

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



Assess Your Vitals

1515 Center Street

Lansing, Mi 48096

1 (877) 583-3100

service@EMSSurveyTeam.com

www.EMSSurveyTeam.com

EMS System Report

October 1, 2018 to December 31, 2018

Your Score

96.28

Number of Your Patients in this Report

375

Number of Patients in this Report

20,155

Number of Transport Services in All EMS DB

150





Executive Summary

This report contains data from **375 Medstar Mobile Healthcare** patients who returned a questionnaire between **10/01/2018** and **12/31/2018**.

The overall mean score for the standard questions was **96.28**; this is a difference of **3.27** points from the overall EMS database score of **93.01**.

The current score of **96.28** is a change of **1.55** points from last period's score of **94.73**. This was the **8th** highest overall score for all companies in the database.

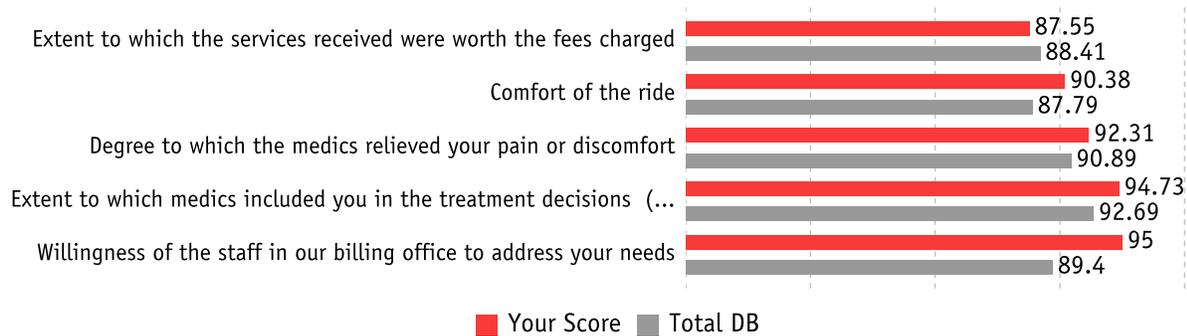
You are ranked **1st** for comparably sized companies in the system.

89.79% of responses to standard questions had a rating of Very Good, the highest rating. **98.92%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

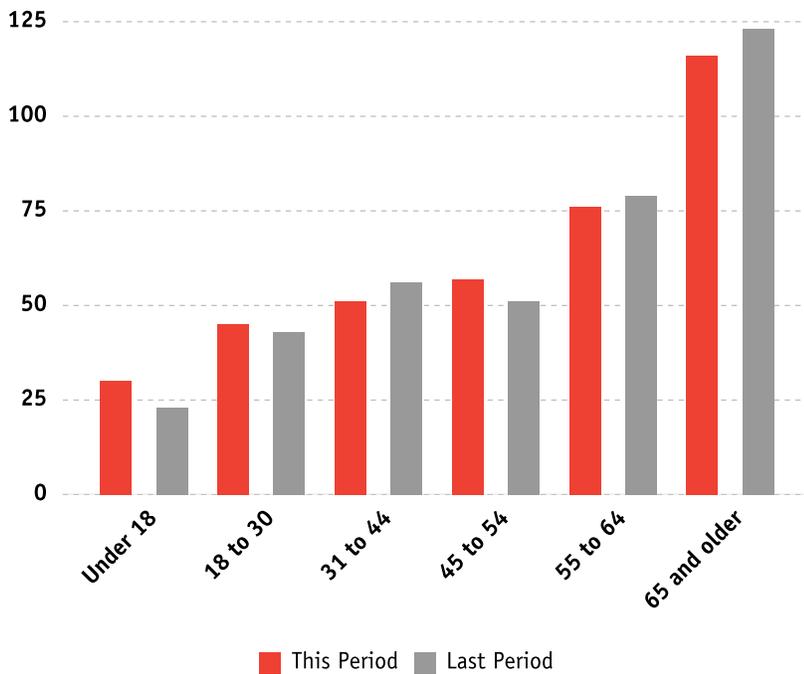




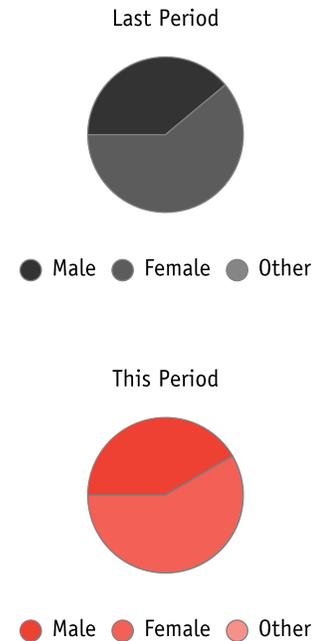
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	23	11	12	0	30	20	10	0
18 to 30	43	14	29	0	45	13	32	0
31 to 44	56	24	32	0	51	21	30	0
45 to 54	51	19	32	0	57	31	26	0
55 to 64	79	29	50	0	76	33	43	0
65 and older	123	49	74	0	116	38	78	0
Total	375	146	229	0	375	156	219	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	92.83	4.56	97.39	93.01
Concern shown by the person you called for ambulance service	93.56	2.12	95.68	92.92
Extent to which you were told what to do until the ambulance arrived	93.45	3.91	97.36	91.71

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	94.14	1.06	95.20	92.40
Cleanliness of the ambulance	98.15	0.14	98.29	94.69
Comfort of the ride	89.02	1.36	90.38	87.79
Skill of the person driving the ambulance	97.28	-0.81	96.47	94.06

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	94.52	2.24	96.76	94.68
Degree to which the medics took your problem seriously	94.92	1.79	96.71	94.62
Degree to which the medics listened to you and/or your family	94.70	1.57	96.27	94.29
Skill of the medics	95.06	2.19	97.25	94.65
Extent to which the medics kept you informed about your treatment	93.81	2.60	96.41	93.10
Extent to which medics included you in the treatment decisions (if applicable)	93.55	1.18	94.73	92.69
Degree to which the medics relieved your pain or discomfort	90.92	1.39	92.31	90.89
Medics' concern for your privacy	96.08	1.96	98.04	93.79
Extent to which medics cared for you as a person	94.90	2.56	97.46	94.63

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	93.75	6.25	100.00	89.23
Willingness of the staff in our billing office to address your needs	100.00	-5.00	95.00	89.40



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	96.41	0.36	96.77	93.83
Extent to which our staff eased your entry into the medical facility	97.24	0.90	98.14	93.99
Appropriateness of Emergency Medical Transportation treatment	94.41	1.45	95.86	93.73
Extent to which the services received were worth the fees charged	95.65	-8.10	87.55	88.41
Overall rating of the care provided by our Emergency Medical Transportation	95.02	2.08	97.10	93.88
Likelihood of recommending this ambulance service to others	95.72	1.42	97.14	93.54



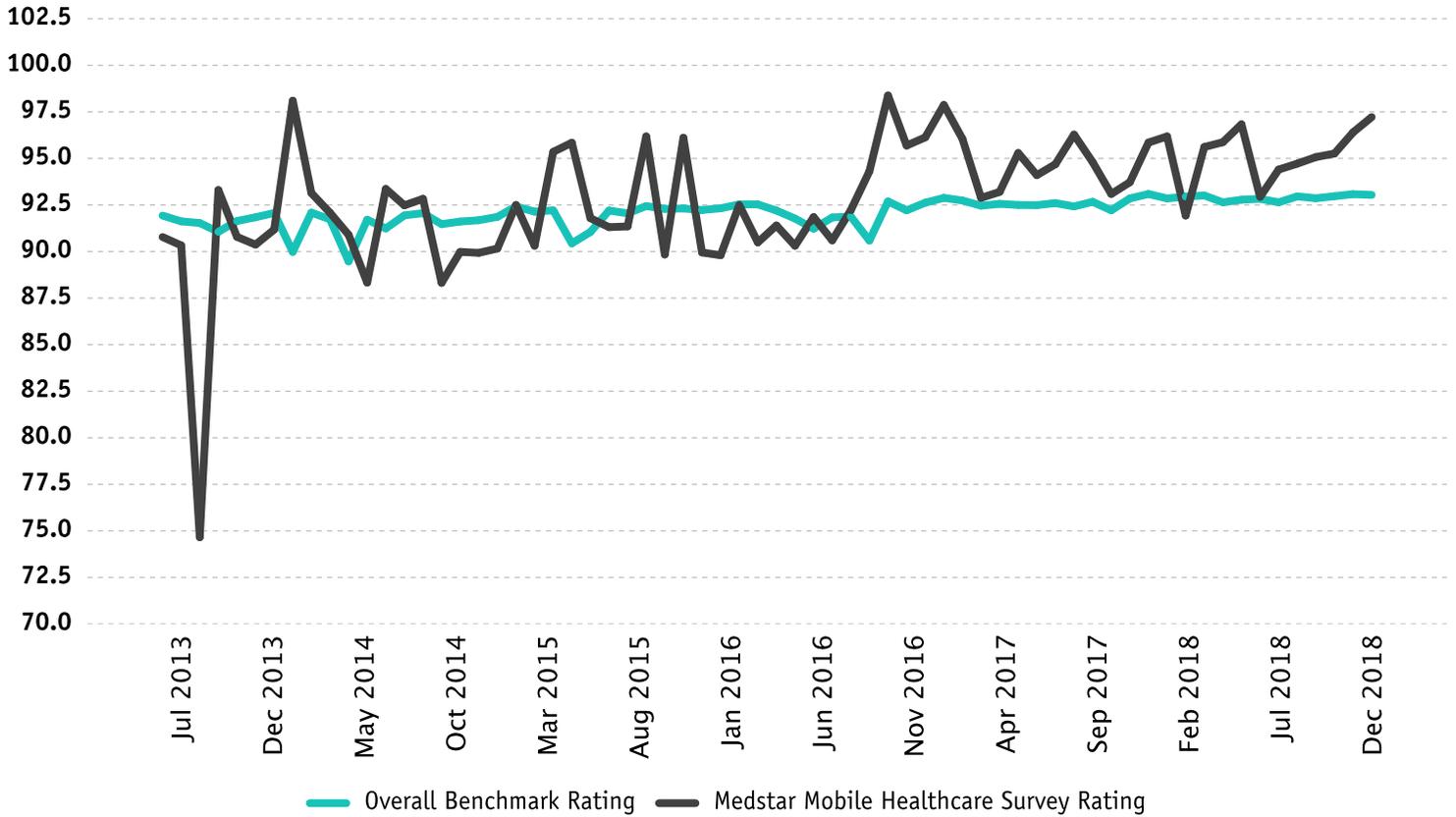
Monthly Breakdown

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 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018
Helpfulness of the person you called for ambulance service	92.57	96.32	89.05	90.87	95.65	97.06	94.02	94.76	92.39	91.47	96.67	97.22	99.00
Concern shown by the person you called for ambulance service	90.63	97.66	84.64	89.32	93.48	95.59	92.88	94.76	93.25	92.76	94.51	96.59	96.00
Extent to which you were told what to do until the ambulance	93.18	97.73	90.03	90.08	93.89	96.88	92.80	93.27	93.77	93.24	98.81	96.43	96.25
Extent to which the ambulance arrived in a timely manner	94.92	94.58	89.34	92.37	95.83	97.54	94.50	92.96	94.54	94.96	94.65	95.34	95.58
Cleanliness of the ambulance	98.67	99.48	95.45	98.02	99.09	98.81	97.14	97.79	98.55	98.18	97.94	98.45	98.48
Comfort of the ride	93.07	89.81	86.16	87.51	90.45	86.72	84.54	90.65	86.82	89.32	92.25	88.98	89.95
Skill of the person driving the ambulance	97.04	97.85	95.00	95.80	96.56	96.27	94.33	98.01	98.01	95.88	96.68	96.68	96.01
Care shown by the medics who arrived with the ambulance	97.31	96.35	92.58	95.98	96.75	96.96	91.84	93.98	93.93	95.67	95.18	97.32	97.79
Degree to which the medics took your problem seriously	96.85	97.47	91.01	96.79	96.58	98.39	93.18	94.19	94.39	96.18	95.10	97.01	97.99
Degree to which the medics listened to you and/or your family	97.27	97.28	91.28	97.17	96.36	97.57	92.72	93.63	94.59	95.88	94.07	96.76	97.97
Skill of the medics	96.93	96.74	93.14	96.73	96.96	97.95	93.10	95.18	94.30	95.70	95.46	97.34	98.96
Extent to which the medics kept you informed about your	95.62	94.93	91.26	95.14	95.66	95.14	90.26	93.04	95.43	92.91	94.72	96.23	98.29
Extent to which medics included you in the treatment decisions	93.85	93.95	93.52	93.75	94.77	94.07	90.33	93.59	93.21	94.02	93.77	93.21	97.39
Degree to which the medics relieved your pain or discomfort	90.57	91.27	84.49	90.61	94.11	93.87	88.49	90.67	90.98	91.12	91.04	91.77	94.55
Medics' concern for your privacy	97.12	97.23	95.06	97.40	96.78	98.13	93.05	95.07	97.35	95.83	98.31	98.86	96.99
Extent to which medics cared for you as a person	96.03	97.15	91.27	96.75	96.33	97.51	92.77	94.56	93.58	96.52	96.15	97.92	98.36
Professionalism of the staff in our billing office	94.23	100.00	100.00	100.00	96.43		100.00	91.67	100.00		100.00	100.00	100.00
Willingness of the staff in our billing office to address your	94.23	100.00	100.00	100.00	96.43		100.00	100.00	100.00		100.00	100.00	91.67
How well did our staff work together to care for you	96.79	96.94	95.24	96.87	96.88	97.91	94.73	95.61	96.88	96.73	95.50	96.95	97.90
Extent to which our staff eased your entry into the medical	97.52	97.56	95.92	98.22	97.58	98.49	96.98	95.38	97.76	98.64	96.88	98.04	99.57
Appropriateness of Emergency Medical Transportation treatment	97.19	95.81	93.77	96.61	96.36	97.18	94.09	94.37	94.88	93.97	94.09	96.55	96.94
Extent to which the services received were worth the fees	92.24	98.44	75.20	100.00	81.42	25.00	100.00	98.21	95.83	83.33	65.20	95.45	91.67
Overall rating of the care provided by our Emergency Medical	96.65	95.65	93.08	97.90	96.04	98.96	92.76	94.49	95.23	95.33	96.46	97.36	97.49
Likelihood of recommending this ambulance service to others	96.29	98.17	92.89	98.22	95.33	99.54	95.17	95.46	95.61	96.08	95.49	97.63	98.28
Your Master Score	95.85	96.18	91.93	95.61	95.87	96.83	92.93	94.40	94.72	95.07	95.26	96.40	97.22
Your Total Responses	125	125	125	125	125	125	125	125	125	125	125	125	125



Monthly tracking of Overall Survey Score





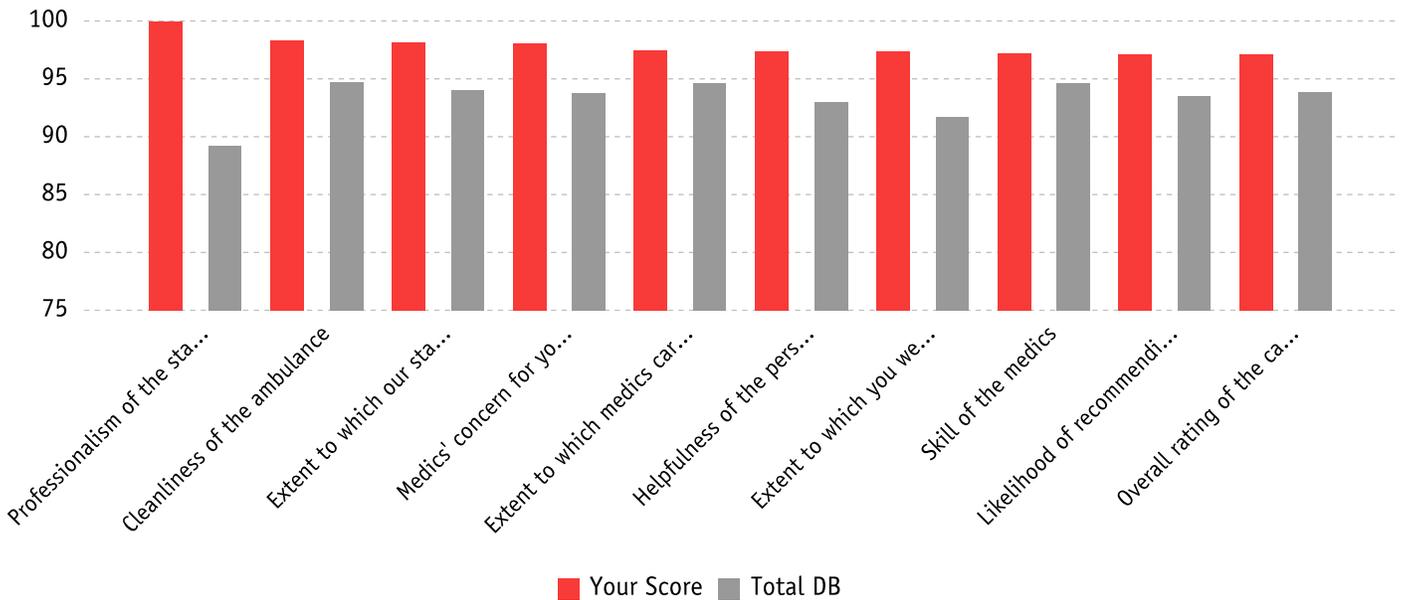
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Professionalism of the staff in our billing office	93.75	100.00	6.25	89.23
Helpfulness of the person you called for ambulance service	92.83	97.39	4.56	93.01
Extent to which you were told what to do until the ambulance arrived	93.45	97.36	3.91	91.71
Extent to which the medics kept you informed about your treatment	93.81	96.41	2.60	93.10
Extent to which medics cared for you as a person	94.90	97.46	2.57	94.63
Care shown by the medics who arrived with the ambulance	94.52	96.76	2.24	94.68
Skill of the medics	95.06	97.25	2.19	94.65
Concern shown by the person you called for ambulance service	93.56	95.68	2.12	92.92
Overall rating of the care provided by our Emergency Medical Transportation service	95.02	97.10	2.09	93.88
Medics' concern for your privacy	96.08	98.04	1.96	93.79
Decreases				
Extent to which the services received were worth the fees charged	95.65	87.55	-8.11	88.41
Willingness of the staff in our billing office to address your needs	100.00	95.00	-5.00	89.40
Skill of the person driving the ambulance	97.28	96.47	-0.82	94.06



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Professionalism of the staff in our billing office	100.00	10.77	89.23
Cleanliness of the ambulance	98.29	3.61	94.69
Extent to which our staff eased your entry into the medical facility	98.14	4.15	93.99
Medics' concern for your privacy	98.04	4.25	93.79
Extent to which medics cared for you as a person	97.46	2.83	94.63
Helpfulness of the person you called for ambulance service	97.39	4.39	93.01
Extent to which you were told what to do until the ambulance arrived	97.36	5.65	91.71
Skill of the medics	97.25	2.60	94.65
Likelihood of recommending this ambulance service to others	97.14	3.59	93.54
Overall rating of the care provided by our Emergency Medical Transportation service	97.10	3.22	93.88





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
Willingness of the staff in our billing office to address your needs	95.00	.964428904
Care shown by the medics who arrived with the ambulance	96.76	.884382639
How well did our staff work together to care for you	96.77	.86884827
Extent to which medics included you in the treatment decisions (if applicable)	94.73	.867140415
Degree to which the medics listened to you and/or your family	96.27	.85449953
Degree to which the medics took your problem seriously	96.71	.846279597
Appropriateness of Emergency Medical Transportation treatment	95.86	.843849456
Extent to which medics cared for you as a person	97.46	.828065585
Degree to which the medics relieved your pain or discomfort	92.31	.813253729
Extent to which the medics kept you informed about your treatment	96.41	.809429503
Extent to which the services received were worth the fees charged	87.55	.753823109
Extent to which our staff eased your entry into the medical facility	98.14	.696743535
Skill of the medics	97.25	.687222349
Skill of the person driving the ambulance	96.47	.623114501
Concern shown by the person you called for ambulance service	95.68	.612227122
Medics' concern for your privacy	98.04	.579465646
Cleanliness of the ambulance	98.29	.554096883
Helpfulness of the person you called for ambulance service	97.39	.546670124
Extent to which the ambulance arrived in a timely manner	95.20	.487545181
Comfort of the ride	90.38	.456515187
Extent to which you were told what to do until the ambulance arrived	97.36	.411530432



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	97.39	92.67	91.83	92.21	90.94	92.62	93.82
Concern shown by the person you called for ambulance service	95.68	92.26	92.12	92.58	91.44	93.24	93.83
Extent to which you were told what to do until the ambulance	97.36	91.21	91.25	90.19	87.64	92.49	92.09
Extent to which the ambulance arrived in a timely manner	95.20	91.48	89.80	92.70	89.57	92.01	93.80
Cleanliness of the ambulance	98.29	95.14	93.67	93.75	93.62	94.46	95.81
Comfort of the ride	90.38	85.66	85.95	86.92	87.46	88.32	90.45
Skill of the person driving the ambulance	96.47	93.03	92.76	94.04	91.71	93.44	95.96
Care shown by the medics who arrived with the ambulance	96.76	95.00	93.70	94.26	92.24	94.96	96.19
Degree to which the medics took your problem seriously	96.71	95.93	93.89	93.88	93.70	95.03	96.32
Degree to which the medics listened to you and/or your family	96.27	95.37	93.23	92.99	92.39	95.38	95.67
Skill of the medics	97.25	95.51	93.77	94.53	92.82	95.21	95.78
Extent to which the medics kept you informed about your	96.41	93.88	91.99	92.68	90.80	94.57	94.74
Extent to which medics included you in the treatment decisions (if	94.73	92.98	91.50	91.36	90.70	94.47	94.40
Degree to which the medics relieved your pain or discomfort	92.31	90.73	89.93	91.10	89.80	92.80	93.01
Medics' concern for your privacy	98.04	93.26	93.16	93.09	90.77	94.50	95.34
Extent to which medics cared for you as a person	97.46	95.85	93.96	94.19	93.23	95.47	95.99
Professionalism of the staff in our billing office	100.00	90.36	89.56	88.24	88.04	89.94	91.98
Willingness of the staff in our billing office to address your needs	95.00	89.11	89.74	89.96	88.50	90.66	91.76
How well did our staff work together to care for you	96.77	94.36	92.94	92.91	92.28	93.80	95.51
Extent to which our staff eased your entry into the medical facility	98.14	94.04	93.38	93.89	92.49	93.87	95.57
Appropriateness of Emergency Medical Transportation treatment	95.86	94.29	93.05	93.34	91.64	94.11	95.52
Extent to which the services received were worth the fees charged	87.55	91.14	88.13	89.12	88.74	91.57	90.81
Overall rating of the care provided by our Emergency Medical	97.10	94.40	92.83	93.51	92.16	94.54	96.10
Likelihood of recommending this ambulance service to others	97.14	95.20	93.19	93.08	92.70	94.08	95.90
Overall score	96.28	93.22	92.03	92.48	91.23	93.50	94.62
National Rank	8	47	66	58	79	39	22
Comparable Size (Large) Company Rank	1	10	17	14	20	8	3



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
Total Score	96.28	93.01	92.96	94.24	92.36
Helpfulness of the person you called for ambulance service	97.39	93.01	93.18	94.17	92.54
Concern shown by the person you called for ambulance service	95.68	92.92	93.11	94.36	92.46
Extent to which you were told what to do until the ambulance	97.36	91.71	91.66	93.93	91.03
Extent to which the ambulance arrived in a timely manner	95.20	92.40	92.48	94.43	91.68
Cleanliness of the ambulance	98.29	94.69	94.87	95.95	94.22
Comfort of the ride	90.38	87.79	87.88	90.52	86.69
Skill of the person driving the ambulance	96.47	94.06	94.22	95.13	93.60
Care shown by the medics who arrived with the ambulance	96.76	94.68	94.75	95.62	94.33
Degree to which the medics took your problem seriously	96.71	94.62	94.83	95.60	94.39
Degree to which the medics listened to you and/or your family	96.27	94.29	94.44	95.42	94.07
Skill of the medics	97.25	94.65	94.78	95.58	94.41
Extent to which the medics kept you informed about your	96.41	93.10	93.42	94.64	92.85
Extent to which medics included you in the treatment decisions	94.73	92.69	92.96	94.29	92.36
Degree to which the medics relieved your pain or discomfort	92.31	90.89	90.93	92.99	90.30
Medics' concern for your privacy	98.04	93.79	93.96	95.43	93.60
Extent to which medics cared for you as a person	97.46	94.63	94.86	95.62	94.42
Professionalism of the staff in our billing office	100.00	89.23	89.62	90.85	88.90
Willingness of the staff in our billing office to address your	95.00	89.40	90.01	91.46	89.10
How well did our staff work together to care for you	96.77	93.83	94.02	95.02	93.48
Extent to which our staff eased your entry into the medical	98.14	93.99	94.34	95.37	93.73
Appropriateness of Emergency Medical Transportation treatment	95.86	93.73	93.90	94.93	93.44
Extent to which the services received were worth the fees	87.55	88.41	88.98	90.59	88.11
Overall rating of the care provided by our Emergency Medical	97.10	93.88	94.11	95.07	93.57
Likelihood of recommending this ambulance service to others	97.14	93.54	93.84	94.68	93.38
Number of Surveys for the period	375				



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	92.80	91.95
Dispatch	92.56	91.74
Helpfulness of the person you called for ambulance service	92.80	92.43
Concern shown by the person you called for ambulance service	92.79	92.19
Extent to which you were told what to do until the ambulance	92.08	90.60
Ambulance	92.72	91.51
Extent to which the ambulance arrived in a timely manner	93.37	91.82
Cleanliness of the ambulance	95.49	94.06
Comfort of the ride	88.18	87.17
Skill of the person driving the ambulance	93.85	92.99
Medic	93.62	92.94
Care shown by the medics who arrived with the ambulance	94.35	93.97
Degree to which the medics took your problem seriously	94.41	93.88
Degree to which the medics listened to you and/or your family	94.13	93.59
Skill of the medics	94.72	93.99
Extent to which the medics kept you informed about your treatment	93.12	92.13
Extent to which medics included you in the treatment decisions (if	92.76	91.90
Degree to which the medics relieved your pain or discomfort	90.04	90.25
Medics' concern for your privacy	94.48	92.90
Extent to which medics cared for you as a person	94.54	93.84
Billing Staff Assessment	87.66	88.36



Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	92.80	91.95
Billing Staff Assessment	87.66	88.36
Professionalism of the staff in our billing office	87.64	88.30
Willingness of the staff in our billing office to address your needs	87.68	88.41
Overall Assessment	93.46	92.06
How well did our staff work together to care for you	94.58	93.07
Extent to which our staff eased your entry into the medical facility	94.55	93.25
Appropriateness of Emergency Medical Transportation treatment	94.32	93.00
Extent to which the services received were worth the fees charged	88.48	87.15
Overall rating of the care provided by our Emergency Medical	94.37	93.15
Likelihood of recommending this ambulance service to others	94.43	92.77



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	40	29	122	463	5749	89.79%	77.23%
Dispatch	0	2	5	26	296	89.97%	75.74%
Helpfulness of the person you called for ambulance service	0	1	1	7	106	92.17%	77.19%
Concern shown by the person you called for ambulance service	0	1	2	12	95	86.36%	76.28%
Extent to which you were told what to do until the ambulance arrived	0	0	2	7	95	91.35%	73.76%
Ambulance	5	8	37	127	1058	85.67%	75.43%
Extent to which the ambulance arrived in a timely manner	4	3	8	26	307	88.22%	76.03%
Cleanliness of the ambulance	0	0	1	18	274	93.52%	80.86%
Comfort of the ride	1	5	22	54	222	73.03%	65.10%
Skill of the person driving the ambulance	0	0	6	29	255	87.93%	79.72%
Medic	27	12	48	203	2749	90.46%	80.48%
Care shown by the medics who arrived with the ambulance	4	1	2	25	337	91.33%	82.89%
Degree to which the medics took your problem seriously	4	1	5	20	341	91.91%	83.37%
Degree to which the medics listened to you and/or your family	2	3	7	24	332	90.22%	82.46%
Skill of the medics	1	1	6	21	334	92.01%	82.62%
Extent to which the medics kept you informed about your treatment	3	0	5	29	317	89.55%	78.41%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	40	29	122	463	5749	89.79%	77.23%
Extent to which medics included you in the treatment decisions (if applicable)	3	1	4	21	179	86.06%	77.84%
Degree to which the medics relieved your pain or discomfort	7	3	12	31	245	82.21%	73.72%
Medics' concern for your privacy	1	1	2	16	324	94.19%	79.66%
Extent to which medics cared for you as a person	2	1	5	16	340	93.41%	83.37%
Billing Staff Assessment	0	0	0	1	9	90.00%	65.02%
Professionalism of the staff in our billing office	0	0	0	0	5	100.00%	64.58%
Willingness of the staff in our billing office to address your needs	0	0	0	1	4	80.00%	65.47%
Overall Assessment	8	7	32	106	1637	91.45%	78.36%
How well did our staff work together to care for you	1	3	9	16	335	92.03%	79.96%
Extent to which our staff eased your entry into the medical facility	0	1	3	17	329	94.00%	80.13%
Appropriateness of Emergency Medical Transportation treatment	2	2	5	33	302	87.79%	79.87%
Extent to which the services received were worth the fees charged	1	0	3	1	17	77.27%	68.43%
Overall rating of the care provided by our Emergency Medical Transportation service	1	1	7	21	332	91.71%	80.85%
Likelihood of recommending this ambulance service to others	3	0	5	18	322	92.53%	80.93%