

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



1515 Center Street

Lansing, Mi 48096

1 (517) 318-3800

support@EMSSurveyTeam.com

www.EMSSurveyTeam.com

EMS System Report

January 1, 2019 to March 31, 2019

Your Score

95.55

Number of Your Patients in this Report

375

Number of Patients in this Report

20,928

Number of Transport Services in All EMS DB

152





Executive Summary

This report contains data from **375 Medstar Mobile Healthcare** patients who returned a questionnaire between **01/01/2019** and **03/31/2019**.

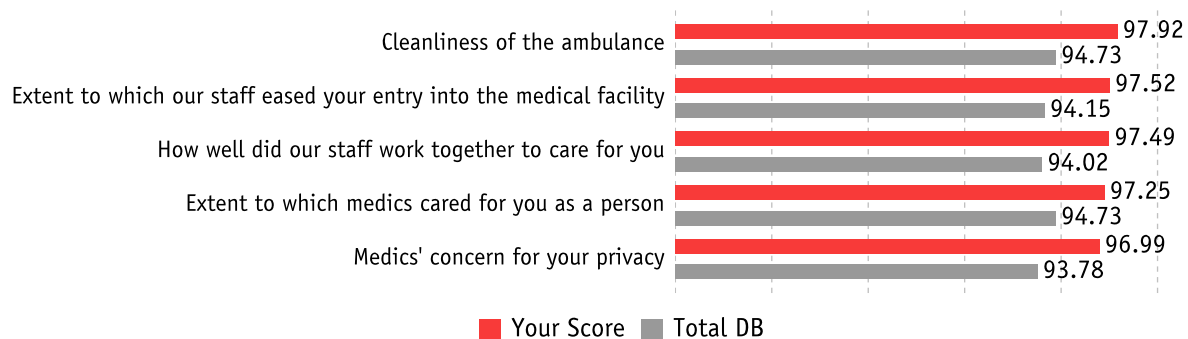
The overall mean score for the standard questions was **95.55**; this is a difference of **2.42** points from the overall EMS database score of **93.13**.

The current score of **95.55** is a change of **-0.73** points from last period's score of **96.28**. This was the **14th** highest overall score for all companies in the database.

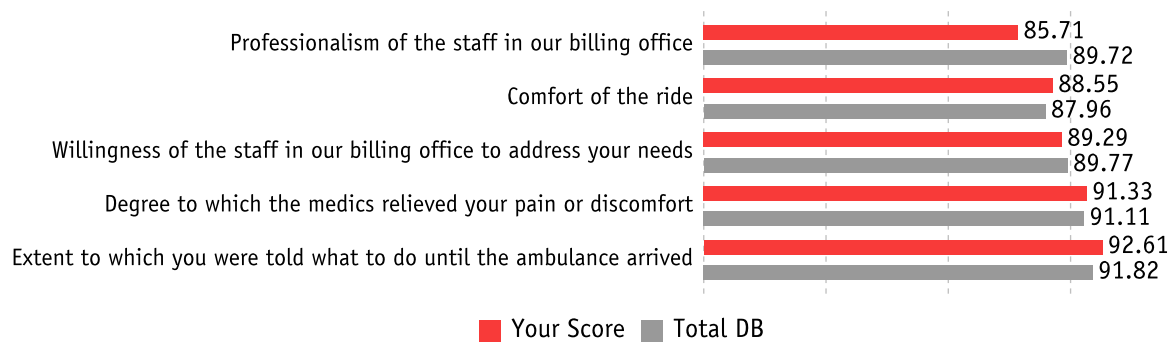
You are ranked **1st** for comparably sized companies in the system.

87.36% of responses to standard questions had a rating of Very Good, the highest rating. **98.55%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

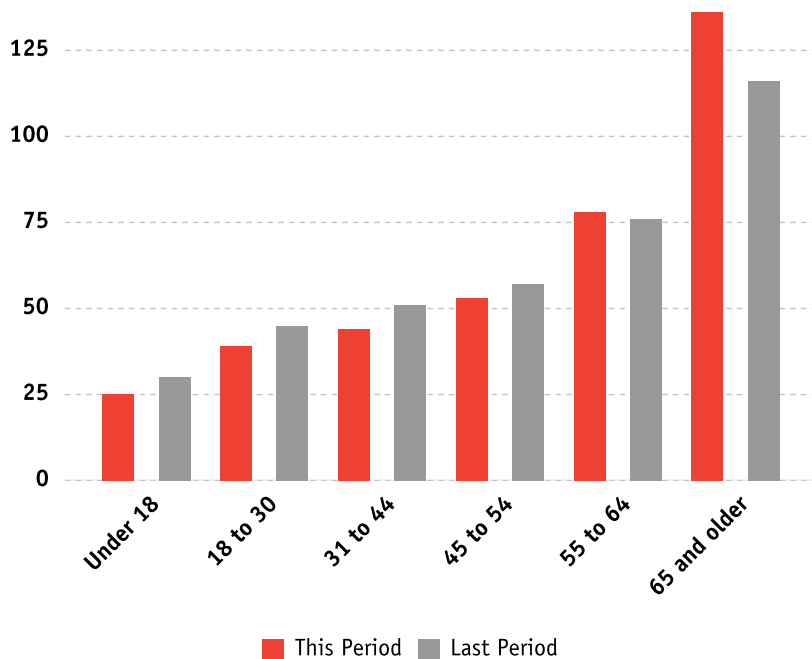




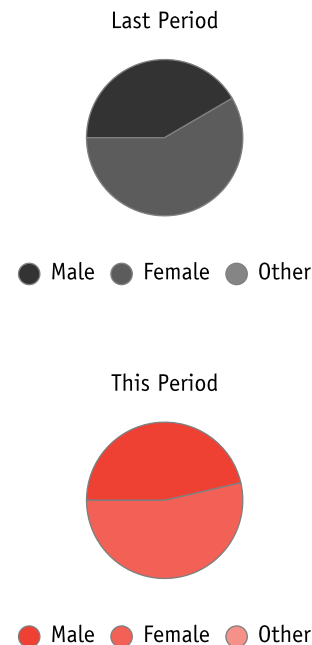
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	30	20	10	0	25	11	14	0
18 to 30	45	13	32	0	39	21	18	0
31 to 44	51	21	30	0	44	22	22	0
45 to 54	57	31	26	0	53	24	29	0
55 to 64	76	33	43	0	78	40	38	0
65 and older	116	38	78	0	136	56	80	0
Total	375	156	219	0	375	174	201	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	97.39	-4.67	92.72	93.22
Concern shown by the person you called for ambulance service	95.68	-3.05	92.63	93.01
Extent to which you were told what to do until the ambulance arrived	97.36	-4.75	92.61	91.82

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	95.20	-1.12	94.08	92.68
Cleanliness of the ambulance	98.29	-0.37	97.92	94.73
Comfort of the ride	90.38	-1.83	88.55	87.96
Skill of the person driving the ambulance	96.47	-1.37	95.10	94.16

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	96.76	0.20	96.96	94.76
Degree to which the medics took your problem seriously	96.71	-0.02	96.69	94.75
Degree to which the medics listened to you and/or your family	96.27	0.64	96.91	94.36
Skill of the medics	97.25	-0.48	96.77	94.73
Extent to which the medics kept you informed about your treatment	96.41	-0.19	96.22	93.13
Extent to which medics included you in the treatment decisions (if applicable)	94.73	-1.12	93.61	92.88
Degree to which the medics relieved your pain or discomfort	92.31	-0.98	91.33	91.11
Medics' concern for your privacy	98.04	-1.05	96.99	93.78
Extent to which medics cared for you as a person	97.46	-0.21	97.25	94.73

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	100.00	-14.29	85.71	89.72
Willingness of the staff in our billing office to address your needs	95.00	-5.71	89.29	89.77



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	96.77	0.72	97.49	94.02
Extent to which our staff eased your entry into the medical facility	98.14	-0.62	97.52	94.15
Appropriateness of Emergency Medical Transportation treatment	95.86	0.11	95.97	93.91
Extent to which the services received were worth the fees charged	87.55	7.24	94.79	88.38
Overall rating of the care provided by our Emergency Medical Transportation	97.10	-1.06	96.04	94.07
Likelihood of recommending this ambulance service to others	97.14	-1.84	95.30	93.52



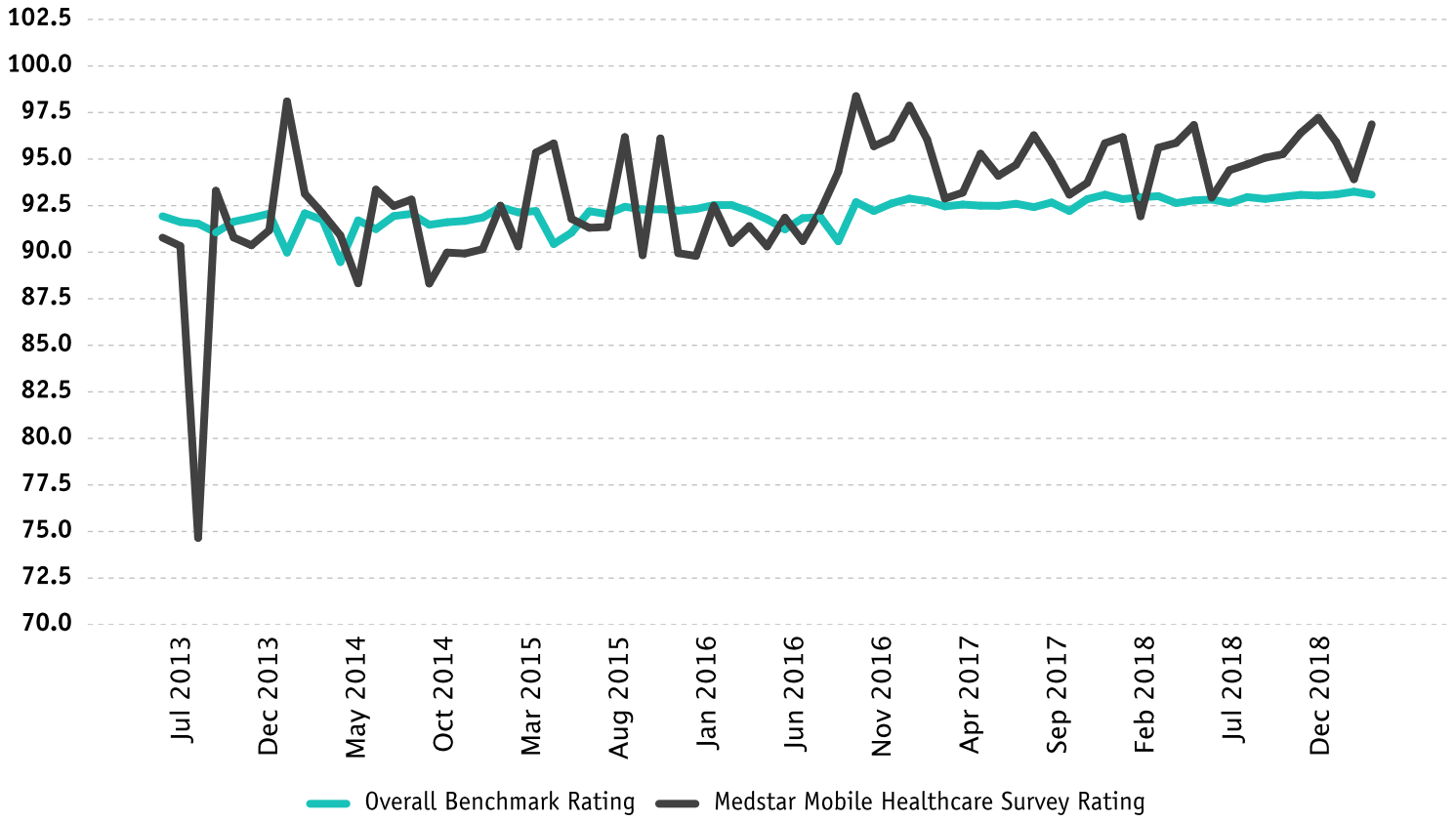
Monthly Breakdown

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.

	Mar 2018	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Helpfulness of the person you called for ambulance service	90.87	95.65	97.06	94.02	94.76	92.39	91.47	96.67	97.22	99.00	96.74	89.58	93.75
Concern shown by the person you called for ambulance service	89.32	93.48	95.59	92.88	94.76	93.25	92.76	94.51	96.59	96.00	96.74	90.97	90.79
Extent to which you were told what to do until the ambulance	90.08	93.89	96.88	92.80	93.27	93.77	93.24	98.81	96.43	96.25	93.42	92.42	92.11
Extent to which the ambulance arrived in a timely manner	92.37	95.83	97.54	94.50	92.96	94.54	94.96	94.65	95.34	95.58	96.43	90.86	95.00
Cleanliness of the ambulance	98.02	99.09	98.81	97.14	97.79	98.55	98.18	97.94	98.45	98.48	98.79	95.87	99.07
Comfort of the ride	87.51	90.45	86.72	84.54	90.65	86.82	89.32	92.25	88.98	89.95	85.64	87.62	92.19
Skill of the person driving the ambulance	95.80	96.56	96.27	94.33	98.01	98.01	95.88	96.68	96.68	96.01	94.91	92.70	97.79
Care shown by the medics who arrived with the ambulance	95.98	96.75	96.96	91.84	93.98	93.93	95.67	95.18	97.32	97.79	96.98	95.29	98.59
Degree to which the medics took your problem seriously	96.79	96.58	98.39	93.18	94.19	94.39	96.18	95.10	97.01	97.99	98.19	95.26	96.61
Degree to which the medics listened to you and/or your family	97.17	96.36	97.57	92.72	93.63	94.59	95.88	94.07	96.76	97.97	97.52	95.18	97.98
Skill of the medics	96.73	96.96	97.95	93.10	95.18	94.30	95.70	95.46	97.34	98.96	95.98	96.19	98.14
Extent to which the medics kept you informed about your	95.14	95.66	95.14	90.26	93.04	95.43	92.91	94.72	96.23	98.29	96.67	94.92	97.06
Extent to which medics included you in the treatment decisions	93.75	94.77	94.07	90.33	93.59	93.21	94.02	93.77	93.21	97.39	90.91	93.30	96.39
Degree to which the medics relieved your pain or discomfort	90.61	94.11	93.87	88.49	90.67	90.98	91.12	91.04	91.77	94.55	91.77	89.42	92.80
Medics' concern for your privacy	97.40	96.78	98.13	93.05	95.07	97.35	95.83	98.31	98.86	96.99	96.72	95.79	98.43
Extent to which medics cared for you as a person	96.75	96.33	97.51	92.77	94.56	93.58	96.52	96.15	97.92	98.36	97.54	95.66	98.55
Professionalism of the staff in our billing office	100.00	96.43		100.00	91.67	100.00		100.00	100.00	100.00	100.00	66.67	100.00
Willingness of the staff in our billing office to address your	100.00	96.43		100.00	100.00	100.00		100.00	100.00	91.67	100.00	75.00	100.00
How well did our staff work together to care for you	96.87	96.88	97.91	94.73	95.61	96.88	96.73	95.50	96.95	97.90	98.14	96.67	97.67
Extent to which our staff eased your entry into the medical	98.22	97.58	98.49	96.98	95.38	97.76	98.64	96.88	98.04	99.57	97.51	96.49	98.62
Appropriateness of Emergency Medical Transportation treatment	96.61	96.36	97.18	94.09	94.37	94.88	93.97	94.09	96.55	96.94	96.05	95.09	96.79
Extent to which the services received were worth the fees	100.00	81.42	25.00	100.00	98.21	95.83	83.33	65.20	95.45	91.67	91.67	96.15	93.75
Overall rating of the care provided by our Emergency Medical	97.90	96.04	98.96	92.76	94.49	95.23	95.33	96.46	97.36	97.49	96.29	94.55	97.27
Likelihood of recommending this ambulance service to others	98.22	95.33	99.54	95.17	95.46	95.61	96.08	95.49	97.63	98.28	97.07	92.40	96.46
Your Master Score	95.61	95.87	96.83	92.93	94.40	94.72	95.07	95.26	96.40	97.22	95.92	93.92	96.87
Your Total Responses	125	125	125	125	125	125	125	125	125	125	125	125	125



Monthly tracking of Overall Survey Score





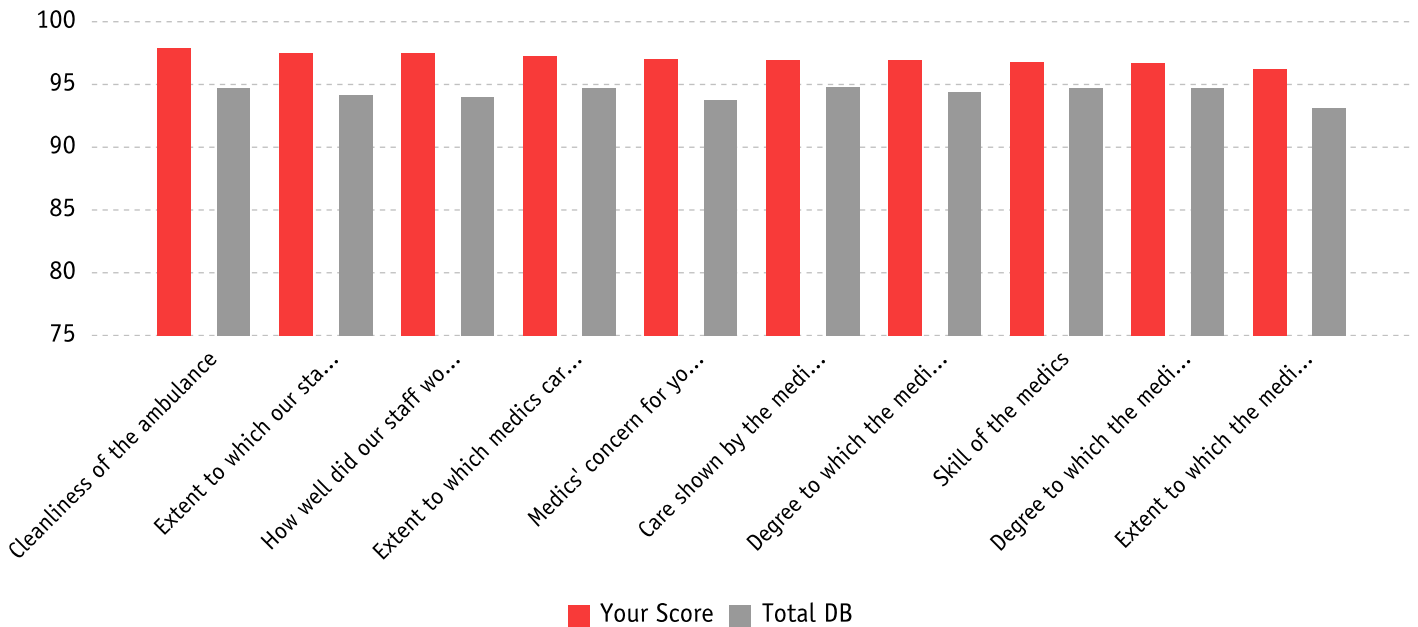
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Extent to which the services received were worth the fees charged	87.55	94.79	7.25	88.38
How well did our staff work together to care for you	96.77	97.49	0.72	94.02
Degree to which the medics listened to you and/or your family	96.27	96.91	0.64	94.36
Care shown by the medics who arrived with the ambulance	96.76	96.96	0.20	94.76
Appropriateness of Emergency Medical Transportation treatment	95.86	95.97	0.11	93.91
Decreases				
Professionalism of the staff in our billing office	100.00	85.71	-14.29	89.72
Willingness of the staff in our billing office to address your needs	95.00	89.29	-5.71	89.77
Extent to which you were told what to do until the ambulance arrived	97.36	92.61	-4.75	91.82
Helpfulness of the person you called for ambulance service	97.39	92.72	-4.67	93.22
Concern shown by the person you called for ambulance service	95.68	92.63	-3.05	93.01
Likelihood of recommending this ambulance service to others	97.14	95.30	-1.84	93.52
Comfort of the ride	90.38	88.55	-1.83	87.96
Skill of the person driving the ambulance	96.47	95.10	-1.36	94.16
Extent to which the ambulance arrived in a timely manner	95.20	94.08	-1.12	92.68
Extent to which medics included you in the treatment decisions (if applicable)	94.73	93.61	-1.12	92.88



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Cleanliness of the ambulance	97.92	3.19	94.73
Extent to which our staff eased your entry into the medical facility	97.52	3.38	94.15
How well did our staff work together to care for you	97.49	3.48	94.02
Extent to which medics cared for you as a person	97.25	2.53	94.73
Medics' concern for your privacy	96.99	3.21	93.78
Care shown by the medics who arrived with the ambulance	96.96	2.20	94.76
Degree to which the medics listened to you and/or your family	96.91	2.55	94.36
Skill of the medics	96.77	2.03	94.73
Degree to which the medics took your problem seriously	96.69	1.95	94.75
Extent to which the medics kept you informed about your treatment	96.22	3.09	93.13





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
Professionalism of the staff in our billing office	85.71	.995712943
Willingness of the staff in our billing office to address your needs	89.29	.931742558
Appropriateness of Emergency Medical Transportation treatment	95.97	.872273495
Extent to which the medics kept you informed about your treatment	96.22	.85606936
Degree to which the medics listened to you and/or your family	96.91	.848316717
Extent to which medics included you in the treatment decisions (if applicable)	93.61	.833633903
Care shown by the medics who arrived with the ambulance	96.96	.82398699
How well did our staff work together to care for you	97.49	.822397829
Extent to which our staff eased your entry into the medical facility	97.52	.80237748
Skill of the medics	96.77	.801243973
Extent to which medics cared for you as a person	97.25	.800063263
Helpfulness of the person you called for ambulance service	92.72	.728616154
Skill of the person driving the ambulance	95.10	.727083404
Medics' concern for your privacy	96.99	.717916983
Degree to which the medics relieved your pain or discomfort	91.33	.713598583
Degree to which the medics took your problem seriously	96.69	.68577984
Concern shown by the person you called for ambulance service	92.63	.649397999
Cleanliness of the ambulance	97.92	.641059172
Comfort of the ride	88.55	.63125248
Extent to which the ambulance arrived in a timely manner	94.08	.590908688
Extent to which the services received were worth the fees charged	94.79	.579728452
Extent to which you were told what to do until the ambulance arrived	92.61	.524216454



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	92.72	91.30	91.99	93.57	93.71	95.07	94.28
Concern shown by the person you called for ambulance service	92.63	92.73	91.93	93.20	93.81	94.52	92.67
Extent to which you were told what to do until the ambulance	92.61	90.30	90.99	91.02	93.32	94.16	91.22
Extent to which the ambulance arrived in a timely manner	94.08	89.79	89.22	93.54	89.35	93.75	93.17
Cleanliness of the ambulance	97.92	93.19	93.28	94.41	94.16	94.75	95.07
Comfort of the ride	88.55	85.67	84.98	88.98	88.42	89.96	88.59
Skill of the person driving the ambulance	95.10	93.29	93.26	94.37	93.33	94.46	94.08
Care shown by the medics who arrived with the ambulance	96.96	93.68	93.67	94.94	94.72	94.83	94.74
Degree to which the medics took your problem seriously	96.69	93.58	93.71	95.14	94.04	94.60	95.00
Degree to which the medics listened to you and/or your family	96.91	93.90	93.62	94.47	93.01	93.59	94.69
Skill of the medics	96.77	94.07	93.40	95.23	94.50	95.14	94.37
Extent to which the medics kept you informed about your	96.22	91.53	91.54	92.92	92.95	93.55	92.86
Extent to which medics included you in the treatment decisions (if	93.61	92.22	91.44	92.75	90.84	93.04	92.86
Degree to which the medics relieved your pain or discomfort	91.33	89.43	89.78	90.76	89.61	91.59	91.71
Medics' concern for your privacy	96.99	91.96	92.29	92.75	93.43	94.14	93.02
Extent to which medics cared for you as a person	97.25	92.54	93.30	95.03	94.01	94.33	94.77
Professionalism of the staff in our billing office	85.71	89.20	89.64	90.65	95.34	92.01	91.35
Willingness of the staff in our billing office to address your needs	89.29	89.46	89.90	90.40	93.32	92.49	90.61
How well did our staff work together to care for you	97.49	92.48	92.71	94.16	92.77	94.01	93.85
Extent to which our staff eased your entry into the medical facility	97.52	93.70	94.02	94.77	93.91	94.65	93.94
Appropriateness of Emergency Medical Transportation treatment	95.97	93.08	93.00	94.27	93.24	94.40	94.41
Extent to which the services received were worth the fees charged	94.79	89.63	87.46	89.09	89.00	90.06	90.69
Overall rating of the care provided by our Emergency Medical	96.04	92.80	93.22	94.31	93.59	94.54	94.46
Likelihood of recommending this ambulance service to others	95.30	93.35	92.51	93.63	91.58	94.55	93.86
Overall score	95.55	91.93	91.81	93.29	92.70	93.75	93.32
National Rank	14	68	71	48	57	36	45
Comparable Size (Large) Company Rank	1	18	19	10	15	5	8



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
Total Score	95.55	93.13	92.76	93.99	92.31
Helpfulness of the person you called for ambulance service	92.72	93.22	93.17	94.41	92.59
Concern shown by the person you called for ambulance service	92.63	93.01	92.84	94.19	92.42
Extent to which you were told what to do until the ambulance	92.61	91.82	91.42	93.66	90.84
Extent to which the ambulance arrived in a timely manner	94.08	92.68	92.52	94.54	91.98
Cleanliness of the ambulance	97.92	94.73	94.62	96.09	94.17
Comfort of the ride	88.55	87.96	88.04	90.38	87.03
Skill of the person driving the ambulance	95.10	94.16	94.00	94.93	93.62
Care shown by the medics who arrived with the ambulance	96.96	94.76	94.60	95.58	94.20
Degree to which the medics took your problem seriously	96.69	94.75	94.57	95.65	94.21
Degree to which the medics listened to you and/or your family	96.91	94.36	94.18	95.09	93.90
Skill of the medics	96.77	94.73	94.54	95.56	94.24
Extent to which the medics kept you informed about your	96.22	93.13	92.89	94.25	92.51
Extent to which medics included you in the treatment decisions	93.61	92.88	92.45	93.94	92.10
Degree to which the medics relieved your pain or discomfort	91.33	91.11	90.72	92.26	90.30
Medics' concern for your privacy	96.99	93.78	93.50	94.80	93.28
Extent to which medics cared for you as a person	97.25	94.73	94.53	95.50	94.17
Professionalism of the staff in our billing office	85.71	89.72	89.76	90.24	89.27
Willingness of the staff in our billing office to address your	89.29	89.77	89.83	90.51	89.20
How well did our staff work together to care for you	97.49	94.02	93.92	95.04	93.56
Extent to which our staff eased your entry into the medical	97.52	94.15	94.25	95.18	93.79
Appropriateness of Emergency Medical Transportation treatment	95.97	93.91	93.90	94.91	93.46
Extent to which the services received were worth the fees	94.79	88.38	88.43	89.86	87.81
Overall rating of the care provided by our Emergency Medical	96.04	94.07	94.02	94.78	93.59
Likelihood of recommending this ambulance service to others	95.30	93.52	93.50	94.52	93.11
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	92.87	91.99
Dispatch	92.55	91.78
Helpfulness of the person you called for ambulance service	92.79	92.46
Concern shown by the person you called for ambulance service	92.78	92.22
Extent to which you were told what to do until the ambulance	92.09	90.65
Ambulance	92.78	91.55
Extent to which the ambulance arrived in a timely manner	93.41	91.86
Cleanliness of the ambulance	95.61	94.09
Comfort of the ride	88.19	87.20
Skill of the person driving the ambulance	93.91	93.04
Medic	93.73	92.98
Care shown by the medics who arrived with the ambulance	94.48	94.00
Degree to which the medics took your problem seriously	94.53	93.92
Degree to which the medics listened to you and/or your family	94.28	93.63
Skill of the medics	94.83	94.02
Extent to which the medics kept you informed about your treatment	93.28	92.17
Extent to which medics included you in the treatment decisions (if	92.80	91.94
Degree to which the medics relieved your pain or discomfort	90.10	90.28
Medics' concern for your privacy	94.61	92.94
Extent to which medics cared for you as a person	94.69	93.88
Billing Staff Assessment	87.66	88.41



Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	92.87	91.99
Billing Staff Assessment	87.66	88.41
Professionalism of the staff in our billing office	87.63	88.35
Willingness of the staff in our billing office to address your needs	87.69	88.47
Overall Assessment	93.55	92.11
How well did our staff work together to care for you	94.73	93.11
Extent to which our staff eased your entry into the medical facility	94.71	93.29
Appropriateness of Emergency Medical Transportation treatment	94.41	93.04
Extent to which the services received were worth the fees charged	88.53	87.20
Overall rating of the care provided by our Emergency Medical	94.45	93.19
Likelihood of recommending this ambulance service to others	94.47	92.81



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	27	66	117	598	5586	87.36%	77.73%
Dispatch	0	5	8	36	179	78.51%	76.34%
Helpfulness of the person you called for ambulance service	0	2	2	13	62	78.48%	77.93%
Concern shown by the person you called for ambulance service	0	1	4	12	61	78.21%	76.91%
Extent to which you were told what to do until the ambulance arrived	0	2	2	11	56	78.87%	74.18%
Ambulance	8	16	33	173	1068	82.28%	75.94%
Extent to which the ambulance arrived in a timely manner	3	3	11	41	296	83.62%	76.75%
Cleanliness of the ambulance	0	1	1	21	290	92.65%	81.03%
Comfort of the ride	3	9	16	78	219	67.38%	65.95%
Skill of the person driving the ambulance	2	3	5	33	263	85.95%	80.05%
Medic	13	28	54	250	2743	88.83%	80.87%
Care shown by the medics who arrived with the ambulance	1	3	2	28	336	90.81%	83.28%
Degree to which the medics took your problem seriously	2	2	5	25	336	90.81%	83.89%
Degree to which the medics listened to you and/or your family	1	3	5	22	333	91.48%	82.84%
Skill of the medics	1	1	7	26	328	90.36%	82.91%
Extent to which the medics kept you informed about your treatment	0	3	6	33	315	88.24%	78.78%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	27	66	117	598	5586	87.36%	77.73%
Extent to which medics included you in the treatment decisions (if applicable)	2	2	6	39	205	80.71%	78.62%
Degree to which the medics relieved your pain or discomfort	4	10	13	37	250	79.62%	73.91%
Medics' concern for your privacy	2	3	3	17	307	92.47%	79.77%
Extent to which medics cared for you as a person	0	1	7	23	333	91.48%	83.81%
Billing Staff Assessment	0	2	0	1	11	78.57%	66.28%
Professionalism of the staff in our billing office	0	1	0	1	5	71.43%	65.93%
Willingness of the staff in our billing office to address your needs	0	1	0	0	6	85.71%	66.63%
Overall Assessment	6	15	22	138	1585	89.75%	78.71%
How well did our staff work together to care for you	0	2	4	22	331	92.20%	80.43%
Extent to which our staff eased your entry into the medical facility	1	2	1	22	317	92.42%	80.73%
Appropriateness of Emergency Medical Transportation treatment	1	3	6	30	301	88.27%	80.38%
Extent to which the services received were worth the fees charged	0	0	0	5	19	79.17%	68.37%
Overall rating of the care provided by our Emergency Medical Transportation service	2	3	5	30	319	88.86%	81.27%
Likelihood of recommending this ambulance service to others	2	5	6	29	298	87.65%	81.08%