

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



Assess Your Vitals

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EMS System Report

October 1, 2017 to December 31, 2017

Your Score

94.26

Number of Your Patients in this Report

375

Number of Patients in this Report

17,847

Number of Transport Services in All EMS DB

143





Executive Summary

This report contains data from **375 Medstar Mobile Healthcare** patients who returned a questionnaire between **10/01/2017** and **12/31/2017**.

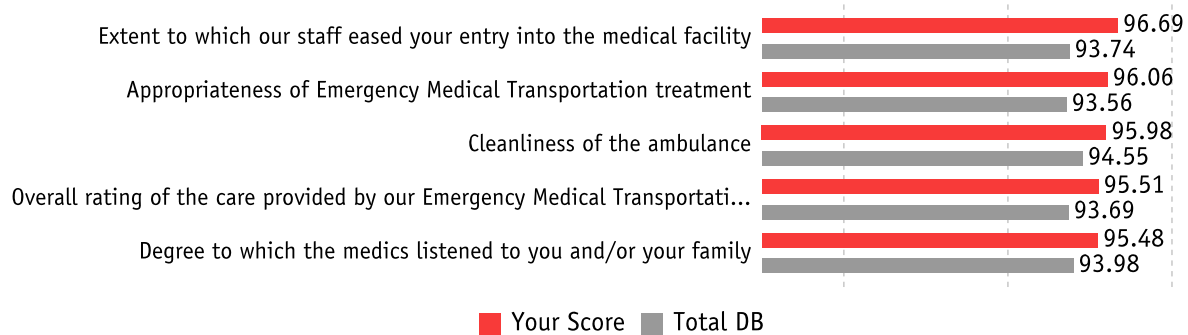
The overall mean score for the standard questions was **94.26**; this is a difference of **1.56** points from the overall EMS database score of **92.70**.

The current score of **94.26** is a change of **-1.00** points from last period's score of **95.26**. This was the **24th** highest overall score for all companies in the database.

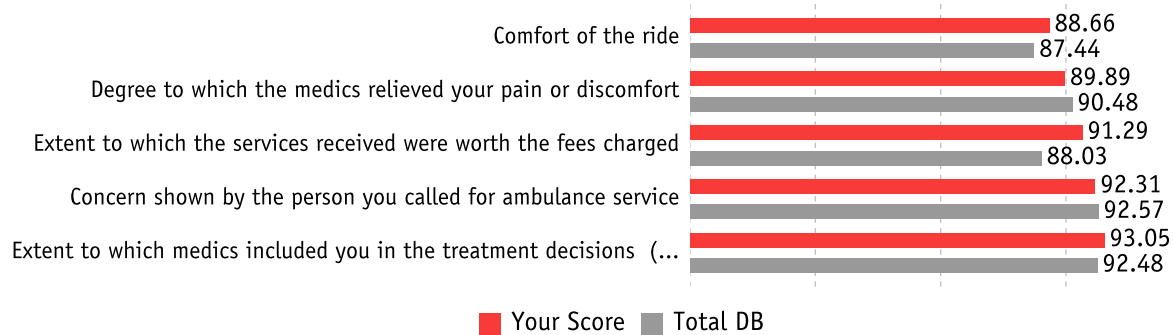
You are ranked **4th** for comparably sized companies in the system.

85.71% of responses to standard questions had a rating of Very Good, the highest rating. **97.67%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

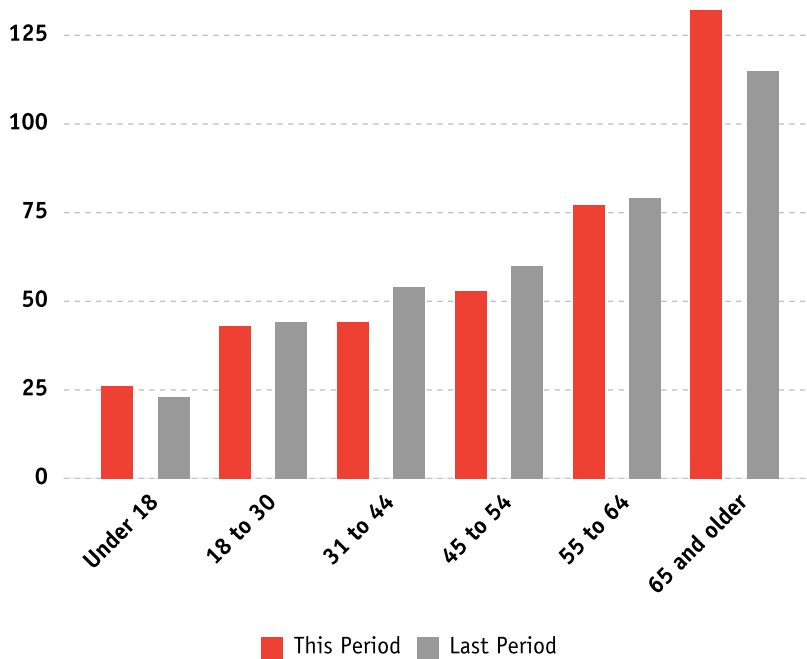




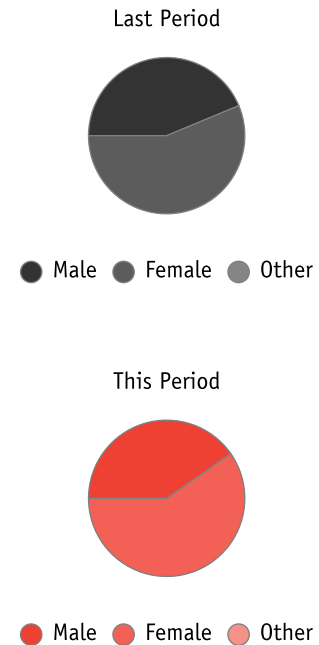
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	23	10	13	0	26	15	11	0
18 to 30	44	17	27	0	43	18	25	0
31 to 44	54	31	23	0	44	18	26	0
45 to 54	60	26	34	0	53	18	35	0
55 to 64	79	36	43	0	77	37	40	0
65 and older	115	44	71	0	132	45	87	0
Total	375	164	211	0	375	151	224	0

Age Ranges



Gender





Dispatch Analysis

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

Helpfulness of the person you called for ambulance service



Concern shown by the person you called for ambulance service



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



Overall Section Score





Ambulance Analysis

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

Extent to which the ambulance arrived in a timely manner



Cleanliness of the ambulance



Comfort of the ride



Skill of the person driving the ambulance



Overall Section Score





Medic Analysis

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

Care shown by the medics who arrived with the ambulance



Degree to which the medics took your problem seriously



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



Skill of the medics



Extent to which the medics kept you informed about your treatment



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



Degree to which the medics relieved your pain or discomfort





Medic Analysis

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

Medics' concern for your privacy



Extent to which medics cared for you as a person



Overall Section Score





Billing Staff Assessment Analysis

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

Professionalism of the staff in our billing office



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



Overall Section Score





Overall Assessment Analysis

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

How well did our staff work together to care for you



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



Appropriateness of Emergency Medical Transportation treatment



Extent to which the services received were worth the fees charged



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



Likelihood of recommending this ambulance service to others



Overall Section Score





Question Analysis

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

Dispatch Analysis

	Last Period	Change	This Period	Total DB
Helpfulness of the person you called for ambulance service	93.37	-0.00	93.37	92.73
Concern shown by the person you called for ambulance service	95.18	-2.87	92.31	92.57
Extent to which you were told what to do until the ambulance arrived	95.11	-1.91	93.20	91.07

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	93.75	0.66	94.41	92.27
Cleanliness of the ambulance	97.38	-1.40	95.98	94.55
Comfort of the ride	90.67	-2.01	88.66	87.44
Skill of the person driving the ambulance	96.05	-1.64	94.41	93.80

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	96.02	-1.39	94.63	94.37
Degree to which the medics took your problem seriously	96.46	-1.98	94.48	94.42
Degree to which the medics listened to you and/or your family	96.44	-0.96	95.48	93.98
Skill of the medics	96.25	-1.30	94.95	94.36
Extent to which the medics kept you informed about your treatment	94.40	-0.34	94.06	92.63
Extent to which medics included you in the treatment decisions (if applicable)	95.57	-2.52	93.05	92.48
Degree to which the medics relieved your pain or discomfort	90.51	-0.62	89.89	90.48
Medics' concern for your privacy	96.98	-2.00	94.98	93.41
Extent to which medics cared for you as a person	96.77	-1.96	94.81	94.42

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	87.97	7.22	95.19	88.74
Willingness of the staff in our billing office to address your needs	93.14	1.09	94.23	88.88



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	96.40	-1.10	95.30	93.63
Extent to which our staff eased your entry into the medical facility	96.46	0.23	96.69	93.74
Appropriateness of Emergency Medical Transportation treatment	97.11	-1.05	96.06	93.56
Extent to which the services received were worth the fees charged	86.70	4.59	91.29	88.03
Overall rating of the care provided by our Emergency Medical Transportation	95.16	0.35	95.51	93.69
Likelihood of recommending this ambulance service to others	97.04	-1.57	95.47	93.40



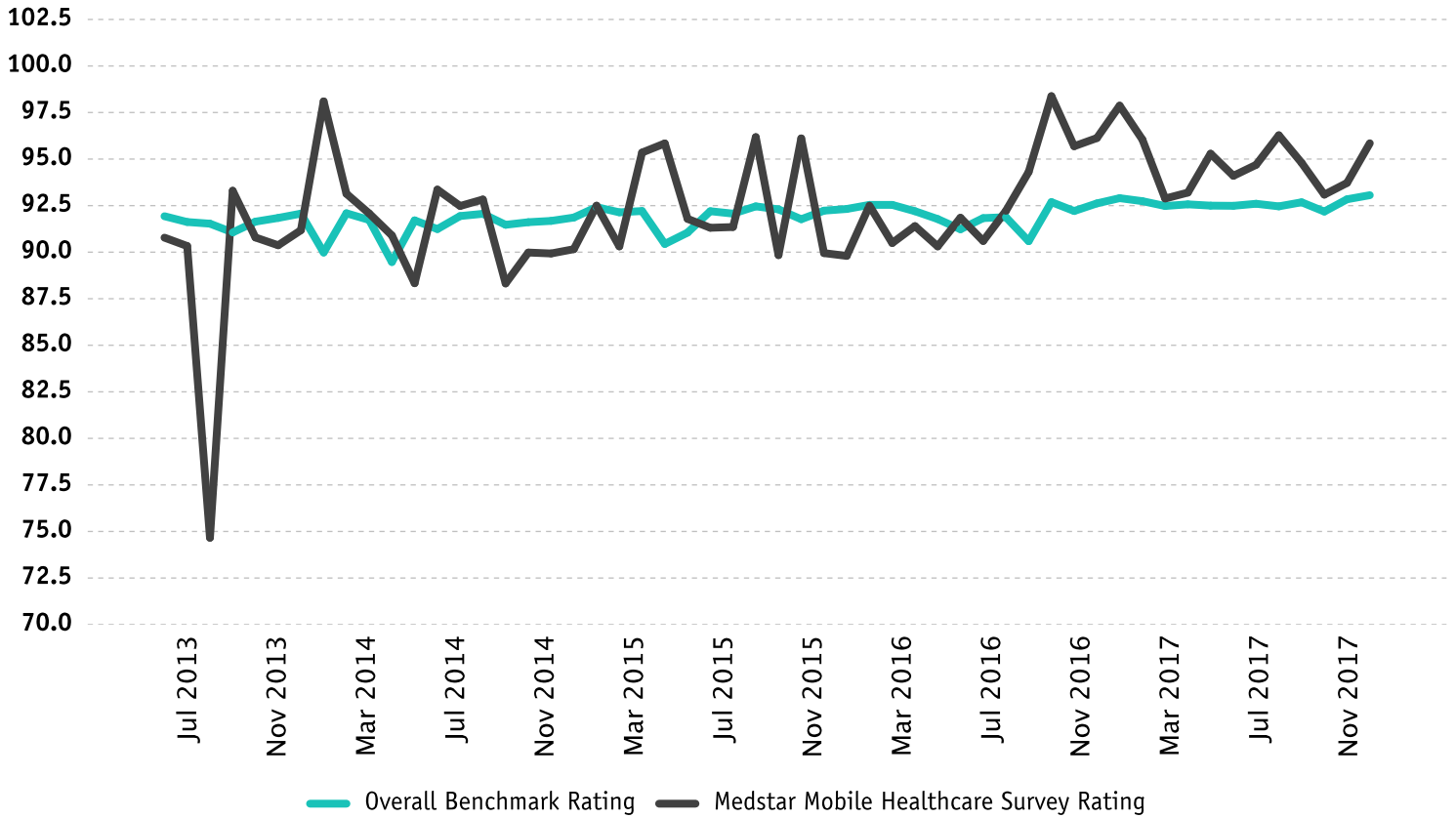
Monthly Breakdown

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

	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Helpfulness of the person you called for ambulance service	94.81	99.38	97.56	86.30	91.32	95.93	92.13	95.00	89.95	94.76	90.47	96.43	92.57
Concern shown by the person you called for ambulance service	94.79	99.38	97.22	89.93	91.29	96.43	91.06	95.93	92.86	96.53	92.65	93.42	90.63
Extent to which you were told what to do until the ambulance	95.74	95.51	96.71	87.33	84.59	96.79	92.94	97.62	92.17	95.03	94.53	92.11	93.18
Extent to which the ambulance arrived in a timely manner	95.76	98.03	95.84	92.68	92.66	95.53	95.61	92.78	92.52	96.03	94.81	93.52	94.92
Cleanliness of the ambulance	96.30	99.12	98.45	95.00	94.16	96.83	96.27	97.79	97.22	97.14	93.63	95.51	98.67
Comfort of the ride	90.55	91.47	92.90	86.52	88.69	88.32	88.82	89.17	92.62	90.09	87.27	85.50	93.07
Skill of the person driving the ambulance	97.95	98.65	98.11	93.04	94.42	94.44	93.86	95.19	98.38	94.40	92.42	93.67	97.04
Care shown by the medics who arrived with the ambulance	96.91	99.15	96.92	95.80	95.05	96.03	94.89	94.83	98.15	95.09	92.19	94.43	97.31
Degree to which the medics took your problem seriously	98.09	98.72	96.61	96.37	95.35	96.45	94.38	96.25	97.72	95.39	91.98	94.72	96.85
Degree to which the medics listened to you and/or your family	97.73	98.31	96.08	94.76	94.40	95.53	95.33	95.31	98.13	95.83	94.41	94.75	97.27
Skill of the medics	97.88	97.90	96.13	95.70	96.40	95.61	95.98	96.40	97.22	95.09	92.96	94.96	96.93
Extent to which the medics kept you informed about your	97.81	95.62	95.55	92.29	91.82	94.85	94.09	94.25	95.62	93.29	91.37	94.83	95.62
Extent to which medics included you in the treatment decisions	96.25	96.86	97.12	90.76	91.91	94.67	95.98	95.46	95.76	95.47	92.93	92.51	93.85
Degree to which the medics relieved your pain or discomfort	94.11	95.30	92.08	87.19	88.35	87.92	89.68	87.52	94.14	89.98	90.78	88.40	90.57
Medics' concern for your privacy	96.34	97.93	97.68	95.49	95.47	95.69	95.23	96.43	98.02	96.46	93.95	93.70	97.12
Extent to which medics cared for you as a person	97.18	99.11	96.70	95.87	95.66	96.00	95.81	96.64	98.04	95.65	93.94	94.46	96.03
Professionalism of the staff in our billing office	82.21	100.00	96.43	88.79	94.05	100.00	84.69	82.21	100.00	89.67	95.83	96.43	94.23
Willingness of the staff in our billing office to address your	86.45	100.00	96.43	87.93	98.75	90.63	83.42	92.31	100.00	91.75	91.67	96.43	94.23
How well did our staff work together to care for you	97.35	98.31	94.11	95.53	94.80	96.70	95.05	96.28	97.27	95.61	94.28	94.75	96.79
Extent to which our staff eased your entry into the medical	98.18	99.32	97.20	94.28	93.42	96.74	95.84	95.83	97.41	96.13	96.14	96.20	97.52
Appropriateness of Emergency Medical Transportation treatment	97.45	98.75	96.75	95.34	94.61	98.09	95.78	95.54	97.99	97.92	94.96	95.68	97.19
Extent to which the services received were worth the fees	86.87	100.00	90.80	84.91	88.43	94.83	84.94	76.93	92.39	89.25	89.17	91.97	92.24
Overall rating of the care provided by our Emergency Medical	96.93	98.72	96.39	94.76	94.13	97.03	94.14	96.22	94.89	94.28	94.81	94.79	96.65
Likelihood of recommending this ambulance service to others	95.55	98.65	96.87	94.88	93.65	96.80	96.11	97.92	97.77	95.30	94.73	95.35	96.29
Your Master Score	96.13	97.87	96.05	92.88	93.20	95.29	94.10	94.69	96.28	94.80	93.09	93.72	95.85
Your Total Responses	125	125	125	125	125	125	125	125	125	125	125	125	125



Monthly tracking of Overall Survey Score





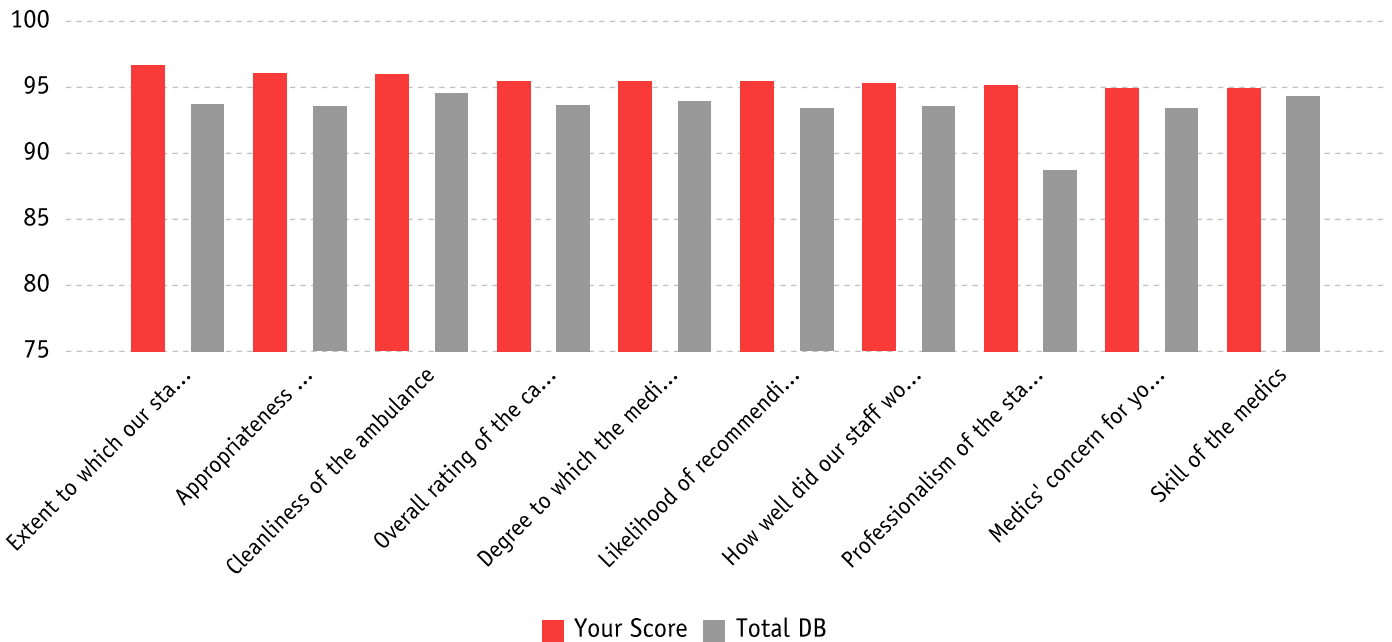
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Professionalism of the staff in our billing office	87.97	95.19	7.22	88.74
Extent to which the services received were worth the fees charged	86.70	91.29	4.59	88.03
Willingness of the staff in our billing office to address your needs	93.14	94.23	1.09	88.88
Extent to which the ambulance arrived in a timely manner	93.75	94.41	0.66	92.27
Overall rating of the care provided by our Emergency Medical Transportation service	95.16	95.51	0.35	93.69
Extent to which our staff eased your entry into the medical facility	96.46	96.69	0.23	93.74
Helpfulness of the person you called for ambulance service	93.37	93.37	0.01	92.73
Decreases				
Concern shown by the person you called for ambulance service	95.18	92.31	-2.87	92.57
Extent to which medics included you in the treatment decisions (if applicable)	95.57	93.05	-2.52	92.48
Comfort of the ride	90.67	88.66	-2.02	87.44
Medics' concern for your privacy	96.98	94.98	-2.00	93.41
Degree to which the medics took your problem seriously	96.46	94.48	-1.97	94.42
Extent to which medics cared for you as a person	96.77	94.81	-1.96	94.42
Extent to which you were told what to do until the ambulance arrived	95.11	93.20	-1.90	91.07
Skill of the person driving the ambulance	96.05	94.41	-1.64	93.80
Likelihood of recommending this ambulance service to others	97.04	95.47	-1.58	93.40
Cleanliness of the ambulance	97.38	95.98	-1.40	94.55



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Extent to which our staff eased your entry into the medical facility	96.69	2.95	93.74
Appropriateness of Emergency Medical Transportation treatment	96.06	2.50	93.56
Cleanliness of the ambulance	95.98	1.43	94.55
Overall rating of the care provided by our Emergency Medical Transportation service	95.51	1.81	93.69
Degree to which the medics listened to you and/or your family	95.48	1.50	93.98
Likelihood of recommending this ambulance service to others	95.47	2.07	93.40
How well did our staff work together to care for you	95.30	1.67	93.63
Professionalism of the staff in our billing office	95.19	6.45	88.74
Medics' concern for your privacy	94.98	1.57	93.41
Skill of the medics	94.95	0.59	94.36





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
How well did our staff work together to care for you	95.30	.918571227
Appropriateness of Emergency Medical Transportation treatment	96.06	.904579781
Skill of the medics	94.95	.893294477
Extent to which medics cared for you as a person	94.81	.886740001
Extent to which medics included you in the treatment decisions (if applicable)	93.05	.879773617
Care shown by the medics who arrived with the ambulance	94.63	.879653907
Degree to which the medics took your problem seriously	94.48	.870276701
Extent to which the medics kept you informed about your treatment	94.06	.860780075
Degree to which the medics listened to you and/or your family	95.48	.854831355
Extent to which our staff eased your entry into the medical facility	96.69	.833228706
Medics' concern for your privacy	94.98	.825457253
Skill of the person driving the ambulance	94.41	.803960318
Degree to which the medics relieved your pain or discomfort	89.89	.695307326
Helpfulness of the person you called for ambulance service	93.37	.675975695
Extent to which the services received were worth the fees charged	91.29	.632462137
Comfort of the ride	88.66	.631833685
Cleanliness of the ambulance	95.98	.613450254
Concern shown by the person you called for ambulance service	92.31	.528169259
Extent to which you were told what to do until the ambulance arrived	93.20	.518595631
Willingness of the staff in our billing office to address your needs	94.23	.488481364
Extent to which the ambulance arrived in a timely manner	94.41	.457208653
Professionalism of the staff in our billing office	95.19	.441956277



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	93.37	92.62	92.50	93.24	93.64	92.97	94.39
Concern shown by the person you called for ambulance service	92.31	92.81	92.47	93.24	92.13	93.84	94.18
Extent to which you were told what to do until the ambulance	93.20	91.76	90.19	91.02	89.92	92.46	92.17
Extent to which the ambulance arrived in a timely manner	94.41	89.60	90.70	92.29	89.66	91.88	94.80
Cleanliness of the ambulance	95.98	94.01	94.63	94.13	92.86	94.59	95.93
Comfort of the ride	88.66	86.07	88.05	86.95	81.96	89.48	90.56
Skill of the person driving the ambulance	94.41	93.89	93.26	95.01	90.63	94.12	96.43
Care shown by the medics who arrived with the ambulance	94.63	94.15	93.77	93.98	93.63	94.68	95.58
Degree to which the medics took your problem seriously	94.48	93.62	93.50	93.62	93.14	95.06	96.41
Degree to which the medics listened to you and/or your family	95.48	93.20	93.60	93.78	92.16	95.02	95.69
Skill of the medics	94.95	94.09	93.86	94.21	93.50	94.75	95.98
Extent to which the medics kept you informed about your	94.06	91.26	91.89	92.27	90.34	93.47	94.37
Extent to which medics included you in the treatment decisions (if	93.05	92.35	91.20	92.55	93.57	93.22	94.32
Degree to which the medics relieved your pain or discomfort	89.89	91.35	89.79	89.46	90.48	92.71	93.72
Medics' concern for your privacy	94.98	93.20	92.88	92.17	92.86	94.30	95.01
Extent to which medics cared for you as a person	94.81	94.64	93.95	93.85	93.09	94.92	96.21
Professionalism of the staff in our billing office	95.19	89.35	87.75	89.71	89.81	90.99	91.55
Willingness of the staff in our billing office to address your needs	94.23	90.04	87.47	89.25	89.29	91.30	91.59
How well did our staff work together to care for you	95.30	92.87	93.13	92.92	91.84	94.58	95.28
Extent to which our staff eased your entry into the medical facility	96.69	92.84	93.16	93.47	91.33	94.47	95.60
Appropriateness of Emergency Medical Transportation treatment	96.06	92.54	93.06	93.88	91.11	94.51	95.40
Extent to which the services received were worth the fees charged	91.29	90.51	86.97	88.17	87.50	89.39	90.81
Overall rating of the care provided by our Emergency Medical	95.51	93.39	92.61	93.76	92.65	94.65	95.25
Likelihood of recommending this ambulance service to others	95.47	93.57	93.33	93.48	92.71	94.65	95.27
Overall score	94.26	92.34	92.06	92.54	91.27	93.50	94.63
National Rank	24	52	54	49	72	31	22
Comparable Size (Large) Company Rank	4	12	13	11	18	6	3

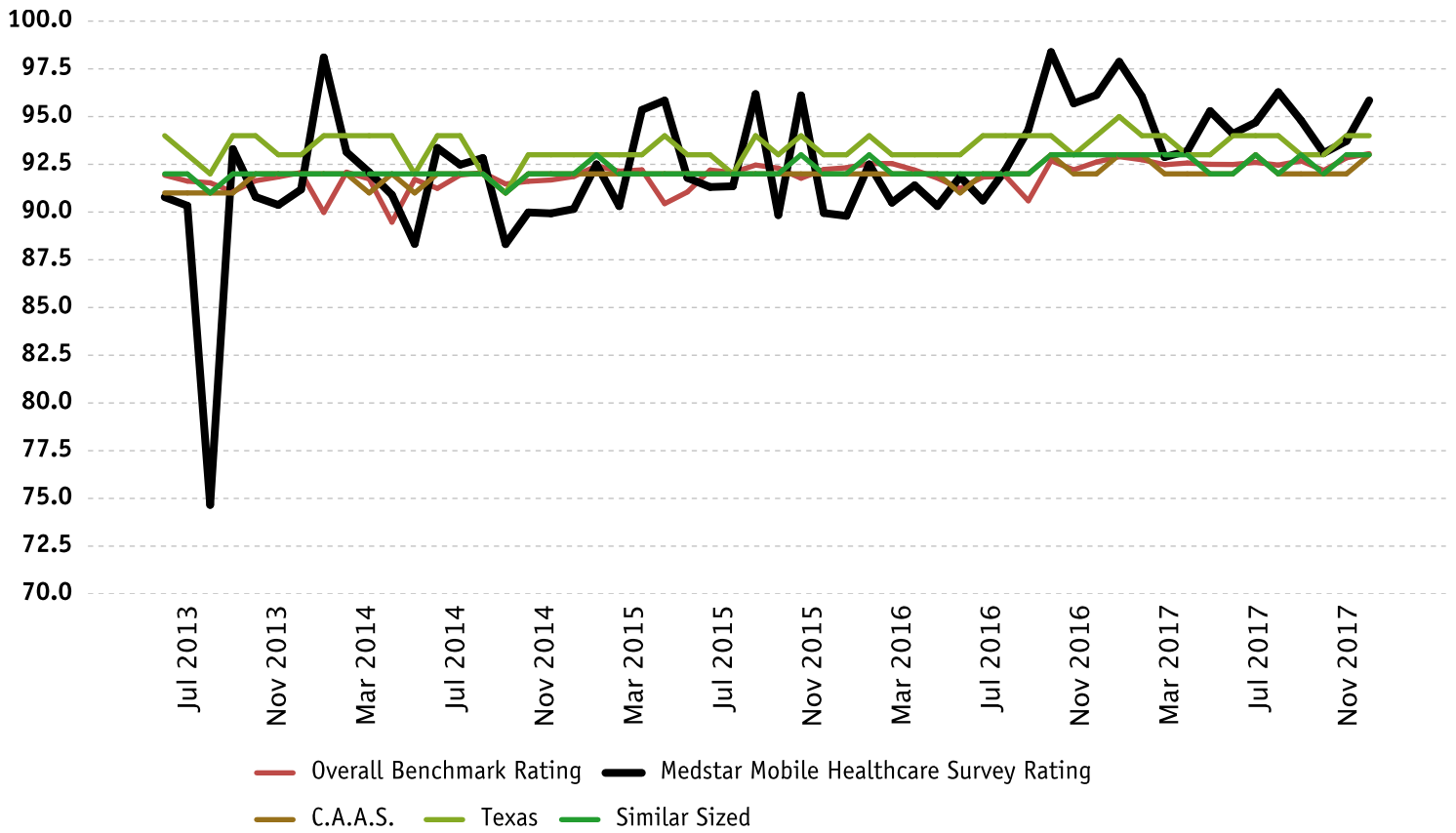


Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
Total Score	94.26	92.70	92.56	93.45	92.21
Helpfulness of the person you called for ambulance service	93.37	92.73	92.77	93.67	92.31
Concern shown by the person you called for ambulance service	92.31	92.57	92.70	93.55	92.32
Extent to which you were told what to do until the ambulance	93.20	91.07	91.16	92.85	90.67
Extent to which the ambulance arrived in a timely manner	94.41	92.27	92.21	93.55	91.74
Cleanliness of the ambulance	95.98	94.55	94.70	95.30	94.32
Comfort of the ride	88.66	87.44	87.66	89.16	86.83
Skill of the person driving the ambulance	94.41	93.80	94.01	94.55	93.60
Care shown by the medics who arrived with the ambulance	94.63	94.37	94.33	94.97	94.12
Degree to which the medics took your problem seriously	94.48	94.42	94.36	94.95	94.14
Degree to which the medics listened to you and/or your family	95.48	93.98	93.96	94.77	93.73
Skill of the medics	94.95	94.36	94.45	94.95	94.16
Extent to which the medics kept you informed about your	94.06	92.63	92.63	93.47	92.31
Extent to which medics included you in the treatment decisions	93.05	92.48	92.63	93.12	92.28
Degree to which the medics relieved your pain or discomfort	89.89	90.48	90.52	91.64	90.07
Medics' concern for your privacy	94.98	93.41	93.51	94.20	93.12
Extent to which medics cared for you as a person	94.81	94.42	94.51	94.99	94.18
Professionalism of the staff in our billing office	95.19	88.74	89.02	89.97	88.90
Willingness of the staff in our billing office to address your	94.23	88.88	89.17	90.31	88.99
How well did our staff work together to care for you	95.30	93.63	93.62	94.71	93.34
Extent to which our staff eased your entry into the medical	96.69	93.74	93.96	94.91	93.57
Appropriateness of Emergency Medical Transportation treatment	96.06	93.56	93.78	94.80	93.41
Extent to which the services received were worth the fees	91.29	88.03	88.41	89.35	88.12
Overall rating of the care provided by our Emergency Medical	95.51	93.69	93.79	94.51	93.49
Likelihood of recommending this ambulance service to others	95.47	93.40	93.64	94.56	93.33
Number of Surveys for the period	375				

Medstar Mobile Healthcare
October 1, 2017 to December 31, 2017

Benchmark Trending Graphic - Below are the monthly scores for your service. It details the overall score for each month as well as your subscribed benchmarks for that month.





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	92.44	91.83
Dispatch	92.32	91.61
Helpfulness of the person you called for ambulance service	92.55	92.33
Concern shown by the person you called for ambulance service	92.70	92.08
Extent to which you were told what to do until the ambulance	91.72	90.42
Ambulance	92.32	91.41
Extent to which the ambulance arrived in a timely manner	93.11	91.72
Cleanliness of the ambulance	94.86	93.95
Comfort of the ride	88.07	87.10
Skill of the person driving the ambulance	93.24	92.88
Medic	93.27	92.83
Care shown by the medics who arrived with the ambulance	94.07	93.86
Degree to which the medics took your problem seriously	94.05	93.77
Degree to which the medics listened to you and/or your family	93.76	93.48
Skill of the medics	94.37	93.89
Extent to which the medics kept you informed about your treatment	92.75	91.99
Extent to which medics included you in the treatment decisions (if	92.59	91.79
Degree to which the medics relieved your pain or discomfort	89.76	90.16
Medics' concern for your privacy	93.86	92.77
Extent to which medics cared for you as a person	94.20	93.73
Billing Staff Assessment	87.43	88.22


Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	92.44	91.83
Billing Staff Assessment	87.43	88.22
Professionalism of the staff in our billing office	87.42	88.18
Willingness of the staff in our billing office to address your needs	87.44	88.26
Overall Assessment	93	91.92
How well did our staff work together to care for you	94.06	92.94
Extent to which our staff eased your entry into the medical facility	93.71	93.12
Appropriateness of Emergency Medical Transportation treatment	94.02	92.88
Extent to which the services received were worth the fees charged	88.42	86.91
Overall rating of the care provided by our Emergency Medical	93.95	93.04
Likelihood of recommending this ambulance service to others	93.86	92.65



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	92	47	150	562	5104	85.71%	76.25%
Dispatch	1	9	13	33	264	82.50%	74.35%
Helpfulness of the person you called for ambulance service	1	3	2	13	94	83.19%	76.15%
Concern shown by the person you called for ambulance service	0	5	2	13	84	80.77%	75.15%
Extent to which you were told what to do until the ambulance arrived	0	1	9	7	86	83.50%	71.77%
Ambulance	14	6	47	142	946	81.90%	74.80%
Extent to which the ambulance arrived in a timely manner	3	3	9	32	270	85.17%	75.33%
Cleanliness of the ambulance	2	0	5	26	240	87.91%	80.36%
Comfort of the ride	6	3	27	48	213	71.72%	64.61%
Skill of the person driving the ambulance	3	0	6	36	223	83.21%	78.91%
Medic	60	19	64	270	2539	86.01%	79.42%
Care shown by the medics who arrived with the ambulance	8	1	6	32	319	87.16%	81.81%
Degree to which the medics took your problem seriously	8	2	6	30	315	87.26%	82.62%
Degree to which the medics listened to you and/or your family	5	3	3	29	313	88.67%	81.35%
Skill of the medics	5	1	8	28	289	87.31%	81.74%
Extent to which the medics kept you informed about your treatment	6	1	8	34	274	84.83%	76.89%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	92	47	150	562	5104	85.71%	76.25%
Extent to which medics included you in the treatment decisions (if applicable)	4	2	7	30	194	81.86%	77.04%
Degree to which the medics relieved your pain or discomfort	12	5	12	36	238	78.55%	72.34%
Medics' concern for your privacy	4	2	8	27	282	87.31%	78.32%
Extent to which medics cared for you as a person	8	2	6	24	315	88.73%	82.66%
Billing Staff Assessment	0	0	0	11	41	78.85%	64.01%
Professionalism of the staff in our billing office	0	0	0	5	21	80.77%	63.67%
Willingness of the staff in our billing office to address your needs	0	0	0	6	20	76.92%	64.36%
Overall Assessment	17	13	26	106	1314	89.02%	77.50%
How well did our staff work together to care for you	3	5	5	22	278	88.82%	79.27%
Extent to which our staff eased your entry into the medical facility	1	2	3	19	239	90.53%	79.20%
Appropriateness of Emergency Medical Transportation treatment	3	1	4	16	223	90.28%	79.10%
Extent to which the services received were worth the fees charged	2	2	3	9	67	80.72%	67.37%
Overall rating of the care provided by our Emergency Medical Transportation service	4	2	4	23	261	88.78%	79.93%
Likelihood of recommending this ambulance service to others	4	1	7	17	246	89.45%	80.11%