extent to which you were told what to do until the ambulance arrived	91.19	92.45	-1.26	92.42
Skill of the person driving the ambulance	92.59	93.23	-0.64	94.60
Helpfulness of the person you called for ambulance service	94.15	94.78	-0.63	93.93



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	Current	(+/-)	National DB
Degree to which the medics listened to you and/or your family	94.83	0.04	94.79
Helpfulness of the person you called for ambulance service	94.15	0.21	93.93





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
Extent to which medics included you in the treatment decisions (if applicable)	93.05	.92255509
Extent to which medics cared for you as a person	93.87	.915657749
Skill of the medics	93.80	.910454975
How well did our staff work together to care for you	93.49	.909218205
Appropriateness of Emergency Medical Transportation treatment	92.34	.905567837
Extent to which the medics kept you informed about your treatment	92.82	.904835928
Extent to which our staff eased your entry into the medical facility	93.79	.897250809
Care shown by the medics who arrived with the ambulance	94.48	.893215866
Degree to which the medics listened to you and/or your family	94.83	.889499431
Medics' concern for your privacy	93.27	.882516107
Degree to which the medics took your problem seriously	94.13	.870349002
Skill of the person driving the ambulance	92.59	.855624636
Extent to which the services received were worth the fees charged	84.40	.817807261
Degree to which the medics relieved your pain or discomfort	88.75	.811546492
Concern shown by the person you called for ambulance service	92.81	.793008781
Helpfulness of the person you called for ambulance service	94.15	.767808832
Cleanliness of the ambulance	94.86	.757810918
Comfort of the ride	83.14	.743039313
Extent to which the ambulance arrived in a timely manner	89.93	.727522999
Professionalism of the staff in our billing office	85.86	.691084689
Willingness of the staff in our billing office to address your needs	85.28	.668336545
Extent to which you were told what to do until the ambulance arrived	91.19	.657012301



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	94.15	100.00	92.98	94.68	94.80	95.62	96.26
Concern shown by the person you called for ambulance service	92.81	75.00	92.81	94.22	94.61	95.14	95.77
Extent to which you were told what to do until the ambulance	91.19	100.00	92.04	92.31	92.92	95.14	95.04
Extent to which the ambulance arrived in a timely manner	89.93	75.00	91.13	91.00	92.30	92.80	95.59
Cleanliness of the ambulance	94.86	75.00	94.96	94.98	96.43	96.97	95.92
Comfort of the ride	83.14	75.00	87.08	87.06	89.75	92.21	89.55
Skill of the person driving the ambulance	92.59	75.00	93.79	94.20	95.29	95.14	95.44
Care shown by the medics who arrived with the ambulance	94.48	75.00	95.22	95.91	95.48	93.95	94.18
Degree to which the medics took your problem seriously	94.13	75.00	95.40	95.65	95.18	93.99	94.38
Degree to which the medics listened to you and/or your family	94.83	75.00	94.79	95.70	95.26	94.31	93.85
Skill of the medics	93.80	75.00	95.15	95.97	95.81	94.22	94.17
Extent to which the medics kept you informed about your	92.82	75.00	93.80	94.66	93.61	92.61	92.40
Extent to which medics included you in the treatment decisions (if	93.05	100.00	93.15	94.33	92.03	93.56	91.56
Degree to which the medics relieved your pain or discomfort	88.75	75.00	91.65	93.26	91.84	92.16	91.35
Medics' concern for your privacy	93.27	75.00	94.46	95.52	94.94	94.97	93.45
Extent to which medics cared for you as a person	93.87	75.00	95.35	96.19	94.82	94.55	95.46
Professionalism of the staff in our billing office	85.86	75.00	89.34	93.37	85.95	91.06	88.93
Willingness of the staff in our billing office to address your needs	85.28	0	88.56	93.23	85.38	91.47	88.04
How well did our staff work together to care for you	93.49	75.00	93.90	95.12	95.71	94.60	93.37
Extent to which our staff eased your entry into the medical facility	93.79	75.00	94.17	95.50	94.82	95.30	93.80
Appropriateness of Emergency Medical Transportation treatment	92.34	75.00	94.38	95.19	95.88	93.99	92.87
Extent to which the services received were worth the fees charged	84.40	75.00	89.20	91.56	89.69	93.21	86.55
Overall rating of the care provided by our Emergency Medical	92.51	75.00	94.69	95.17	94.36	94.08	93.94
Likelihood of recommending this ambulance service to others	92.78	75.00	93.84	94.72	94.01	95.30	94.87
Overall score	91.81	78.26	93.21	94.21	93.76	94.15	93.46



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
Helpfulness of the person you called for ambulance service	94.15	93.93	93.64	95.54	93.59	94.65
Concern shown by the person you called for ambulance service	92.81	93.57	93.17	94.84	93.27	94.25
Extent to which you were told what to do until the ambulance	91.19	92.42	91.78	93.78	92.08	93.03
Extent to which the ambulance arrived in a timely manner	89.93	92.71	91.96	94.06	91.78	93.61
Cleanliness of the ambulance	94.86	95.37	94.96	96.62	94.89	95.89
Comfort of the ride	83.14	88.32	87.81	89.86	87.44	88.26
Skill of the person driving the ambulance	92.59	94.60	94.32	95.32	94.13	94.89
Care shown by the medics who arrived with the ambulance	94.48	95.16	94.63	95.97	94.70	95.94
Degree to which the medics took your problem seriously	94.13	95.06	94.56	95.82	94.58	95.68
Degree to which the medics listened to you and/or your family	94.83	94.79	94.29	95.93	94.34	95.79
Skill of the medics	93.80	95.10	94.63	95.95	94.61	95.86
Extent to which the medics kept you informed about your	92.82	93.61	92.96	94.65	93.02	94.43
Extent to which medics included you in the treatment decisions	93.05	93.19	92.47	94.55	92.67	94.18
Degree to which the medics relieved your pain or discomfort	88.75	91.57	90.76	92.59	90.81	91.78
Medics' concern for your privacy	93.27	94.21	93.56	95.04	93.73	94.44
Extent to which medics cared for you as a person	93.87	94.99	94.44	95.82	94.64	95.61
Professionalism of the staff in our billing office	85.86	89.18	88.48	89.33	89.17	88.68
Willingness of the staff in our billing office to address your	85.28	88.89	88.22	89.15	88.77	88.38
How well did our staff work together to care for you	93.49	94.17	93.55	95.06	93.46	94.52
Extent to which our staff eased your entry into the medical	93.79	94.26	93.73	94.86	93.74	94.48
Appropriateness of Emergency Medical Transportation treatment	92.34	94.16	93.63	94.58	93.47	94.53
Extent to which the services received were worth the fees	84.40	89.40	88.59	89.66	88.66	88.87
Overall rating of the care provided by our Emergency Medical	92.51	94.16	93.67	94.91	93.68	94.48
Likelihood of recommending this ambulance service to others	92.78	94.05	93.36	94.88	93.38	94.66
Overall Score	91.81	93.20	92.63	94.12	92.69	93.62



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
Number of organizations in compare group		224	57	19	47	13
Minimum Score	29.79	1.00	1.00	1.00	1.00	1.00
Maximum Score	100	100	100	100	100	100
Mean Score	91.21	93.08	92.01	95.72	91.87	93.44
Your Percentile		18th	17th	N/A	24th	20th
Your Rank		73	25	N/A	27	9

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
Overall Facility Rating	93.04	92.43
Dispatch	93.17	92.28
Helpfulness of the person you called for ambulance service	93.68	92.91
Concern shown by the person you called for ambulance service	93.25	92.67
Extent to which you were told what to do until the ambulance	92.59	91.25
Ambulance	93.04	92.06
Extent to which the ambulance arrived in a timely manner	93.22	92.24
Cleanliness of the ambulance	96.09	94.51
Comfort of the ride	88.41	87.66
Skill of the person driving the ambulance	94.43	93.84
Medic	94.08	93.38
Care shown by the medics who arrived with the ambulance	94.97	94.39
Degree to which the medics took your problem seriously	94.84	94.30
Degree to which the medics listened to you and/or your family	94.56	93.98
Skill of the medics	95.25	94.40
Extent to which the medics kept you informed about your treatment	93.70	92.62
Extent to which medics included you in the treatment decisions (if	93.33	92.39
Degree to which the medics relieved your pain or discomfort	90.08	90.69
Medics' concern for your privacy	94.93	93.37
Extent to which medics cared for you as a person	95.03	94.26
Billing Office Staff	86.8	88.77



Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	93.04	92.43
Billing Office Staff	86.8	88.77
Professionalism of the staff in our billing office	86.99	88.76
Willingness of the staff in our billing office to address your needs	86.62	88.78
Overall Experience	93.51	92.55
How well did our staff work together to care for you	95.12	93.50
Extent to which our staff eased your entry into the medical facility	95.10	93.64
Appropriateness of Emergency Medical Transportation treatment	94.64	93.43
Extent to which the services received were worth the fees charged	87.13	87.95
Overall rating of the care provided by our Emergency Medical	94.57	93.59
Likelihood of recommending this ambulance service to others	94.50	93.21



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
Overall Company Rating	65	51	179	604	3288	78.53%	79.38%
Dispatch	4	6	26	67	422	80.38%	78.91%
Helpfulness of the person you called for ambulance service	1	3	5	18	148	84.57%	80.74%
Concern shown by the person you called for ambulance service	2	1	8	24	142	80.23%	79.43%
Extent to which you were told what to do until the ambulance arrived	1	2	13	25	132	76.30%	76.57%
Ambulance	12	9	40	131	528	73.33%	77.52%
Extent to which the ambulance arrived in a timely manner	2	2	11	37	129	71.27%	77.17%
Cleanliness of the ambulance	1	0	5	22	147	84.00%	83.39%
Comfort of the ride	7	5	17	46	107	58.79%	67.37%
Skill of the person driving the ambulance	2	2	7	26	145	79.67%	82.16%
Medic	28	19	53	168	1370	83.64%	82.70%
Care shown by the medics who arrived with the ambulance	3	2	6	11	163	88.11%	85.38%
Degree to which the medics took your problem seriously	3	1	7	15	161	86.10%	85.44%
Degree to which the medics listened to you and/or your family	3	1	6	12	166	88.30%	84.81%
Skill of the medics	3	3	4	17	158	85.41%	84.88%
Extent to which the medics kept you informed about your treatment	3	1	5	28	147	79.89%	80.61%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	65	51	179	604	3288	78.53%	79.38%
Extent to which medics included you in the treatment decisions (if applicable)	3	1	6	19	136	82.42%	80.14%
Degree to which the medics relieved your pain or discomfort	6	4	9	25	131	74.86%	76.21%
Medics' concern for your privacy	1	3	7	22	149	81.87%	81.58%
Extent to which medics cared for you as a person	3	3	3	19	159	85.03%	85.28%
Billing Office Staff	2	6	24	75	151	58.53%	66.05%
Professionalism of the staff in our billing office	1	3	12	36	77	59.69%	66.33%
Willingness of the staff in our billing office to address your needs	1	3	12	39	74	57.36%	65.78%
Overall Experience	19	11	36	163	817	78.11%	80.30%
How well did our staff work together to care for you	3	1	5	22	149	82.78%	81.90%
Extent to which our staff eased your entry into the medical facility	1	1	7	23	145	81.92%	81.64%
Appropriateness of Emergency Medical Transportation treatment	3	3	3	28	142	79.33%	82.11%
Extent to which the services received were worth the fees charged	4	3	14	37	86	59.72%	71.26%
Overall rating of the care provided by our Emergency Medical Transportation service	4	1	4	28	146	79.78%	82.49%
Likelihood of recommending this ambulance service to others	4	2	3	25	149	81.42%	82.42%