



Area Metropolitan Ambulance Authority
551 East Berry Street
Fort Worth, Texas 76110-4329
(817) 923-3700
(817) 632-0530 (Fax)
www.medstar911.org

MEMORANDUM

DATE: June 26, 2013
TO: AMAA Board of Directors
FROM: Douglas Hooten, Executive Director
SUBJECT: June Reports

Enclosed are copies of the June Reports for MedStar Mobile Healthcare Board of Directors meeting. If you have any questions, please feel free to contact me at (817) 923-3700, ext. 109.

Our Mission:

*To provide world class mobile healthcare with the highest quality customer service
and clinical excellence in a fiscally responsible manner*



MedStar - Area Metropolitan Ambulance Authority
Check History and Description Report for Checks Over \$5,000
Activity From 05-01-2013 to 05-31-2013

CHECK NUMBER	CHECK DATE	DESCRIPTION	CHECK AMOUNT
72309	5/6/13	AT&T Telephone Base-Admin	8,831.97
72311	5/6/13	Banc of America Leasing Current Portion - Amb Purchase	12,317.56
72318	5/6/13	Delta Dental Insurance Comany Dental Ins-Public Affairs	15,012.52
72324	5/6/13	GBC Benefits, Ltd. Benefits Administration-Admin	5,833.33
72330	5/6/13	JBM Builders Construction in Progress	9,577.00
72333	5/6/13	Konica Minolta Business Solutions Prepaid Expense	8,127.73
72334	5/6/13	Bruce Lowrie Chevrolet Maintenance-Fleet	5,097.98
72348	5/6/13	PRUDENTIAL GROUP INSURANCE Supplemental Life Payable	13,370.04
72352	5/6/13	ReCept Pharmacy Medical Supplies-Logistics	6,810.67
72366	5/6/13	UNITED HEALTHCARE Health Ins-Admin	206,799.73
72393	5/10/13	Banc of America Leasing Interest Expense-Admin	17,604.02
72410	5/10/13	The Fulcrum Group Prepaid Expense	48,457.41
72428	5/10/13	ReCept Pharmacy Medical Supplies-Logistics	20,520.65
72434	5/10/13	Smiths Medical ASD Inc. Medical Supplies-Logistics	5,742.80
72444	5/10/13	WEX Bank Fuel-Fleet	95,099.44
1002	5/10/13	Dunn Engineering Construction in Progress	16,800.00
72449	5/14/13	Rough Creek Lodge Exec. Retreat Travel & Entertainment-Admin	8,517.50
72456	5/15/13	Banc of America Leasing Interest Expense-Admin	18,698.14
72463	5/15/13	Centurion Medical Products Medical Supplies-Logistics	5,868.00
72470	5/15/13	Direct Energy Business Utilities-Admin	6,542.06
72491	5/15/13	Priority Solutions Prepaid Expense	23,900.00
72494	5/15/13	ReCept Pharmacy Medical Supplies-Logistics	8,559.34

MedStar - Area Metropolitan Ambulance Authority
Check History and Description Report for Checks Over \$5,000
Activity From 05-01-2013 to 05-31-2013

CHECK NUMBER	CHECK DATE	DESCRIPTION	CHECK AMOUNT
72518	5/16/13	Blue Cross Blue Shield of Texas Patient Accounts Receivable	5,798.39
72674	5/17/13	Ferguson Studio Construction in Progress	28,168.75
72675	5/22/13	Aetna Patient Accounts Receivable	7,621.99
72677	5/22/13	UNITED HEALTHCARE Patient Accounts Receivable	6,848.50
72689	5/22/13	Black Ink Systems, LLC Verification Services-Admin	22,956.02
72711	5/23/13	Murphy Mahon Keffler & Farrier LLP Legal Services-Admin	9,368.00
72717	5/23/13	ReCept Pharmacy Medical Supplies-Logistics	12,562.64
72739	5/23/13	ZirMed Inc Verification Services-Admin	14,535.94
1004	5/23/13	Brockette Davis Drake Inc Construction in Progress	5,405.00
1005	5/23/13	Ferguson Studio Construction in Progress	32,696.25
1006	5/23/13	Murphy Mahon Keffler & Farrier LLP Construction in Progress	25,181.10
72745	5/24/13	Jeff Popp MedStar Golf	5,000.00
72749	5/30/13	Banc of America Leasing Interest Expense-Admin	14,143.07
72755	5/31/13	AT&T Mobility Cell Phones-Admin	6,641.57
72756	5/31/13	Banc of America Leasing Interest Expense-Admin	6,178.61
72758	5/31/13	Black Ink Systems, LLC Verification Services-Admin	6,901.83
72786	5/31/13	ReCept Pharmacy Medical Supplies-Logistics	10,792.52
72794	5/31/13	Stryker Ambulances	120,213.60
72795	5/31/13	Taylor Healthcare Products Inc Medical Supplies-Logistics	5,712.00
72797	5/31/13	Texas Auto Painting & Collision Repair Maintenance-Fleet	10,040.17
72802	5/31/13	Zoll Data Systems Inc Computer Software Maint-IT	7,559.42
			932,413.26

MedStar - Area Metropolitan Ambulance Authority
Check History and Description Report for Checks Over \$5,000
Activity From 05-01-2013 to 05-31-2013

CHECK NUMBER	CHECK DATE	DESCRIPTION	CHECK AMOUNT
		TOTAL ACCOUNTS PAYABLE	1,231,461.54
		TOTAL PAYROLL EXPENSE	<u>2,121,600.35</u>
			<u><u>3,353,061.89</u></u>

**Area Metropolitan Ambulance Authority/MedStar
Balance Sheet as of April 30, 2013**

ASSETS

Current Assets

Cash and Equivalents	\$ 19,474,952.87	
Patient Accounts Receivable (net of allowance)	4,438,802.15	
Inventory	335,072.87	
Prepaid Insurance and Expense	<u>605,597.61</u>	
 Total Current Assets		 24,854,425.50
 Property and Equipment		 <u>6,800,657.98</u>
 Total Assets		 <u><u>\$ 31,655,083.48</u></u>

LIABILITIES AND CAPITAL

Current Liabilities

Accounts Payable	\$ 169,176.32	
Interest Payable	17,872.00	
Payroll Taxes and Benefits Payable	664,364.08	
Current Portion - Amb Purchase	<u>441,624.61</u>	
 Total Current Liabilities		 1,293,037.01

Long-Term Liabilities

Deferred Subscription Income	201,592.37	
Ambulance Purchase	<u>587,182.52</u>	
 Total Long-Term Liabilities		 <u>788,774.89</u>

Total Liabilities		2,081,811.90
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Net Assets <Deficit>

Capital Contribution	316,920.50	
Retained Earnings	26,452,491.41	
Net Income	<u>2,803,859.67</u>	

Total Net Assets <Deficit>		<u>29,573,271.58</u>
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Total Liabilities & Net Assets <Deficit>		<u><u>\$ 31,655,083.48</u></u>
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Area Metropolitan Ambulance Authority
 Budgeted Statement of Revenues and Expenditures
 For the Eight Months Ending May 31, 2013

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Revenues						
Patient Fees - NET	4,054,415.28	2,969,733.00	1,084,682.28	29,476,815.37	23,252,396.00	6,224,419.37
Other Revenues	(629,402.76)	52,737.69	(682,140.45)	(4,956,875.65)	476,515.52	(5,433,391.17)
Total Revenues	\$ 3,425,012.52	\$ 3,022,470.69	402,541.83	\$ 24,519,939.72	\$ 23,728,911.52	791,028.20
Payroll & Benefits	1,940,161.11	1,874,807.92	65,353.19	15,457,026.30	14,840,088.36	616,937.94
Fuel	97,903.48	119,840.00	(21,936.52)	837,218.36	958,720.00	(121,501.64)
Medical Supplies/Oxygen	152,779.10	183,325.00	(30,545.90)	1,038,688.59	1,466,600.00	(427,911.41)
Other Vehicle & Equipment	44,069.88	36,230.83	7,839.05	291,427.49	290,603.64	823.85
Rent & Utilities	33,498.48	33,574.33	(75.85)	248,972.00	268,594.64	(19,622.64)
Repairs & Maintenance Facility & Equipmnt	17,520.34	23,832.50	(6,312.16)	125,081.71	190,660.00	(65,578.29)
Insurance	1,133.82	21,318.67	(20,184.85)	155,293.51	170,549.36	(15,255.85)
Professional Fees	155,018.35	111,835.99	43,182.36	1,094,153.42	896,137.92	198,015.50
Non-Capital Equipment	54,307.82	26,324.75	27,983.07	364,996.83	465,179.00	(100,182.17)
Other Expenses	78,764.27	124,971.67	(46,207.40)	610,141.76	1,058,369.36	(448,227.60)
Total Other Expenses	\$ 2,575,156.65	\$ 2,556,061.66	19,094.99	\$ 20,222,999.97	\$ 20,605,502.28	(382,502.31)
Earnings before Interest & Depreciation	849,855.87	466,409.03	383,446.84	4,296,939.75	3,123,409.24	1,173,530.51
Interest	4,892.30	4,663.00	229.30	39,763.08	37,304.00	2,459.08
Depreciation	161,203.83	205,458.00	(44,254.17)	1,448,070.15	1,643,664.00	(195,593.85)
Net Retained Earnings	\$ 683,759.74	\$ 256,288.03	427,471.71	\$ 2,809,106.52	\$ 1,442,441.24	1,366,665.28

Area Metropolitan Ambulance Authority
 Budgeted Statement of Revenues and Expenditures
 For the Eight Months Ending May 31, 2013

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Revenues						
Patient Fees-Service	11,679,240.57	11,206,536.00	472,704.57	87,688,417.58	87,744,888.00	(56,470.42)
Less: Contractual Allowances	(4,610,759.84)	(5,840,846.00)	1,230,086.16	(36,912,421.48)	(45,732,635.00)	8,820,213.52
Less: Provsion for Uncollectibles	(3,802,483.41)	(2,395,957.00)	(1,406,526.41)	(27,000,231.06)	(18,759,857.00)	(8,240,374.06)
Patient Fees - NET	3,265,997.32	2,969,733.00	296,264.32	23,775,765.04	23,252,396.00	523,369.04
Special Events	21,652.77	16,228.00	5,424.77	193,204.60	129,824.00	63,380.60
Subsidy	2,504.94	2,504.94	0.00	30,287.52	30,287.52	0.00
Education	2,693.75	1,667.00	1,026.75	33,715.00	54,702.00	(20,987.00)
Other	132,163.74	32,337.75	99,825.99	486,967.56	261,702.00	225,265.56
Total Revenues	\$ 3,425,012.52	\$ 3,022,470.69	402,541.83	\$ 24,519,939.72	\$ 23,728,911.52	791,028.20
Payroll	1,487,879.60	1,460,797.67	27,081.93	12,006,637.52	11,655,154.36	351,483.16
Benefits and Taxes	452,281.51	414,010.25	38,271.26	3,450,388.78	3,184,934.00	265,454.78
Fuel	97,903.48	119,840.00	(21,936.52)	837,218.36	958,720.00	(121,501.64)
Oxygen	5,626.26	4,292.00	1,334.26	37,172.70	34,336.00	2,836.70
Medical Supplies	147,152.84	179,033.00	(31,880.16)	1,001,515.89	1,432,264.00	(430,748.11)
Other Vehicle & Equipment	44,069.88	36,230.83	7,839.05	291,427.49	290,603.64	823.85
Rent & Utilities	33,498.48	33,574.33	(75.85)	248,972.00	268,594.64	(19,622.64)
Repairs & Maintenance Facility & Equipmnt	17,520.34	23,832.50	(6,312.16)	125,081.71	190,660.00	(65,578.29)
Postage & Shipping	5,184.88	11,261.42	(6,076.54)	60,425.91	90,091.36	(29,665.45)
Equipment Rental	5,448.30	6,661.50	(1,213.20)	49,274.90	53,292.00	(4,017.10)
Insurance	1,133.82	21,318.67	(20,184.85)	155,293.51	170,549.36	(15,255.85)
Advertising & Public Relations	3,186.97	12,395.08	(9,208.11)	80,860.54	99,160.64	(18,300.10)
Printing	3,830.60	1,168.00	2,662.60	17,160.04	9,344.00	7,816.04
Tehnical Support	158.72	159.00	(0.28)	1,111.04	1,272.00	(160.96)
Travel & Entertainment	13,802.70	10,355.00	3,447.70	69,186.86	86,136.00	(16,949.14)
Professional Fees	155,018.35	111,835.99	43,182.36	1,094,153.42	896,137.92	198,015.50
Non-Capital Equipment	12,930.08	12,178.00	752.08	128,492.82	149,786.00	(21,293.18)
Educational Expense/Training	8,507.15	22,922.67	(14,415.52)	97,953.16	235,381.36	(137,428.20)
Office Equip Maint	73,069.56	62,239.75	10,829.81	402,467.94	700,137.00	(297,669.06)
Bank Service Charges	2,488.69	5,500.00	(3,011.31)	45,788.40	44,000.00	1,788.40
Dues & Subscriptions	2,723.94	1,789.00	934.94	15,642.87	17,612.00	(1,969.13)

Area Metropolitan Ambulance Authority
 Budgeted Statement of Revenues and Expenditures
 For the Eight Months Ending May 31, 2013

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Computer Related Costs	1,740.50	4,667.00	(2,926.50)	6,524.11	37,336.00	(30,811.89)
Miscellaneous	0.00	0.00	0.00	250.00	0.00	250.00
Total Other Expenses	\$ 2,575,156.65	\$ 2,556,061.66	19,094.99	\$ 20,222,999.97	\$ 20,605,502.28	(382,502.31)
Earnings before Interest & Depreciation	849,855.87	466,409.03	383,446.84	4,296,939.75	3,123,409.24	1,173,530.51
Interest	4,892.30	4,663.00	229.30	39,763.08	37,304.00	2,459.08
Depreciation	161,203.83	205,458.00	(44,254.17)	1,448,070.15	1,643,664.00	(195,593.85)
Net Retained Earnings	\$ 683,759.74	\$ 256,288.03	427,471.71	\$ 2,809,106.52	\$ 1,442,441.24	1,366,665.28

MedStar - Collections by Charge Month

Month	Charges	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10
Oct-10	\$ 10,975,046.70	\$ 115,693.13	\$ 1,520,697.38	\$ 632,091.75	\$ 238,244.95	\$ 97,889.81	\$ 56,472.68	\$ 31,245.92	\$ 46,590.21	\$ 36,733.16	\$ 19,103.15
Nov-10	\$ 10,473,915.64	\$ 188,632.93	\$ 1,352,673.52	\$ 544,322.59	\$ 174,627.83	\$ 86,421.79	\$ 61,601.53	\$ 55,545.31	\$ 53,530.01	\$ 13,461.04	\$ 15,905.73
Dec-10	\$ 10,762,120.75	\$ 186,585.24	\$ 1,471,110.36	\$ 423,974.03	\$ 214,744.35	\$ 116,891.15	\$ 67,493.86	\$ 52,102.28	\$ 30,002.33	\$ 17,566.17	\$ 16,244.44
Jan-11	\$ 11,122,687.03	\$ 125,161.31	\$ 731,809.46	\$ 1,209,583.43	\$ 254,888.03	\$ 202,067.80	\$ 90,545.13	\$ 37,433.43	\$ 36,904.71	\$ 15,215.81	\$ 13,743.07
Feb-11	\$ 10,757,712.67	\$ 5,110.40	\$ 1,452,278.87	\$ 662,816.20	\$ 265,864.74	\$ 114,691.94	\$ 61,655.91	\$ 44,654.32	\$ 28,579.33	\$ 30,599.96	\$ 15,941.20
Mar-11	\$ 10,969,434.63	\$ 194,719.91	\$ 1,436,213.28	\$ 640,077.95	\$ 194,252.60	\$ 82,670.20	\$ 67,667.25	\$ 58,219.76	\$ 24,641.39	\$ 24,770.06	\$ 23,706.28
Apr-11	\$ 11,217,446.61	\$ 290,208.10	\$ 1,601,624.95	\$ 428,861.98	\$ 178,592.20	\$ 95,576.18	\$ 52,639.35	\$ 41,160.52	\$ 66,494.61	\$ 31,227.46	\$ 21,831.66
May-11	\$ 11,285,773.20	\$ 265,034.82	\$ 1,546,055.53	\$ 435,026.65	\$ 216,621.92	\$ 79,450.81	\$ 66,557.71	\$ 35,096.92	\$ 27,342.98	\$ 31,316.50	\$ 19,669.81
Jun-11	\$ 11,016,455.00	\$ 225,906.48	\$ 1,406,997.25	\$ 521,916.67	\$ 159,314.90	\$ 101,146.81	\$ 49,702.11	\$ 62,886.07	\$ 35,862.08	\$ 17,976.88	\$ 16,562.62
Jul-11	\$ 11,363,962.28	\$ 125,049.03	\$ 1,683,642.73	\$ 441,159.68	\$ 189,267.36	\$ 76,742.85	\$ 61,016.21	\$ 34,848.80	\$ 27,488.98	\$ 26,136.50	\$ 23,181.40
Aug-11	\$ 11,471,579.41	\$ 275,452.91	\$ 1,498,109.24	\$ 495,376.09	\$ 144,436.66	\$ 107,154.84	\$ 48,233.01	\$ 46,439.98	\$ 28,342.96	\$ 23,068.66	\$ 17,868.22
Sep-11	\$ 10,584,790.45	\$ 294,559.94	\$ 1,538,248.97	\$ 413,287.37	\$ 171,165.07	\$ 93,916.54	\$ 57,148.91	\$ 35,484.38	\$ 24,279.56	\$ 29,341.05	\$ 13,648.58
Oct-11	\$ 10,564,381.52	\$ 458,973.05	\$ 1,438,141.73	\$ 363,923.25	\$ 171,413.21	\$ 99,426.82	\$ 65,197.45	\$ 49,043.05	\$ 39,791.29	\$ 37,803.58	\$ 11,834.30
Nov-11	\$ 10,211,488.34	\$ 393,260.58	\$ 1,447,103.96	\$ 455,570.25	\$ 164,574.81	\$ 91,784.90	\$ 104,213.74	\$ 50,834.42	\$ 32,653.34	\$ 20,629.29	\$ 11,756.60
Dec-11	\$ 10,798,771.40	\$ 290,889.09	\$ 1,325,598.04	\$ 581,753.26	\$ 199,781.05	\$ 265,354.58	\$ 69,587.94	\$ 43,369.97	\$ 26,284.69	\$ 26,994.42	\$ 16,199.44
Jan-12	\$ 10,789,836.68	\$ 147,358.01	\$ 1,263,704.64	\$ 483,206.70	\$ 552,785.29	\$ 82,241.09	\$ 61,172.55	\$ 47,272.93	\$ 26,011.07	\$ 21,006.05	\$ 20,222.65
Feb-12	\$ 10,366,994.81	\$ 239,152.50	\$ 1,295,092.63	\$ 701,314.34	\$ 177,401.90	\$ 73,962.92	\$ 47,319.24	\$ 34,334.97	\$ 26,628.57	\$ 25,397.54	\$ 21,368.64
Mar-12	\$ 10,757,102.96	\$ 254,369.10	\$ 1,707,860.12	\$ 494,410.05	\$ 170,351.93	\$ 84,838.87	\$ 62,157.99	\$ 41,731.11	\$ 34,087.78	\$ 18,409.52	\$ 15,005.42
Apr-12	\$ 10,604,385.15	\$ 271,235.96	\$ 1,497,909.21	\$ 490,665.59	\$ 174,800.97	\$ 114,456.61	\$ 63,017.50	\$ 41,525.45	\$ 35,382.02	\$ 10,373.14	\$ 13,745.84
May-12	\$ 10,836,157.96	\$ 292,040.38	\$ 1,399,540.99	\$ 563,398.40	\$ 263,624.81	\$ 92,687.28	\$ 85,956.34	\$ 51,107.69	\$ 20,080.09	\$ 25,478.46	\$ 8,454.60
Jun-12	\$ 10,502,970.00	\$ 189,715.51	\$ 1,277,995.55	\$ 716,041.35	\$ 203,473.40	\$ 120,537.10	\$ 56,503.90	\$ 39,953.91	\$ 28,013.34	\$ 13,414.57	\$ 11,052.23
Jul-12	\$ 11,224,146.84	\$ 143,224.42	\$ 1,499,441.62	\$ 647,405.25	\$ 253,378.49	\$ 114,697.53	\$ 64,933.09	\$ 34,558.11	\$ 20,269.77	\$ 28,921.49	\$ 12,405.16
Aug-12	\$ 11,165,123.85	\$ 395,382.61	\$ 1,259,900.14	\$ 716,076.91	\$ 173,847.35	\$ 73,778.47	\$ 65,786.41	\$ 48,433.89	\$ 60,632.59	\$ 32,960.38	\$ 23,082.44
Sep-12	\$ 10,811,313.57	\$ 256,850.30	\$ 1,262,919.34	\$ 668,717.20	\$ 230,645.17	\$ 165,862.40	\$ 74,540.92	\$ 74,251.50	\$ 65,600.97	\$ 46,425.09	\$ -
Oct-12	\$ 10,766,416.34	\$ 329,495.00	\$ 1,566,291.64	\$ 459,687.56	\$ 235,330.91	\$ 122,177.38	\$ 77,198.06	\$ 40,889.56	\$ 53,560.86	\$ -	\$ -
Nov-12	\$ 10,231,273.28	\$ 226,719.36	\$ 1,065,215.98	\$ 882,413.71	\$ 273,143.82	\$ 123,570.55	\$ 105,406.37	\$ 76,493.74	\$ -	\$ -	\$ -
Dec-12	\$ 11,159,291.74	\$ 285,274.24	\$ 1,693,010.11	\$ 507,947.61	\$ 229,086.00	\$ 190,458.02	\$ 75,799.18	\$ -	\$ -	\$ -	\$ -
Jan-13	\$ 12,158,968.30	\$ 154,131.51	\$ 1,692,199.63	\$ 742,518.67	\$ 186,364.47	\$ 181,722.65	\$ -	\$ -	\$ -	\$ -	\$ -
Feb-13	\$ 9,838,121.26	\$ 218,910.05	\$ 1,394,174.82	\$ 553,931.38	\$ 235,057.70	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Mar-13	\$ 10,718,959.06	\$ 256,228.92	\$ 1,637,742.10	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Apr-13	\$ 10,644,428.50	\$ 270,713.38	\$ 1,732,846.21	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
May-13	\$ 11,445,998.92	\$ 291,423.95	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
AVG 12 Mo		\$ 0.02	\$ 0.14	\$ 0.07	\$ 0.02	\$ 0.01	\$ 0.01	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00

MedStar - Collections by Char

Month	Charges	Month 11	Month 12	Month 13	Total	% Collected
Oct-10	\$ 10,975,046.70	\$ 10,615.08	\$ 11,252.18	\$ 64,394.33	\$ 2,881,023.73	26.25%
Nov-10	\$ 10,473,915.64	\$ 14,307.39	\$ 36,609.76	\$ 37,468.57	\$ 2,635,108.00	25.16%
Dec-10	\$ 10,762,120.75	\$ 28,655.28	\$ 8,432.68	\$ 35,944.73	\$ 2,669,746.90	24.81%
Jan-11	\$ 11,122,687.03	\$ 15,992.40	\$ 11,959.98	\$ 48,499.50	\$ 2,793,804.06	25.12%
Feb-11	\$ 10,757,712.67	\$ 20,718.61	\$ 18,699.54	\$ 31,714.96	\$ 2,753,325.98	25.59%
Mar-11	\$ 10,969,434.63	\$ 30,060.35	\$ 9,006.81	\$ 36,122.97	\$ 2,822,128.81	25.73%
Apr-11	\$ 11,217,446.61	\$ 13,711.49	\$ 18,542.87	\$ 39,443.15	\$ 2,879,914.52	25.67%
May-11	\$ 11,285,773.20	\$ 13,909.41	\$ 15,022.28	\$ 14,841.09	\$ 2,765,946.43	24.51%
Jun-11	\$ 11,016,455.00	\$ 16,221.70	\$ 21,167.19	\$ 18,577.65	\$ 2,654,238.41	24.09%
Jul-11	\$ 11,363,962.28	\$ 13,450.60	\$ 13,070.57	\$ 9,288.06	\$ 2,724,342.77	23.97%
Aug-11	\$ 11,471,579.41	\$ 15,462.99	\$ 11,880.52	\$ 9,449.61	\$ 2,721,275.69	23.72%
Sep-11	\$ 10,584,790.45	\$ 16,046.13	\$ 7,794.54	\$ 10,073.56	\$ 2,704,994.60	25.56%
Oct-11	\$ 10,564,381.52	\$ 11,429.65	\$ 11,337.26	\$ 59,113.92	\$ 2,817,428.56	26.67%
Nov-11	\$ 10,211,488.34	\$ 12,399.17	\$ 11,821.61	\$ 34,862.06	\$ 2,831,464.73	27.73%
Dec-11	\$ 10,798,771.40	\$ 12,587.71	\$ 8,676.74	\$ 33,343.32	\$ 2,900,420.25	26.86%
Jan-12	\$ 10,789,836.68	\$ 15,012.27	\$ 18,370.38	\$ 22,560.34	\$ 2,760,923.97	25.59%
Feb-12	\$ 10,366,994.81	\$ 4,105.57	\$ 7,041.78	\$ 18,768.32	\$ 2,671,888.92	25.77%
Mar-12	\$ 10,757,102.96	\$ 10,957.96	\$ 10,280.56	\$ 15,298.75	\$ 2,919,759.16	27.14%
Apr-12	\$ 10,604,385.15	\$ 10,545.92	\$ 15,194.98	\$ 30,760.27	\$ 2,769,613.46	26.12%
May-12	\$ 10,836,157.96	\$ 9,699.71	\$ 40,717.32	\$ 12,157.03	\$ 2,864,943.10	26.44%
Jun-12	\$ 10,502,970.00	\$ 46,497.44	\$ 9,133.46	\$ -	\$ 2,712,331.76	25.82%
Jul-12	\$ 11,224,146.84	\$ 58,564.03	\$ -	\$ -	\$ 2,877,798.96	25.64%
Aug-12	\$ 11,165,123.85	\$ -	\$ -	\$ -	\$ 2,849,881.19	25.52%
Sep-12	\$ 10,811,313.57	\$ -	\$ -	\$ -	\$ 2,845,812.89	26.32%
Oct-12	\$ 10,766,416.34	\$ -	\$ -	\$ -	\$ 2,884,630.97	26.79%
Nov-12	\$ 10,231,273.28	\$ -	\$ -	\$ -	\$ 2,752,963.53	26.91%
Dec-12	\$ 11,159,291.74	\$ -	\$ -	\$ -	\$ 2,981,575.16	26.72%
Jan-13	\$ 12,158,968.30	\$ -	\$ -	\$ -	\$ 2,956,936.93	24.32%
Feb-13	\$ 9,838,121.26	\$ -	\$ -	\$ -	\$ 2,402,073.95	24.42%
Mar-13	\$ 10,718,959.06	\$ -	\$ -	\$ -	\$ 1,893,971.02	17.67%
Apr-13	\$ 10,644,428.50	\$ -	\$ -	\$ -	\$ 2,003,559.59	18.82%
May-13	\$ 11,445,998.92	\$ -	\$ -	\$ -	\$ 291,423.95	2.55%
AVG 12 Mo		\$ 0.00	\$ 0.00	\$ -		29.35%

Summary - 12 Mo Average Rate by Member City

	Billed	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	Month 13	Total
Blue Mound	\$ 224,796.50	\$ 2,372.31 1.06%	\$ 32,520.19 14.47%	\$ 7,496.75 3.33%	\$ 2,447.48 1.09%	\$ 957.05 0.43%	\$ 1,488.00 0.66%	\$ 5.00 0.00%	\$ 10.00 0.00%	\$ 809.32 0.36%	\$ 5.00 0.00%	\$ - 0.00%	\$ 1,543.50 0.69%	\$ - 0.00%	\$ 49,654.60 22.09%
Burleson	\$ 4,551,293.31	\$ 174,687.58 3.84%	\$ 1,203,919.53 26.45%	\$ 347,101.52 7.63%	\$ 70,494.10 1.55%	\$ 47,336.79 1.04%	\$ 19,267.07 0.42%	\$ 18,684.89 0.41%	\$ 22,898.45 0.50%	\$ 7,087.07 0.16%	\$ (792.23) -0.02%	\$ 7,756.11 0.17%	\$ 1,781.94 0.04%	\$ 1,537.37 0.03%	\$ 1,921,710.83 42.22%
Edgecliffe Vill	\$ 98,452.50	\$ 2,162.99 2.20%	\$ 15,892.77 16.14%	\$ 4,924.29 5.00%	\$ 3,314.72 3.37%	\$ 2,057.36 2.09%	\$ - 0.00%	\$ - 0.00%	\$ - 0.00%	\$ 162.00 0.16%	\$ - 0.00%	\$ - 0.00%	\$ - 0.00%	\$ - 0.00%	\$ 28,514.13 28.96%
Forest Hill	\$ 1,514,633.24	\$ 39,252.76 2.59%	\$ 181,125.84 11.96%	\$ 56,489.81 3.73%	\$ 24,052.04 1.59%	\$ 5,099.31 0.34%	\$ 7,185.98 0.47%	\$ (187.12) -0.01%	\$ 2,299.35 0.15%	\$ 15.51 0.00%	\$ - 0.00%	\$ 3,914.10 0.26%	\$ 2,783.25 0.18%	\$ 50.00 0.00%	\$ 322,080.83 21.26%
Ft Worth	\$ 112,509,983.41	\$ 2,526,844.27 2.25%	\$ 14,253,885.06 12.67%	\$ 5,923,768.36 5.27%	\$ 2,004,577.87 1.78%	\$ 1,041,764.56 0.93%	\$ 523,047.54 0.46%	\$ 318,493.64 0.28%	\$ 207,563.40 0.18%	\$ 122,394.87 0.11%	\$ 48,423.26 0.04%	\$ 86,434.12 0.08%	\$ 44,992.03 0.04%	\$ 1,204.81 0.00%	\$ 27,103,393.79 24.09%
Haltom City	\$ 3,693,195.89	\$ 81,815.81 2.22%	\$ 472,629.11 12.80%	\$ 180,390.65 4.88%	\$ 38,560.57 1.04%	\$ 22,688.35 0.61%	\$ 14,888.46 0.40%	\$ 10,757.84 0.29%	\$ 2,575.43 0.07%	\$ 2,903.13 0.08%	\$ 1,585.63 0.04%	\$ 3,195.00 0.09%	\$ 150.00 0.00%	\$ 290.00 0.01%	\$ 832,429.98 22.54%
Haslet	\$ 229,070.05	\$ 2,861.59 1.25%	\$ 43,570.30 19.02%	\$ 20,461.64 8.93%	\$ 7,957.38 3.47%	\$ 1,636.21 0.71%	\$ 2,267.15 0.99%	\$ 248.64 0.11%	\$ 25.94 0.01%	\$ 1,611.75 0.70%	\$ 1,796.99 0.78%	\$ (275.45) -	\$ - -	\$ 1,084.81 0.00%	\$ 83,246.95 36.34%
Lake Worth	\$ 1,445,122.16	\$ 30,906.70 2.14%	\$ 2,062,860.12 142.75%	\$ 80,707.33 5.58%	\$ 25,647.09 1.77%	\$ 12,914.77 0.89%	\$ 9,529.35 0.66%	\$ 1,077.42 0.07%	\$ 510.92 0.04%	\$ (624.53) -0.04%	\$ 836.17 0.06%	\$ 1,545.00 0.11%	\$ 345.24 0.02%	\$ - 0.00%	\$ 2,226,255.58 154.05%
Lakeside	\$ 60,797.00	\$ 2,288.21 3.76%	\$ 10,323.48 16.98%	\$ 5,388.22 8.86%	\$ 934.25 1.54%	\$ 793.20 1.30%	\$ 17.01 0.03%	\$ - 0.00%	\$ 374.99 0.01%	\$ (71.25) (0.00)	\$ - -	\$ - -	\$ - -	\$ - -	\$ 20,048.11 32.98%
River Oaks	\$ 814,458.25	\$ 27,665.74 3.40%	\$ 101,491.37 12.46%	\$ 41,646.00 5.11%	\$ 15,150.69 1.86%	\$ 6,020.14 0.74%	\$ 3,025.25 0.37%	\$ 911.32 0.11%	\$ 1,174.00 0.14%	\$ 106.37 0.01%	\$ 148.57 0.02%	\$ 104.97 0.01%	\$ - 0.00%	\$ - 0.00%	\$ 197,444.42 24.24%
Saginaw	\$ 1,408,744.56	\$ 43,499.09 3.09%	\$ 202,087.97 14.35%	\$ 92,848.78 6.59%	\$ 25,511.14 1.81%	\$ 17,286.71 0.01	\$ 6,300.02 0.00	\$ 2,201.38 0.00	\$ 2,909.38 0.00	\$ 1,656.33 0.00	\$ 1,625.44 0.00	\$ 1,689.89 0.00	\$ 602.02 0.00	\$ 54.56 0.00	\$ 398,272.71 28.27%
Sansom Park	\$ 517,827.03	\$ 22,292.70 4.31%	\$ 68,769.77 13.28%	\$ 13,591.75 2.62%	\$ 3,266.18 0.63%	\$ 1,895.26 0.37%	\$ 1,108.80 0.21%	\$ 1,018.82 0.20%	\$ 384.94 0.07%	\$ 1,424.54 0.28%	\$ 207.82 0.04%	\$ 340.28 0.07%	\$ - 0.00%	\$ - 0.00%	\$ 114,300.86 22.07%
Westover Hills	\$ 24,324.52	\$ 356.30 1.46%	\$ 2,807.61 0.12	\$ 1,770.72 0.07	\$ 807.00 0.03	\$ 180.85 0.01	\$ (90.63) (0.00)	\$ - -	\$ - -	\$ - -	\$ - -	\$ - -	\$ - -	\$ - -	\$ 5,831.85 23.98%
May-13															
Westworth Vill	\$ 262,567.12	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
White Settlement	\$ 2,729,631.31	\$ 61,962.23 2.27%	\$ 389,200.02 14.26%	\$ 112,742.97 4.13%	\$ 26,865.95 0.98%	\$ 14,728.62 0.54%	\$ 5,000.33 0.18%	\$ 4,810.12 0.18%	\$ 3,035.40 0.11%	\$ 2,751.21 0.10%	\$ 153.38 0.01%	\$ 1,801.50 0.07%	\$ 450.90 0.02%	\$ - 0.00%	\$ 623,502.63 22.84%

Emergency Physician Advisory Board
Annual Operating Budget
For The Seventh Month Ended 5-31-13

	Current Month			Year To Date			
	Actual	Budget	Variance Pos (Neg)	Actual	Budget	Variance Pos (Neg)	
Office Equipment	0.00	0.00	0.00	0.00	0.00	0.00	0%
Medical Training Equipment	0.00	0.00	0.00	0.00	0.00	0.00	0%
Vehicle	0.00	3,333.33	3,333.33	31,250.14	26,666.67	(4,583.47)	0%
Total Capital Outlay	0.00	3,333.33	3,333.33	31,250.14	26,666.67	(4,583.47)	0%
Total Expenditures	68,557.09	73,940.00	5,382.91	548,123.97	565,671.33	17,547.36	62%
Ending Balance	(4,106.28)	0.00	(4,106.28)	44,385.43	25,848.67	(18,536.76)	

MedStar System Performance Summary

May 2013

Staffing

	<u>Paramedic</u>	<u>EMT</u>
Authorized Shifts	95	95
Filled	80	85
In Training	3	4
FMLA / Light Duty / Other	1	1
Availability %	83.2%	88.4%

Unit Hour Production

Scheduled UH	20,224
Produced UH	18,212
Scheduling Efficiency	90.1%

Response Time Reliability

Overall	90.2%
P1	88.3%
P2	91.2%
P3	91.0%
P4	88.1%

Average Response Time

Average

P1	5:47
P2	6:11
P3	8:03

Customer Satisfaction Twelve Month Period

Cards Mailed	35,516
Cards Returned	3,684
EMS Dispatcher Helpful?	80%
Care & Treatment Explained By The Paramedic	88%
EMS Crew Helpful & Professional?	95%
Billing Staff Helpful?	55%
Overall Were You Satisfied With The Services?	93%

System Response Time Reliability and Average Response Time Performance

May 01, 2013 thru May 31, 2013

Priority	Calls for Service	Calls On Scene	Transport Count	Patient Contacts	Current Month On Time %	100 Response On Time %	Avg RT
1	2,281	2,232	1,727	2,146	88.3%	88.3%	00:05:47
2	3,746	3,604	2,604	3,428	91.2%	91.2%	00:06:10
3	3,306	3,143	2,136	2,716	91.0%	91.0%	00:08:02
4	919	910	888	890	88.1%	88.1%	00:03:26
	10,252	9,889	7,355	9,180			

Response Time Reliability and Average Response Time Performance By Member City

May 01, 2013 thru May 31, 2013

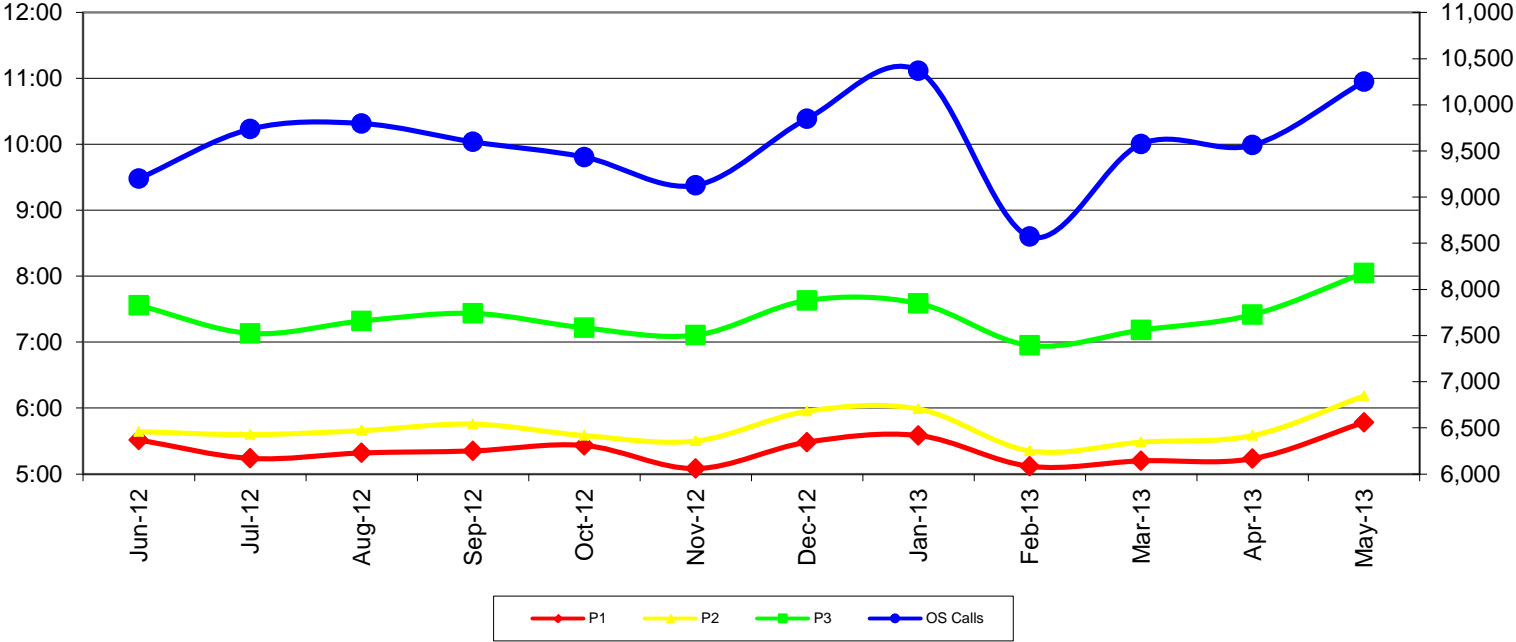
City	Priority	Calls for Service	Calls On Scene	Transport Count	Patient Contacts	Standard	Current Month On Time %	100 Response On Time %	Avg RT
Blue Mound	1	4	4	3	4	< 09:00	75.0%	91.0%	00:08:02
	2	8	8	6	8	< 11:00	87.5%	97.0%	00:08:24
	3	3	3	2	3	< 15:00	100.0%	96.0%	00:05:42
		15	15	11	15				
Burleson	1	75	73	57	72	< 09:00	80.0%	81.0%	00:06:52
	2	102	95	69	90	< 11:00	78.4%	78.4%	00:07:03
	3	63	57	43	53	< 15:00	85.7%	88.0%	00:08:06
	4	134	134	133	133	= 00:00	85.8%	85.8%	00:03:28
	374	359	302	348					
Edgecliff Village	1	3	3	2	3	< 09:00	100.0%	100.0%	00:05:12
	2	4	4	3	4	< 11:00	100.0%	98.0%	00:04:06
	3	4	4	3	3	< 15:00	100.0%	96.0%	00:07:03
		11	11	8	10				
Forest Hill	1	37	35	27	34	< 09:00	83.8%	92.0%	00:06:10
	2	55	51	35	47	< 11:00	92.7%	93.0%	00:06:33
	3	40	38	32	34	< 15:00	92.5%	96.0%	00:08:02
		132	124	94	115				
Fort Worth	1	1,948	1,911	1,482	1,835	< 09:00	88.8%	88.8%	00:05:42
	2	3,183	3,069	2,202	2,919	< 11:00	91.7%	91.7%	00:06:03
	3	2,908	2,779	1,858	2,386	< 15:00	91.2%	91.2%	00:07:59
	4	760	751	730	732	= 00:00	88.6%	88.6%	00:03:32
	8,799	8,510	6,272	7,872					
Haltom City	1	79	74	60	70	< 09:00	81.0%	80.0%	00:06:24
	2	137	131	103	120	< 11:00	83.9%	83.9%	00:07:57
	3	95	84	58	69	< 15:00	88.4%	89.0%	00:09:51
	4	5	5	5	5	= 00:00	80.0%	NA	00:01:39
	316	294	226	264					
Haslet	1	3	3	0	3	< 09:00	100.0%	60.0%	00:05:46
	2	2	2	2	2	< 11:00	50.0%	80.0%	00:10:30
		5	5	2	5				
Lakeside	1	3	3	2	3	< 09:00	66.7%	NA	00:08:39
	3	2	1	1	1	< 15:00	100.0%	NA	00:13:06
		5	4	3	4				
Lake Worth	1	19	17	14	16	< 09:00	84.2%	92.0%	00:07:17
	2	39	38	25	35	< 11:00	94.9%	93.0%	00:05:51
	3	28	28	26	27	< 15:00	82.1%	87.0%	00:09:51
		86	83	65	78				
River Oaks	1	18	18	16	18	< 09:00	94.4%	87.0%	00:05:29
	2	25	24	18	24	< 11:00	88.0%	96.0%	00:08:07
	3	30	29	18	26	< 15:00	93.3%	92.0%	00:10:01
		73	71	52	68				
Saginaw	1	30	30	19	29	< 09:00	86.7%	88.0%	00:06:34
	2	51	43	29	42	< 11:00	90.2%	91.0%	00:07:06
	3	33	25	19	23	< 15:00	90.9%	90.0%	00:07:39

Response Time Reliability and Average Response Time Performance By Member City

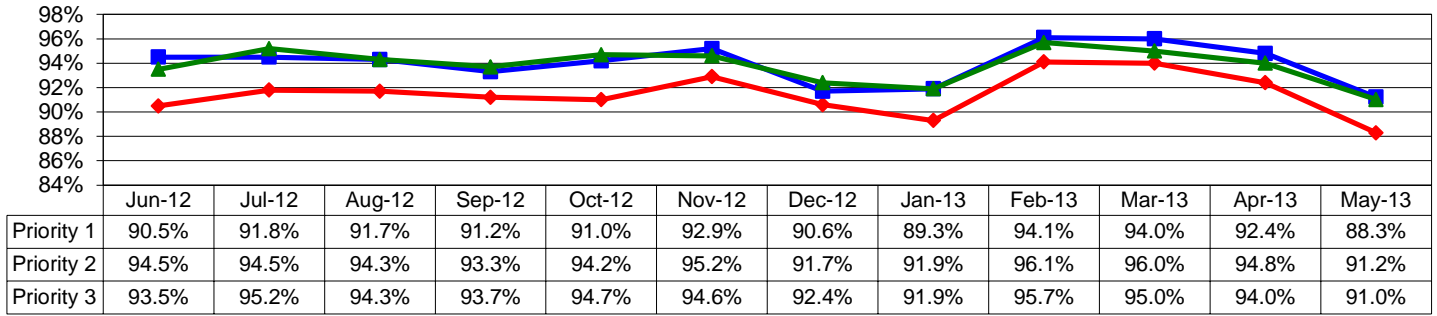
May 01, 2013 thru May 31, 2013

City	Priority	Calls for Service	Calls On Scene	Transport Count	Patient Contacts	Standard	Current Month On Time %	100 Response On Time %	Avg RT
		114	98	67	94				
Sansom Park	1	18	18	12	18	< 09:00	94.4%	90.0%	00:05:01
	2	31	30	24	30	< 11:00	90.3%	97.0%	00:05:24
	3	26	24	20	23	< 15:00	88.5%	92.0%	00:07:50
	4	1	1	1	1	= 00:00	100.0%	NA	00:00:00
		76	73	57	72				
Westover Hills	1	1	1	1	1	< 09:00	100.0%	NA	00:04:20
		1	1	1	1				
White Settlement	1	41	40	30	38	< 09:00	95.1%	96.0%	00:04:56
	2	95	95	79	93	< 11:00	97.9%	98.0%	00:05:02
	3	69	66	54	64	< 15:00	92.8%	94.0%	00:06:37
	4	19	19	19	19	= 00:00	89.5%	NA	00:00:21
		224	220	182	214				
Westworth Village	1	2	2	2	2	< 09:00	100.0%	92.0%	00:03:45
	2	14	14	9	14	< 11:00	92.9%	95.0%	00:08:17
	3	5	5	2	4	< 15:00	100.0%	88.0%	00:06:08
		21	21	13	20				
Grand Total		10,252	9,889	7,355	9,180				

Average Response Time And Response Volume

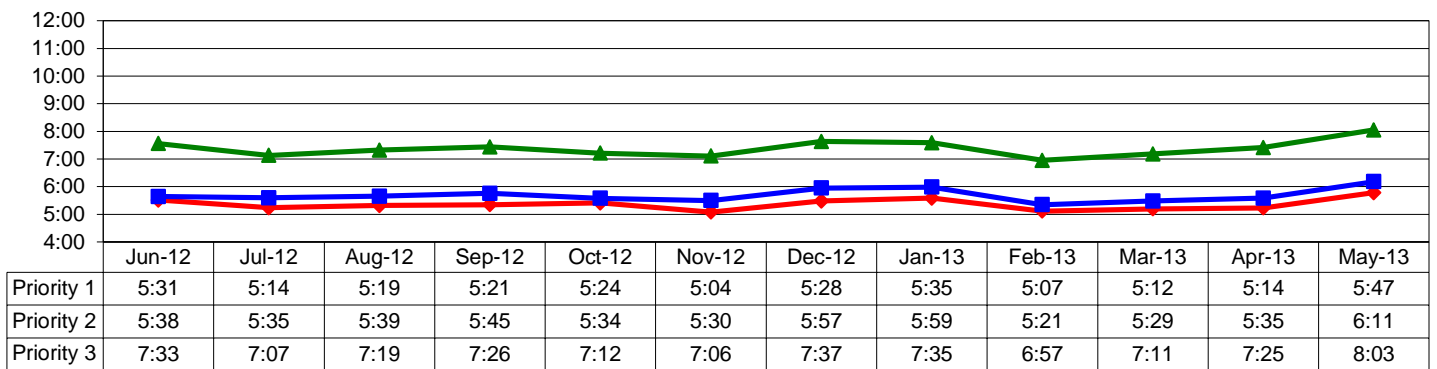


Performance Indicators Last 12 Months Response Time Reliability



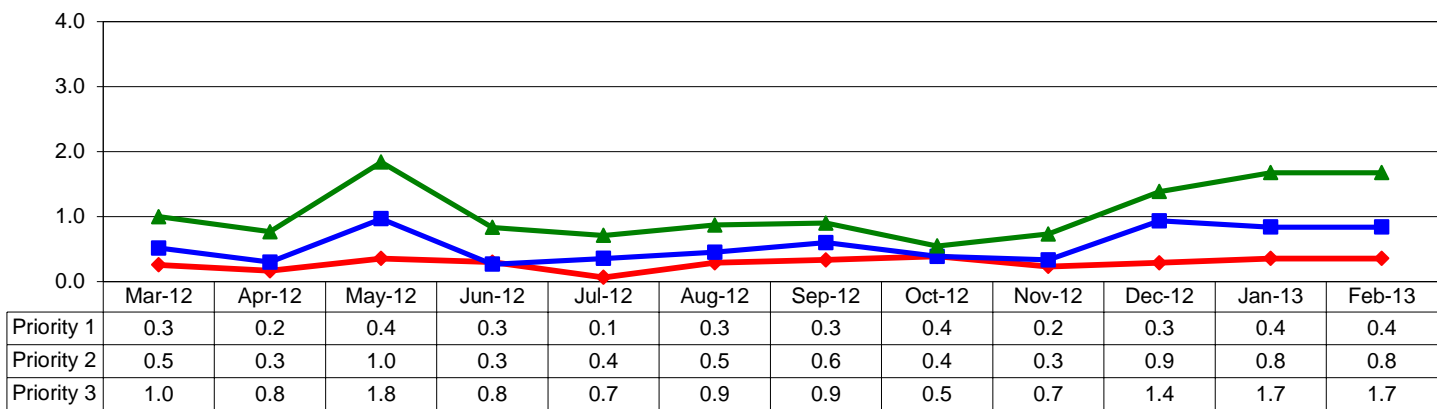
Priority 1 (Red Diamond) Priority 2 (Blue Square) Priority 3 (Green Triangle)

Performance Indicators Last 12 Months Average Response Time



Priority 1 (Red Diamond) Priority 2 (Blue Square) Priority 3 (Green Triangle)

Performance Indicators Last 12 Months Average Daily Extended Responses (> 10 Minutes Past Goal)



Priority 1 (Red Diamond) Priority 2 (Blue Square) Priority 3 (Green Triangle)

**Area Metropolitan Ambulance Authority dba MedStar
Rolling Twelve Month Summary June 2012 - April 2013**

MONTH	# MAILED BY DOS	# REC'D BY DOS	% REC'D
JUN '12	1878	313	17%
JUL '12	1998	257	13%
AUG '12	1927	269	14%
SEP '12	1927	245	13%
OCT '12	2623	339	13%
NOV '12	2298	340	15%
DEC '12	2052	326	16%
JAN '13	3008	452	15%
FEB '13	2220	252	11%
MAR '13	4799	324	7%
Apr '13	5271	368	7%
May '13	5515	199	4%
TOTAL	35516	3684	10%

Fire Department Helpful?					
YES	%	NO	%	NA	%
245	78%	6	2%	62	20%
198	77%	6	2%	53	21%
206	77%	5	2%	58	22%
184	75%	7	3%	54	22%
269	79%	8	2%	62	18%
270	79%	4	1%	66	19%
256	79%	5	2%	65	20%
350	77%	5	1%	97	21%
191	76%	4	2%	57	23%
244	75%	11	3%	69	21%
288	78%	6	2%	74	20%
145	73%	1	1%	53	27%
2846	77%	68	2%	770	21%

EMS Dispatcher Helpful?					
YES	%	NO	%	NA	%
265	85%	1	0%	47	15%
213	83%	1	0%	43	17%
209	78%	4	1%	56	21%
189	77%	5	2%	51	21%
274	81%	3	1%	62	18%
264	78%	3	1%	73	21%
269	83%	0	0%	57	17%
369	82%	3	1%	80	18%
203	81%	1	0%	48	19%
259	80%	3	1%	62	19%
287	78%	4	1%	77	21%
155	78%	1	1%	43	22%
2956	80%	29	1%	699	19%

Care & Treatment Explained By The Paramedics?					
YES	%	NO	%	NA	%
274	88%	11	4%	28	9%
222	86%	9	4%	26	10%
238	88%	9	3%	22	8%
212	87%	12	5%	21	9%
288	85%	16	5%	35	10%
300	88%	11	3%	29	9%
292	90%	7	2%	27	8%
408	90%	7	2%	37	8%
225	89%	5	2%	22	9%
290	90%	5	2%	29	9%
315	86%	11	3%	42	11%
173	87%	8	4%	18	9%
3237	88%	111	3%	336	9%

EMS Crew Helpful & Professional?					
YES	%	NO	%	NA	%
302	96%	3	1%	8	3%
251	98%	2	1%	4	2%
254	94%	6	2%	9	3%
229	93%	7	3%	9	4%
314	93%	8	2%	17	5%
325	96%	5	1%	10	3%
308	94%	3	1%	15	5%
433	96%	4	1%	15	3%
240	95%	0	0%	12	5%
305	94%	5	2%	14	4%
345	94%	4	1%	19	5%
186	93%	4	2%	9	5%
3492	95%	51	1%	141	4%

Billing Staff Helpful?					
YES	%	NO	%	NA	%
157	50%	6	2%	150	48%
171	67%	3	1%	83	32%
162	60%	9	3%	98	36%
130	53%	9	4%	106	43%
181	53%	7	2%	151	45%
186	55%	8	2%	146	43%
164	50%	3	1%	159	49%
244	54%	1	0%	207	46%
139	55%	7	3%	106	42%
194	60%	6	2%	124	38%
189	51%	6	2%	173	47%
93	47%	1	1%	105	53%
2010	55%	66	2%	1608	44%

Overall Were You Satisfied With The Services?					
YES	%	NO	%	NA	%
289	92%	6	2%	18	6%
247	96%	2	1%	8	3%
253	94%	2	1%	14	5%
225	92%	9	4%	11	4%
320	94%	10	3%	9	3%
320	94%	7	2%	13	4%
306	94%	3	1%	17	5%
421	93%	13	3%	18	4%
236	94%	4	2%	12	5%
298	92%	6	2%	20	6%
345	94%	7	2%	16	4%
183	92%	4	2%	12	6%
3443	93%	73	2%	168	5%

2010/2011 Gross Responses

YES	17,984	81%
NO	398	2%
N/A	3,722	17%
	<u>22,104</u>	

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1	I am a little late on my comment. God knows we have the best of all, Fire Dept. and helpful EMS. Dispatcher was helpful with our care and treatment. All of the MedStar Crew helpful and professional. We couldn't make without them. God love us all. Thank you.
2	You have very kindhearted personnel.
3	I would like to enroll.
4	Everything done as regards to my late sister was done very well and is greatly appreciated. Thank you.
5	So thankful for such immediate care and could not have been any better. Thank you.
6	I cannot believe how wonderful the EMT's are. They make my 94 year old Mom feel safe and cared for. Great job!
7	My experience was very professional and well beyond my expectations. Thank you.
8	Good Job! Thanks.
9	All were very courteous and efficient.
10	Your service was very excellent.
11	Response was great, fast, and efficient. We thank you all so much for giving the finest care.
12	Since I was out of it when in the ambulance, I really can't rate some of the questions but know from what I was told and what I do remember. My feelings is that the care/treatment was appropriate. I haven't had any interaction with the billing staff and I did not speak with the EMS dispatcher.
13	They were very pleasant gentlemen.
14	They all did a great job. Thank you and God for such wonderful people.
15	When you called, they came out at the right time; it's a good operation.
16	I don't believe I was very conscious the day they helped! Sorry!
17	All were very nice and they told me about new hospital in Saginaw area.
18	I was in a lot of pain and they were very kind and gentle with me.
19	I was most impressed by prompt response and professional performance.
20	Medic was excellent in explaining what he was going to do and what to expect at the hospital, which helped me cope. I was in severe pain, so he started me on pain meds which was extremely helpful. The other medics were also competent and compassionate. I am very grateful for the care I received by MedStar. My nephew is a medic, and he was impressed with the care I received by these first responders. Thank you.

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21	Good job.
22	Excellent service. No complaints. Thank you very much for the service.
23	At the time, I can't remember what went on. My husband was in such pain I could not think straight. If only I would of thought and had them cauterize him we would have done well. All the men there were nice and concerned and assured me everything was going to be alright. He was in hospital for a week. We are still trying to figure out what is causing his swelling.
24	I couldn't asked for better.
25	Good people, good care. Thank you!
26	All were very professional, kind, courteous, and caring.
27	Good service, keep it up!
28	The people at MedStar, especially EMT's have always been excellent, professional, and caring. I have always been impressed with your EMT's.
29	MedStar was a lot of help and was first class all the way.
30	These men were great. Thank God we have these "great men".
31	Thank you so much.
32	I was semi conscious, but felt safe with the EMS employees.
33	The three people who took care of me must be your very best employees! They were skilled, quick with their response, cheerful, and reassuring. They kept me calm and safe! I could consider adopting any or all three! They are the tops!
34	I sent request for address change.
35	Your two people with me were Christians, for which I was grateful. They kept me calmed down and assured I would be alright.
36	No one talked about billing.
37	Sorry, I've become your best customer with 3 trips to a hospital in recent weeks. I rate you service as excellent!
38	Having worked with Lifecare in Weatherford where the equipment is much newer and do understand new units don't go to transfer service. The unit that picked me up was timely. Thank you.
39	I would rate MedStar excellent anytime.

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40	I didn't talk to the dispatcher since the school called. The EMS and FD were very helpful and let me know I needed to go to the hospital and I found out the next day I was having seizures. The EMS and FD were right about me going to the hospital. I'm very thankful for them.
41	FD didn't come and I had no problems, needed no treatment.
42	Thank you so much for the outstanding service.
43	Don't know who EMS dispatcher was " I " never spoke to anyone, maybe my family or doctor did.
44	I was in so much pain form back surgery two days prior, so I don't remember much, but I do remember how your crew treated me. They were very professional, sympathetic, but determined to make me comfortable and for that I am very grateful. My prayers are with all of your crews and my God Bless them. Thank you.
45	Very good service.
46	assistance.
47	Oh My Gosh! These 2 guys were awesome. My Mom was crying, yelling, etc.; they took the time to calm her down and give her assurance and finally got her on the gurney. Hats off the these two.
48	Crew were thorough and professional. They were also friendly and considerate. This was my first experience with an ambulance and I appreciated their care and concern.
49	I only answered on billing staff because I have not received a bill. Did insurance covered it all? Also not using my mailing address, this came to my physical address and I only got it because I was getting home the same time as the mailman, please send to PO Box address, which was updated.
50	Could not asked for better service.
51	Thanks.
52	Thank you for your great arrival time. Between you and Saginaw FD, I was treated with great respect and care. Thank you.
53	Each one that helped me was very professional, considerate, and helpful. I would like to commend them, each one, on the way they handled themselves. Thanks to all.
54	Inter-facility transport.
55	Top notched people, very professional. Extra ordinary service when my Dad passed.
56	My husband was transported and he can't give a comment, but I'm sure the service was good. Thank. You.

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57	Thanks for the TLC shown to my wife.
58	We have used MedStar a number of times and have always been satisfied with your services.
59	Your crew has been exceptional the several times they came to transport either my husband or me. Unfortunately, my husband had his last transport, as he has passed away. God Bless all of you and the great service and care has been much appreciated. I miss him so much!
60	Your services were requested by hospital personnel or rehab personnel. Family was not always consulted. We believe your services were to give your patient's whatever was needed to make his time with you to be the best and safest possible. We thank you for that service.
61	My Mom was transported from facility to facility. The two men who came were very professional and compassionate to our family.
62	It is hard to find people who are good at what they do and frankly your people are excellent.
63	Keep up the good work.
64	The crew who brought my Dad home from the hospital were very courteous, friendly, polite, and helpful. I would recommend the crew to anyone. Thank you for the thoughtfulness and professionalism.
65	Ambulance fee too high. My insurance said I pay \$65.00 for emergency.
66	Everyone was very patient and helpful. Great service overall. P.S, my girlfriend fell in love with one of your EMS Techs.
67	These guys were great. Very calming for our family and helpful in explaining what they were doing and very friendly to our daughter. Thank yall very much!!
68	I thank them for coming so fast. They were so professional and helpful. Thanks again.
69	Very quick response time. Thank you very much!
70	Thank you for saving my life, be blessed.
71	Medics were very kind, caring, and helpful. Felt as I was within the company of loved ones. Thanks. They were wonderful people, excellent people.
72	Everyone was professional. This call was unnecessary, though daughter and son wanted it.
73	The above answers are based mostly on my friend, who was with me that morning. I had as seizure and don't remember much of anything. My friend was very complimentary about your service.
74	My son had a seizure while visiting me. Both the FD and EMS were extremely competent and professional. They helped my son and I through a very frightening experience.

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75	Keep it up as I may need you again. Thanks.
76	Extremely fortunate to live in Ft Worth with the excellent and professional personnel service.
77	My Mom was taken from a rehab facility in distress and doesn't remember and I wasn't there. Sorry.
78	Thank you.
79	Could not have gotten quicker, nicer, or kinder care providers.
80	People very nice on last trip. Thank you.
81	Sorry, my husband doesn't remember much that night, so I answered accordingly. Thanks.
82	I worked with your various personnel on a somewhat regular basis. I own a wrecker service, and have worked vehicle accidents. Your medics do a professional job! I want to thank you very much for assisting with my medical needs.
83	night.
84	Patient passed away on 031613.
85	Yo toca zigo zue tienen un buen cerbicio fue excelente tube una comprencion me tratavon bien apesav que no seingles me explica bien me love petia has que me ye tavon y lle gara al hospital tienen un buen personal. Ymestenti protegida, gracias.
86	We needed a quick assessment and advice on how to proceed. They did a good job.
87	No sure why FD came.
88	All departments that responded to this mental health emergency were very caring and competent.
89	The two EMT's were very kind and professional. They treated me very well and made me feel comfortable. We had a good conversation in the ambulance and I'm sure a lot this was to make sure I was coherent. It was comforting, since they picked me up at a hotel. Once we reached ER, I was chilled, because I sweated so much. The medic in the back gave me heated blanket to warm up. It was awesome! I want to send them a special thank you but failed to get their names.
90	Home Depot is taking care of this bill.
91	Everyone was very kind and most friendly. Thanks again.
92	Thank you for the excellent service. The two young men, very professional and I had a safe trip to Plaza. God Bless and keep all in good health and excellent service.
93	All were extremely helpful, I was very pleased.
94	From the first responders to the MedStar crew; very helpful and courteous. They treat the elderly with dignity and respect. Thank you for a job well done.

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95	I was very well taken care of.
96	Excellent because they saved my life. I don't remember nothing. I was in God's hands and so all who helped me. Thanks to all who saved my life.
97	I was surprised at the charge, but the service, the medics, and the entire team were professional and respectful. I appreciated their efforts. Thank you.
98	All were very professional. Thanks.
99	wreck over all that's going on. He so needs his back fixed. Now his cancer may be back. Thank you for listening.
100	I am sorry, my Dad passed away on 031113.
101	Please understand I am unemployed and unable to pay my bill at the this time. I had gall bladder surgery as a result using MedStar, it really was an emergency. I am so sorry I can't pay my bill, but when I can, I will contact yall to make payment arrangements. I am currently living in a halfway house trying to get my life together. This debt is a priority, but at this time I can't pay.
102	This was our first time to call MedStar and we are very pleased with the crew and the fast response. I didn't get to change before they were at the door for my husband. I have used MedStar for the past few years for the AIDS Outreach Center work event and they have been great. This time your all really proved how prompt and professional you are. Thank you.
103	The two young men who responded were most polite, professional, and helpful. I was in pain from a broken femur so did not get their names, but would tell them I appreciate their service and wish them many blessings. They are an asset to MedStar.
104	We are under the care flight program and pay annually so haven't had any dealing with the billing. Your EMT's were great!!
105	Excellent care by both FD and EMS. All were very courteous and professional.
106	Care and service were great. I have used MedStar several times and each time everyone was helpful and was interested in my well being.
107	The service was indeed excellent and I will always request their service in the future.
108	I was grateful for the quick response of the EMT's. They explained to me and those around us what they were doing and why calmly and coolly while still treating me as a person. The young man who care for me on the way to ER talked to me and kept me calm. I received really good care.

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109	I'm 68 and this was my first ambulance transport. Everyone was so caring and gentle. I was impressed with the paramedic as he put in an IV while in a moving vehicle! How amazing is that! He later checked on my condition in the ER before leaving. Such a nice, caring person. I recommend to everyone. God Bless you all.
110	Your crew was very caring and professional.
111	Very courteous.
112	It was great.
113	I have received the bill for almost \$130.00 and he didn't need to go the hospital, so I guess the bill would have been a lot more expensive. My son passed out at a neighbors house. I am very thankful for their help and fast response time.
114	Took 20 minutes to arrive. If we were in Keller, would have taken under 5 minutes.
115	Waiting to see if billing staff files a claim to both insurances.
116	battle with the insurance to pay. Your staff that handles that part have been patient, pleasant, and helpful.
117	This was a transfer from a rehab to the hospital after they made me sick.
118	The 3 men who treated me were very professional, considerate, and caring. I am very satisfied with your services and can't think of any ways to improve. Everyone was excellent!
119	All the men folks made me feel good, and kept me from being so nervous and upset; I thank them so very much.
120	I answered the questions as close to memory as possible. When the crew came, put me in the ambulance and on the ride to ER is not too clear in detail, but my impression over all was good. I did not talk to the dispatcher nor the billing staff. The only negative think I remember was that the first responders had trouble picking me up off the floor where I had collapsed.
121	That was the first time in my life I had to take an ambulance and I told the two drivers, I would put in a good word for them, because they were so nice and helpful. Thank you for your kind service and I hope I never see you again. Ha Ha!
122	My brother and I were very pleased with the attentiveness of EMS. They were caring and professional.
123	Riding in a ambulance was the last thing I was expecting, but I must say that the EMS I received that morning was wonderful. I misplaced the names of the two who transported me, so I can't directly say thank you to them, but please let them know that I appreciate all that they did for me. God Bless.

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124	The guys came back and checked on me on another run. Was nice to do that. Only complaint, expensive for a 3 mile ride!
125	medic comforted me and explained what happened in the ER. Then she did a follow up visit in the hospital twice. Her loving and caring nature is a real asset to your company. Her love of her job really shows.
126	Sorry, I've been out of town.
127	He was transferred from one medical facility to another.
128	We have not received a bill yet.
129	Nothing was explained to me about billing.
130	This was the first time I ever had to use an ambulance and the MedStar crew were very professional and put me at ease during the trip to the hospital.
131	Excellent service. Very professional and helpful.
132	I have needed MedStar several times. They have always been very professional and courteous.
133	Could not asked for better service. Thank you.
134	FD arrived fast, but ambulance took awhile to find correct address.
135	The driver was helpful and very courteous. The girl was extremely efficient, very courteous, and very comforting. She explained everything that she was going to do before she did it, and asked for my permission before doing anything.
136	Transport from one hospital to another. I was partially sedated, so remember vaguely. My daughter says you were professional, thoughtful, and kind to me. Thank you for the service.
137	EMS gentlemen were very calm and helpful. I really appreciated their professionalism, approach, and direction.
138	Your gentlemen were very compassionate and kind. Thank you.
139	The prompt service was very much appreciated. The service was helpful in the information that I received all the people involved in my care was very professional and I would recommend the care I got from them to anyone.
140	Great! The whole crew was very helpful and did an excellent job!
141	They were great! Thanks so much for your services.

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142	I had no direct contact with MedStar. All done was transferred from one hospital to another. MedStar crew excellent!
143	The young lady and man was very professional. They knew what to do and how to comfort me in need. They seem to care about my well being and I was very concerned. If I needed them again, I would called those two any day. I hope all MedStar crew be like they were.
144	EMS personnel have always done an excellent job anytime I have ever had contact with them, either personally, or on behalf of someone else.
145	I am 82 years old and they all were very helpful and nice. Thank them.
146	The responders took charge and provided excellent service. It is a comfort to know a phone call away is the help when I need it.
147	Great job!!
148	The medics were compassionate and very sincere. I was in extreme pain and they did the best they could to comfort me.
149	Medics made my daughter's first ambulance ride very comfortable. They knew how relate well with teens. Thank you.
150	Took from doctor's office to Harris DT. All went great. Thank you always for such good service.
151	She is unable to fill this out, done by patient's husband.
152	I was out of it. Medics were very nice. They talked to me and kept me calm. I thought I was having a stroke due to very quick pulse. Great Job!
153	You did a great job. Thanks.
154	I have MedStar Insurance.
155	All were very caring and helpful and professional.
156	Everything was done expertly and promptly. A OKAY.
157	Both medics were very helpful and kind. Greatly appreciated. They treated my Mom with the upmost respect.
158	The drivers of the ambulance were excellent!
159	Very Good, very professional, and friendly and helpful. They helped me not to be afraid.
160	Thanks for the ride!
161	I was nervous about going to the hospital. They were so good and got right to work on me. I thought they were great.

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162	Both EMS and MedStar were prompt and helpful. They were all so anxious to put me at ease in a very tense situation.
163	These people have it together. Fast, courteous, put you at ease. When it's someone else in the family they are working on. Thanks very much for helping to keep my family alive.
164	I wanted to go to Harris so they said I needed to go downtown. I've talked to my Dr. Evans about this and if there is a next time I will go to Harris Southwest.
165	Thank you for such prompt & good service.
166	I wasn't there at 1st, but did later. I was not there for the billing.
167	I really don't know the procedure of ambulance drivers and helpers but as far as I know every thing went very right. I'm improving and hope to be going home soon.
168	Thank you. I truly believe you saved his life.
169	I could not have asked for two better people than the paramedics we had. They made me feel comfortable and safe in a strange situation. Truly blessed to have had them.
170	God bless you! Please keep up the good work.
171	They were kind to me.
172	God bless all of you!
173	Your service went very smoothly. Thank you.
174	Home Depot Staff said they would take care of the cost. I told them I could not pay for ambulance. Thanks you.
175	I was very pleased with your service.
176	Excellent care. I was in serious pain and they helped me quickly. Thank you.
177	The paramedics was professional and was on time. They were on time and gentle with the 81 year old man a little painful. But the job was professional.
178	Excellent paramedic. Thanks for all you do at MedStar. My mother passed away on 03-24-13, Thanks again for your care.
179	I think MedStar is the best. Very good service for my wife. Keep up the good work.
180	They have always been very nice people. Very helpful with my multiple medical conditions. They would not let someone ride with me. She had all medical information. You are always scared about going 7 they just made my anxiety high in turn making my pain worse.
181	Everyone was very professional in all they did.

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182	I could not have gotten better care or treated nicer than I was on that evening. My sincere thanks go out to all those that helped me.
183	The paramedics were great.
184	easy to handle. I wished I would have go to tell them that but they were off and gone from the hospital quickly.
185	First responders were excellent!! Very responsive to resident's age, as he is elderly. Thank you for providing a safe and professional service.
186	The paramedics and MedStar crew were very kind.
187	Good job.
188	The FD and MedStar crew could not have been nicer or more helpful.
189	Thank you for the great care you gave my brother and also for being so kind and caring to me.
190	The staff was both helpful and efficient, I wondered why they had the FD, but explained as they carried equipment in case resuscitation is needed.
191	Excellent service overall, thanks.
192	It's very difficult to express our appreciation to all who saved my husband's life. I did not speak to the medics due to my husband's condition. He is alive today due to the excellent care he received form the FD and MedStar medics. Please relay our appreciation to your staff.
193	I have no memory of my trip in the ambulance, but my neighbor says you did a wonderful job!
194	subsidied. They took BP and did EKG, very reassuring. The billing was understanding and agreeable. Thanks.
195	This is the second survey I answered. Sent first payment last week.
196	This is my first experience with an ambulance service from the patient's side in over 65 year. The personnel were thorough and professional throughout. Thank you.
197	My daughter was shot and killed. She was taken to JPS but I never saw or spoke to anyone from MedStar.

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198	After several weeks & a residential move, I specifically remember that the young men were professional, "down to earth", & understanding. I wasn't in severe pain but more that a taxi ride could warrant. I had no relatives in town & was embarrassed. The attendant was assuring that I had the right decision.
199	I was very satisfied with the service. They were very friendly and serious.
200	I have always found your crew to be very attentive and professional.
201	Question 3: I really don't know if that happened. Because of the amount of vomit on the floor. I decided to clean it up so no one would slip and fall in it. I knew my husband was getting the medical response he needed and I was close by while I was cleaning. Thank you for helping my husband.
202	Thank you.
203	They done a fine job in the service provided. Very professional.
204	Your MedStar team was great experienced, personable & efficient & was here to help when I needed them. Thank you.
205	They young man who attended me was very professional, kind, & compassionate. Very helpful in helping me to calm down. I appreciate him & all involved very much.
206	The time for transfer service prolonged.
207	I really appreciate the care that you all gave the " old lady stuck in the walker. The assistance into the ambulance was super easy.
208	Had a hard time (can't read the rest of the comments)
209	I was highly medicated during the ride. I don't remember too much about it, I think everyone was helpful. I was at the Ft. Worth Hospital for 12 days but u don't remember much about it. So I guess I'm not too helpful.
210	I though that I was dying and was so frightened and then they arrived and consoled and comforted me and talked to me though all of it. Mr. raja was very kind and compassionate and stayed with me until my husband arrived at the ER. Thank you.
211	The Emt's & Fire dept. took excellent care of my dad. He died at the hospital. The Emt's did and excellent job.
212	I think your services are outstanding.
213	I do not have health insurance and am on SSDI equaling \$696.90 a month. I am eligible for Medicare in October 2013. I will contact your office to make payment arrangements. In the beginning of June when I get a phone, are there any discounts or forms I can fill out to help with this bill? Please Help!

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214	I will send payments as often as I can until paid off.
215	Thank you to the 2 men that saved my life that day.
216	My doctor called that's why I didn't answer the first two I was at a doctor appointment at stop six clinic.
217	My mother has Alzheimer's. I was not with her at the time of the incident, so we are unable to fill out these questions.
218	Once the EMT's arrived it was not necessary for the local responders to remain as long as they did.
219	We absolutely love MedStar staff.
220	Yes, so what. But I don't have the money to pay you. Yes to all above, and I know you people want to get paid. I don't have or will ever have enough money to pay you. Send the bill to VA MC Dallas or Medicare or Obama Care. I don't care I don't have the money for, rent electric, & food or you. Period.
221	I got the correct treatment for chest pain i.e. Monitor, IV started, etc..
222	These 2 men were "very" kind, helpful & provided me with lots of useful information. Probably the best crew that has ever helped me. Thanks. P.S. A recommendation would be in order for their care & attitude for serving the public, an asset for MedStar.
223	The service was good. It seemed like they got there with in five minutes. They were nice and kind. Thank you very much for your help.
224	The two young ladies (EMS disp) were very nice, thoughtful, and helpful. I have a 47 year old daughter that is mentally and physically handicapped so she asked them to "take good care of my momma". They reassured her they would. I appreciate their response to her. thank you.
225	The compassion shown by the paramedics was comforting. They were in contact with an ER doctor on the way and it felt like they did their absolute best. I fell and shattered my shoulder.
226	They were very efficient, friendly, and treated me very well.
227	Thanks for your immediate response, courteous and concern. After MedStar attendant had carried me to the ER, his next trip he stopped by the room to check and see if I was ok. They recognized I was very afraid.
228	Great job done.
229	They took me to my usual hospital in a very good time. They were friendly and did everything exactly as they were supposed to do. Tricare for life is slow at paying you (or getting the bill from Medicare) but they always come through. Thank you for your care.

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230	I would like to thank each person that responded to my emergency 2 weeks post major heart surgery. I was treated with courtesy and kindness. I felt secure and well cared for during my trip to Baylor Grapevine. Kudos to MedStar for delivering excellent and timely care!!!
231	We were care flighted from San Antonio to Ft. Worth. The EMS staff on the ambulance ride made me feel confident my 9 month old would be fine. The driver was very friendly and helped my stress level by just carrying on a normal conversation! Thank you for you professionalism and kindness.
232	The paramedics and fire department were excellent. Thank you for having the best.
233	I do not recall any thing about this. I'm sure I was treated well or I would recall that. I'm so sorry I can't honestly recall anything.
234	EMS was here in less than 5 minutes. Both paramedics were excellent!
235	Thanks for a job well done.
236	The two young men that took care of me were very professional and explained everything they were going to do to me.
237	The service provide couldn't have been better.
238	I didn't call. Somebody called for me. Crew was nice. It's very expensive for the service.
239	The ambulance people saved my life. I was shot in the face with a 9MM hand gun. I'm very thankful for them. They also went to see me after a couple of days to see how I was. Thanks for saving my life.
240	Thank you for coming back to check on me in the E.R.
241	Thank you so very much for the special care given to my mother on 7 May 2013. The response team went over and above what could have been expected during an emergency. Please give our deepest appreciation and thanks beyond words, to the men who were on duty.
242	Every one was real good to me and helpful. Thanks a lot.
243	1, 2013. I was not there when this took place, but MedStar has a record with me on being very
244	It was a extremely bad time for my husband and me. These men were very kind and compassionate. I thank all involved with my husbands transport. Couldn't ask for better. Billing person was also very kind.

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245	Glad to know they were chivers as well. They helped me keep calm & Chive on!!
246	MedStar crew was wonderful.
247	Great all around. Saved my life!
248	They were vey efficient and caring.
249	All were professional, attentive, comforting, and patient. Assuring during ride to hospital. Did not leave until hospital personal attended to me. Excellent. Thank you.
250	We have unfortunately need ambulances too many times in last six years. Never had less then amazing service.
251	Thank you for helping me though a very scary experience. Everyone involved was very professional.
252	Fire department was outstanding and went above and beyond to help me. I was scared and they stayed with me until EMS arrived.
253	The Business office personnel are rude. No matter what you tell them regarding payments, continued threat of giving to collection agency. At age 82 and disabled by the doctor, it's the least of my worries. I can no longer work or drive.
254	Thank you for taking care of my husband. Nothing is more important than his health and safety and your medical team provided both. Billing is different, received one bill for \$25.30, billing date 03/20/13. I am sending payment now; my husband is continuing consulting other specialists and we are dealing with new insurance. I do not think that after only getting one bill that we deserve not one, but two pre-collection notices. Both received the same day! Thank you.
255	The only thing that was they put me on a hard board, no pad, and the trip was long and tiring all the way to ER, but I have no gripe at the group.
256	Your EMS were slow to get me to the hospital, while I was almost dead. Your billing people are overly aggressive. They need to know the condition of the patient before they try to suck the blood out of them!

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257	I wasn't happy with how long it took to get the hospital. They had about a ten exact minutes on my wife and when she got there, they only had me there about a couple of minutes. Not sure why and she was really upset, because she couldn't come back until I was stable.
258	Date of service 030713; first bill 032413; my Mom passed on 0326136; laid to rest on 040313; received collection notice on 042413 from AMAA; emptied contents of her home by 043013; now dealing with bill and very inconsiderate billing and demand billing process.
259	Told them I wanted to go to HEB, they took me to JPS. They were rude. Calling each other names. I will not use yall again anytime soon. They were making fun of me and I am not paying for this.
260	Next time need to ask if the patient is in hospice. Patient should not of been taken to the hospital without hospice's approval.
261	I knew I was going to have a bill between \$500 to \$600; it is a huge bill \$1565.00. I am working for now, not full time; that is why I can't afford health insurance, so please reduce it for me. The reason is job issue.
262	My only complaint was as I laid on the ground screaming, they were trying to put an IV in my hands for meds as he could not get vein. I begged them to cut my coat off so they could get to a vein in my arms, but they said they could not for its against the rules. Before they could get me out, I hurt for about 45 min.
263	and called and finally someone called back after we called every hospital in town.
264	The MedStar paramedic was the rudest jerk I've ever dealt with. If he ever arrived at my door again, I would refuse service from him. They also told me at ER, they have heard a lot of complaints about him.
265	Medics were great, once they finally arrived. We were waiting in back of building for 30 min with my Grandmother feeling very nauseated with extremely rapid heartbeat. Once they arrived they said the dispatch told to go in front of building, but I heard the nurse place the call and told them the back of building.
266	My insurance paid the service. I keep receiving bills for same date of service. The amounts keep changing. These bills are upsetting to me because I keep all the bills and eob's together. When the elderly get these bills, they panic and pay. It is very upsetting to keep getting these bills sent to me.

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267	Response was poor and three calls were made. Patient lying in the parking lot for extended length of time.
268	Except FD, personnel was rude and made me feel like I was lying and my foot wasn't hurting because he said it wasn't swollen enough, well somebody needs to tell him it was broken.
269	I was very disappointed at the way they treated me and my husband. The first time was okay. Second time, very hateful, very disrespectful and very unprofessional. The first crew, very good. The second crew, needs to find a different job for they are not good at this one.
270	The request was made to take patient to Baylor All Saints ER, since it's close to where I live. We were informed MedStar could only use Harris ER.
271	Although I gave primary insurance info at the time of service, I still received a bill asking to provide insurance 5 business days. Is that standard procedure, or is the process broken?
272	Sorry, but the bumpy ride made me more uncomfortable. I realize some things can't be helped, but I had to let you know anyway!
273	We stayed in front of the house for 15 to 20 minutes. By the time we were halfway to the hospital, I was having a major heart attack. Arrived at hospital ER with BP 202/116. Next time, we roll immediately on, or I will drive myself.
274	I am a healthcare professional and know how patients are to be treated. This young man's approach was totally unacceptable. I was terribly disappointed.
275	The EMT in charge picked up the blood monitoring device in the home, looked at it and tossed it on the side, saying " this is a piece of junk." The device is an expensive monitor you can buy. He should have kept his commit to himself. Overall the services was good from MedStar. I really appreciate the firemen.

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276	I was in extreme pain and the response time for fire dept. was great but you response time was horrible. They drove up slowly and even the firefighter made the comment "Are you kidding me, why are they taking so long." They took they long way to the hospital without lights and siren. My diagnosis at the hospital was acute parveatitis. Had to have surgery two days later. I worked for care flight back in 1995 and i am sorry but I am unimpressed with you!
277	The ambulance attendants were very rude, hateful, unprofessional. I will probably not even call again. Very hateful people.
278	Your customer service is horrible.
279	said we had to go with them even though we refused. They made us go against our will and then had the
280	I was very heavily sedated and recall absolutely nothing other than it was the roughest ride ever.