

# 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

April 1, 2021 to June 30, 2021

Your Score

**96.08**

Number of Your Patients in this Report

**375**

Number of Patients in this Report

**22,829**

Number of Transport Services in All EMS DB

**173**





## Executive Summary

This report contains data from **375 Medstar Mobile Healthcare** patients who returned a questionnaire between **04/01/2021** and **06/30/2021**.

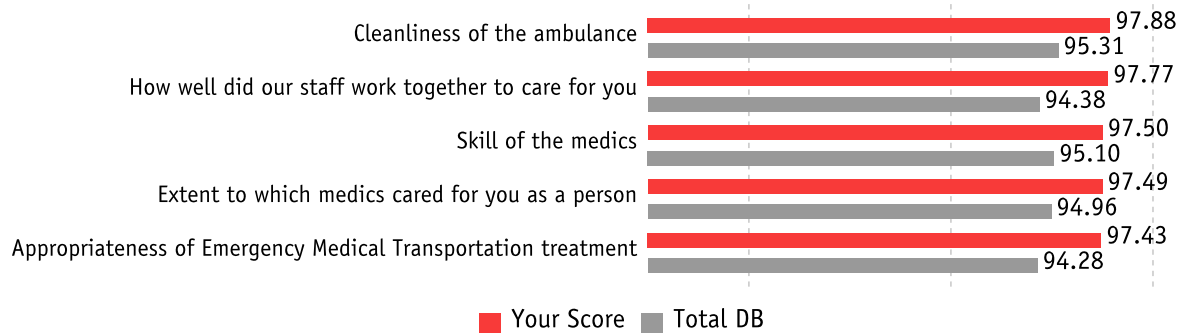
The overall mean score for the standard questions was **96.08**; this is a difference of **2.51** points from the overall EMS database score of **93.57**.

The current score of **96.08** is a change of **1.36** points from last period's score of **94.72**. This was the **14th** highest overall score for all companies in the database.

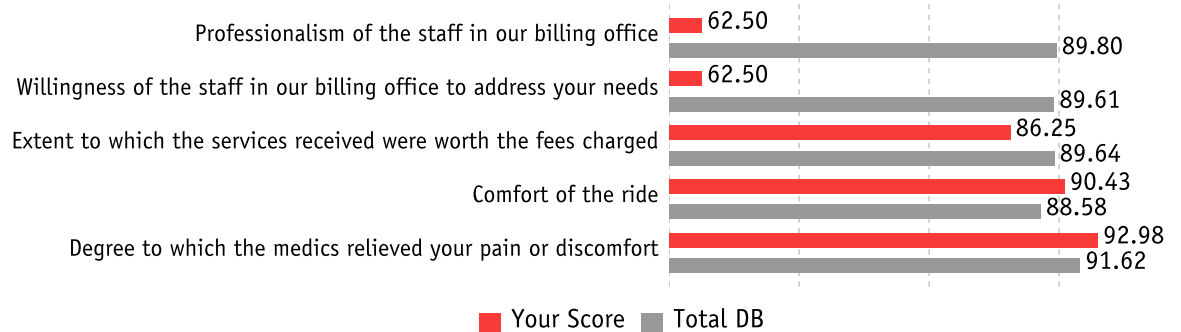
You are ranked **1st** for comparably sized companies in the system.

**88.14%** of responses to standard questions had a rating of Very Good, the highest rating. **99.21%** of all responses were positive.

### 5 Highest Scores



### 5 Lowest Scores

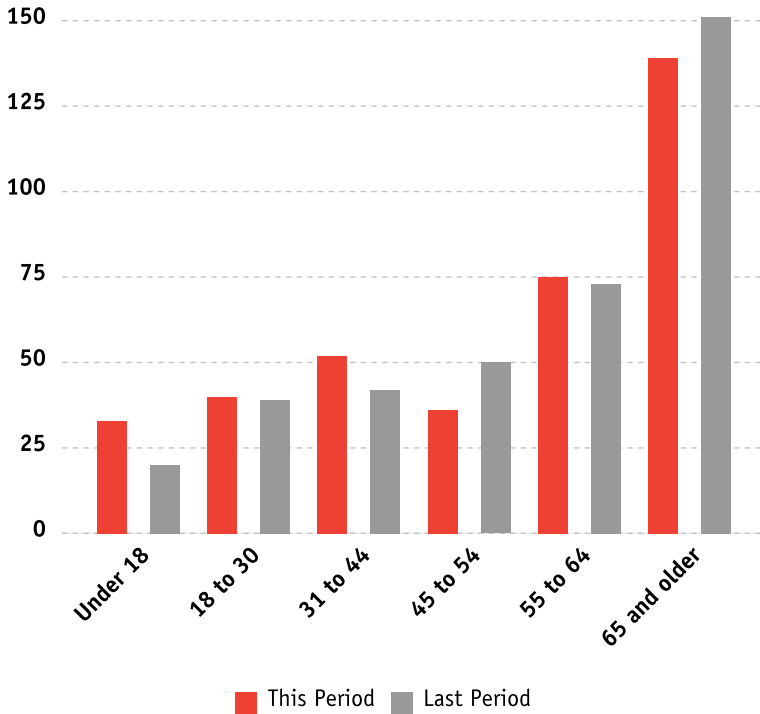




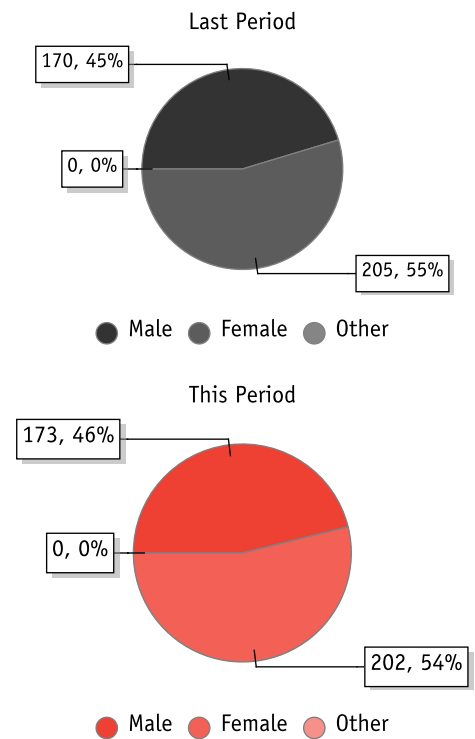
**Demographics** — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	20	13	7	0	33	17	16	0
18 to 30	39	18	21	0	40	17	23	0
31 to 44	42	17	25	0	52	24	28	0
45 to 54	50	25	25	0	36	19	17	0
55 to 64	73	38	35	0	75	45	30	0
65 and older	151	59	92	0	139	51	88	0
<b>Total</b>	<b>375</b>	<b>170</b>	<b>205</b>	<b>0</b>	<b>375</b>	<b>173</b>	<b>202</b>	<b>0</b>

**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

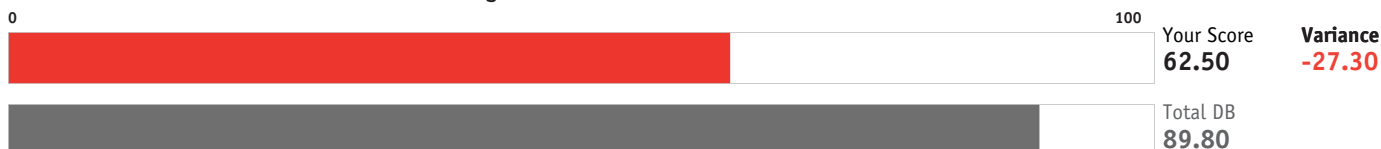




### Billing Staff Assessment Analysis

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.

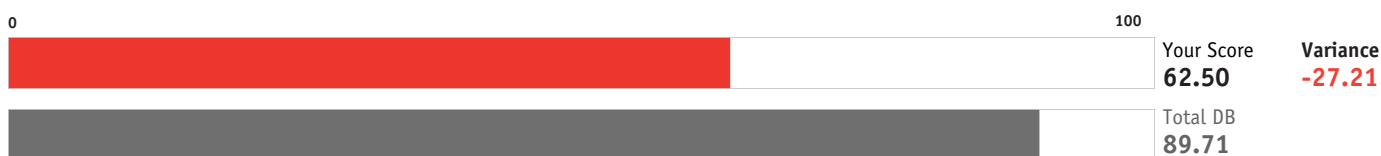
Professionalism of the staff in our billing office



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



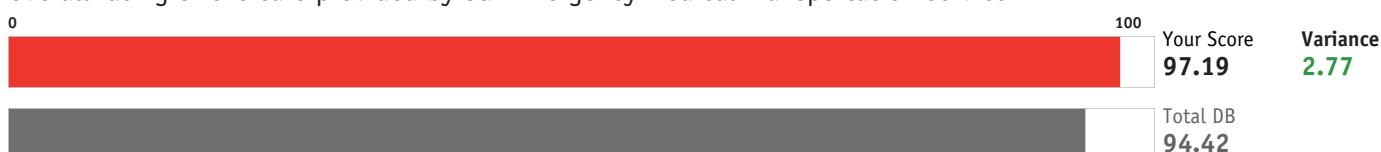
Appropriateness of Emergency Medical Transportation treatment



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	93.59	1.85	95.44	93.77
Concern shown by the person you called for ambulance service	93.49	1.86	95.35	93.53
Extent to which you were told what to do until the ambulance arrived	94.33	1.70	96.03	92.36

**Ambulance Analysis**

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	91.65	2.66	94.31	93.15
Cleanliness of the ambulance	97.43	0.45	97.88	95.31
Comfort of the ride	90.42	0.01	90.43	88.58
Skill of the person driving the ambulance	95.67	0.95	96.62	94.48

**Medic Analysis**

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	95.06	1.48	96.54	95.14
Degree to which the medics took your problem seriously	95.82	0.78	96.60	94.98
Degree to which the medics listened to you and/or your family	95.54	0.03	95.57	94.63
Skill of the medics	95.96	1.54	97.50	95.10
Extent to which the medics kept you informed about your treatment	94.94	1.25	96.19	93.47
Extent to which medics included you in the treatment decisions (if applicable)	94.77	0.95	95.72	93.17
Degree to which the medics relieved your pain or discomfort	90.51	2.47	92.98	91.62
Medics' concern for your privacy	96.83	0.27	97.10	94.27
Extent to which medics cared for you as a person	95.25	2.24	97.49	94.96

**Billing Staff Assessment Analysis**

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	82.14	-19.64	62.50	89.80
Willingness of the staff in our billing office to address your needs	75.00	-12.50	62.50	89.61



**Question Analysis (Continued)**

**Overall Assessment Analysis**

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	96.21	1.56	97.77	94.38
Extent to which our staff eased your entry into the medical facility	96.27	1.09	97.36	94.36
Appropriateness of Emergency Medical Transportation treatment	95.97	1.46	97.43	94.28
Extent to which the services received were worth the fees charged	85.88	0.37	86.25	89.64
Overall rating of the care provided by our Emergency Medical Transportation	94.87	2.32	97.19	94.42
Likelihood of recommending this ambulance service to others	96.14	0.79	96.93	94.04



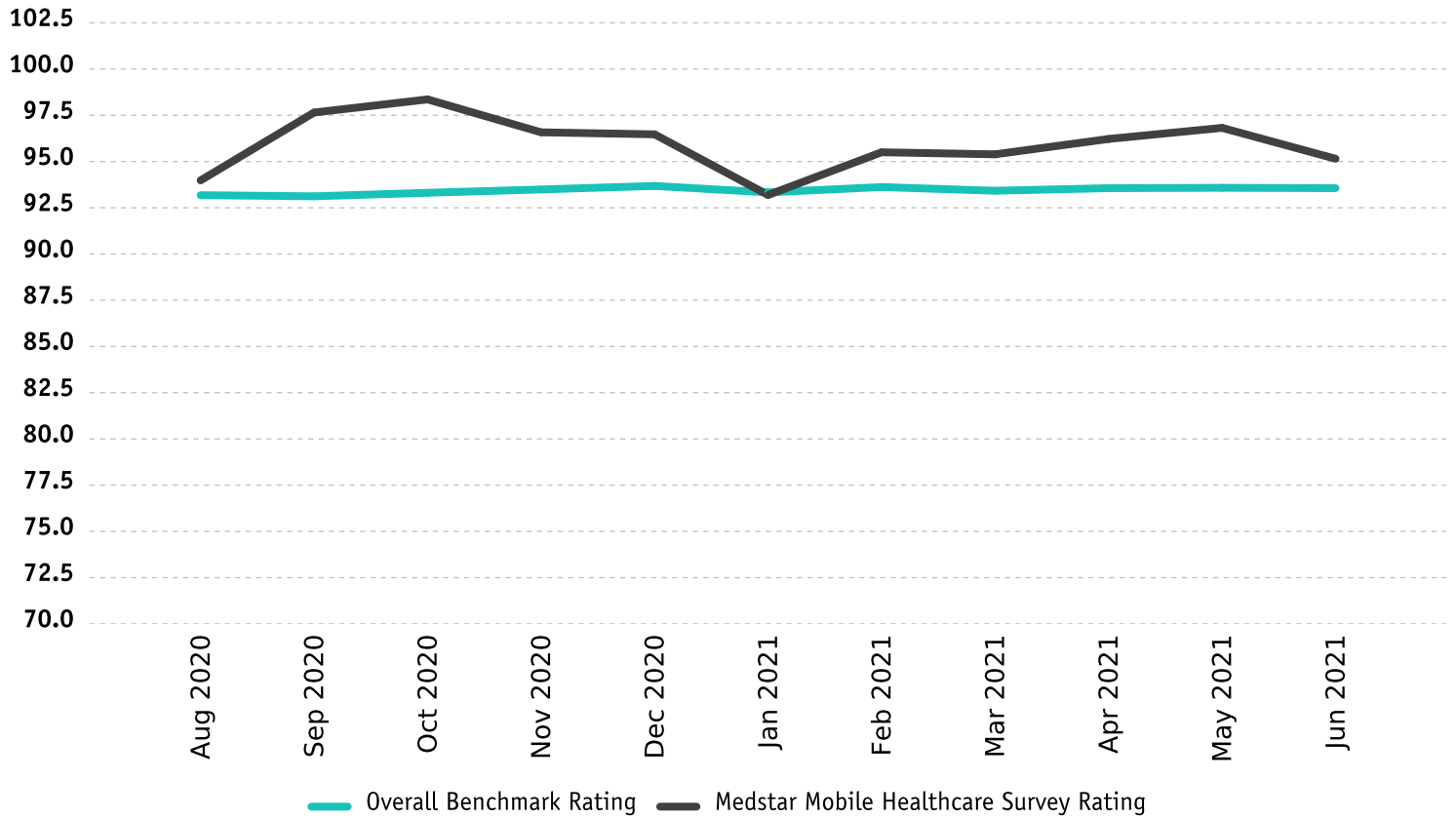
### Monthly Breakdown

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.

	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021
Helpfulness of the person you called for ambulance service	97.44	95.14	98.75	99.59	96.69	93.18	93.75	92.27	94.92	94.92	95.61	95.93
Concern shown by the person you called for ambulance service	97.44	95.14	98.68	100.00	96.32	94.32	94.09	92.16	94.44	94.92	95.83	95.35
Extent to which you were told what to do until the ambulance arrived	97.44	95.14	97.86	99.58	98.13	95.24	96.76	91.93	94.84	96.55	96.15	95.12
Extent to which the ambulance arrived in a timely manner	93.30	92.59	93.69	96.71	96.77	91.81	90.54	92.19	92.23	93.54	94.64	94.78
Cleanliness of the ambulance	98.10	96.07	99.46	99.50	99.08	98.25	96.91	97.62	97.73	98.50	98.08	97.09
Comfort of the ride	85.93	91.15	93.61	92.79	91.59	88.60	88.92	90.42	91.81	89.22	91.42	90.72
Skill of the person driving the ambulance	95.57	93.93	97.94	97.98	97.79	97.52	93.89	96.84	96.28	95.83	98.28	95.72
Care shown by the medics who arrived with the ambulance	97.40	95.01	97.63	99.36	97.18	97.98	92.75	96.00	96.41	97.00	97.00	95.61
Degree to which the medics took your problem seriously	96.20	94.41	97.50	98.06	96.17	97.00	93.87	96.54	97.00	97.00	97.20	95.61
Degree to which the medics listened to you and/or your family	95.73	93.76	97.60	98.68	95.53	97.56	93.81	96.28	96.52	95.30	96.34	95.05
Skill of the medics	97.58	95.21	98.28	99.55	97.38	98.20	93.91	96.77	97.18	98.00	98.16	96.35
Extent to which the medics kept you informed about your treatment	95.25	93.35	97.14	98.11	97.00	96.95	93.61	96.19	95.01	96.34	97.29	94.83
Extent to which medics included you in the treatment decisions (if	95.04	94.13	98.26	98.28	94.95	98.58	94.49	96.43	93.51	96.17	96.60	94.24
Degree to which the medics relieved your pain or discomfort	86.69	89.65	95.49	97.53	93.43	93.11	88.15	93.54	89.70	92.79	95.51	90.50
Medics' concern for your privacy	97.36	94.60	98.44	98.32	97.34	97.69	95.32	97.22	97.88	97.06	98.70	95.50
Extent to which medics cared for you as a person	96.75	95.05	97.39	98.84	97.00	97.75	92.63	96.00	97.12	97.76	98.57	96.15
Professionalism of the staff in our billing office		67.00	95.45	96.88			83.33	100.00	75.00		25.00	100.00
Willingness of the staff in our billing office to address your needs		67.00	100.00	100.00	100.00		75.00		75.00		25.00	100.00
How well did our staff work together to care for you	98.31	95.81	99.11	98.75	97.76	98.59	95.23	97.11	96.25	98.37	98.53	96.34
Extent to which our staff eased your entry into the medical facility	98.82	96.75	98.45	99.11	97.50	97.86	93.88	97.17	97.63	98.18	97.92	95.88
Appropriateness of Emergency Medical Transportation treatment	96.93	94.30	98.55	98.71	96.95	97.73	94.31	96.69	96.82	97.31	98.52	96.41
Extent to which the services received were worth the fees charged	100.00	92.82	98.68	100.00	97.08	90.32	83.66	89.56	83.59	89.74	80.83	87.55
Overall rating of the care provided by our Emergency Medical Transportation	97.29	92.79	98.71	97.71	96.75	97.15	92.36	96.75	95.45	97.75	98.17	95.60
Likelihood of recommending this ambulance service to others	96.67	93.55	98.79	98.44	96.88	97.59	95.12	97.22	95.94	97.69	97.54	95.52
Your Master Score	95.73	93.98	97.65	98.36	96.58	96.47	93.19	95.50	95.39	96.22	96.82	95.15
Your Total Responses	125	125	125	125	125	125	125	125	125	125	125	125



### Monthly tracking of Overall Survey Score





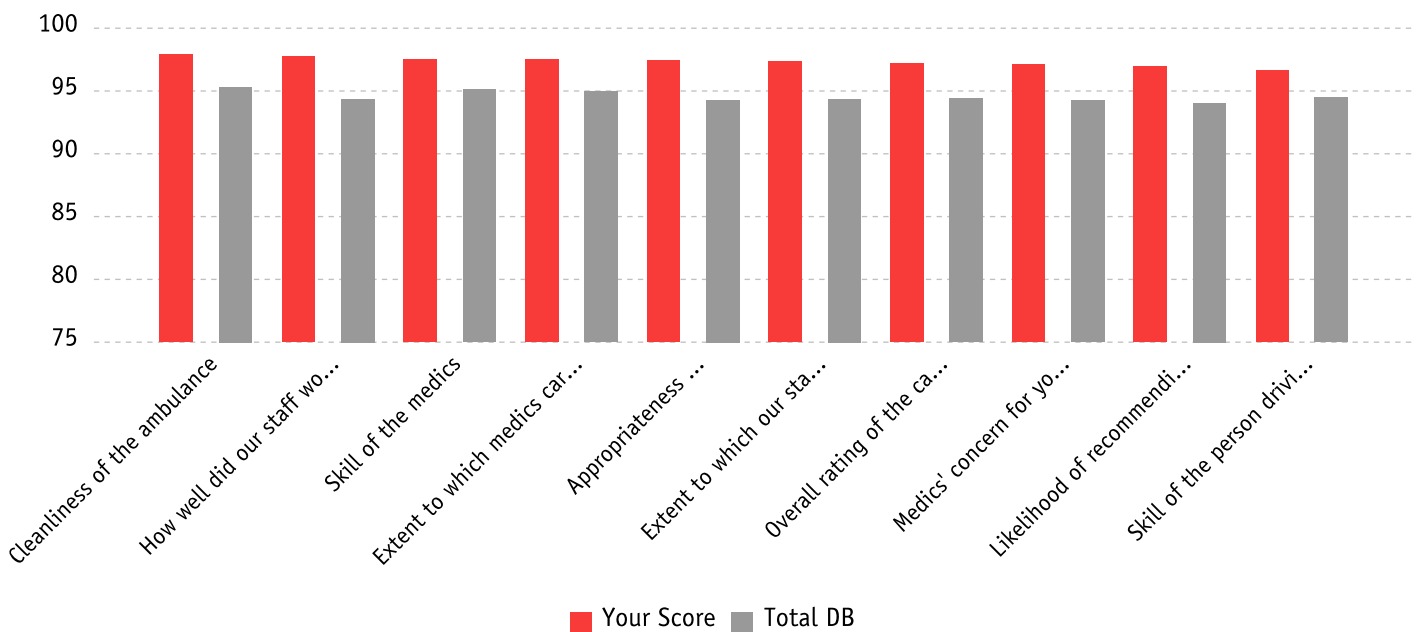
**Greatest Increase and Decrease in Scores by Question**

	<b>Last Period</b>	<b>This Period</b>	<b>Change</b>	<b>Total DB Score</b>
<b>Increases</b>				
Extent to which the ambulance arrived in a timely manner	91.65	94.31	2.66	93.15
Degree to which the medics relieved your pain or discomfort	90.51	92.98	2.46	91.62
Overall rating of the care provided by our Emergency Medical Transportation service	94.87	97.19	2.32	94.42
Extent to which medics cared for you as a person	95.25	97.49	2.24	94.96
Concern shown by the person you called for ambulance service	93.49	95.35	1.86	93.53
Helpfulness of the person you called for ambulance service	93.59	95.44	1.85	93.77
Extent to which you were told what to do until the ambulance arrived	94.33	96.03	1.70	92.36
How well did our staff work together to care for you	96.21	97.77	1.56	94.38
Skill of the medics	95.96	97.50	1.54	95.10
Care shown by the medics who arrived with the ambulance	95.06	96.54	1.48	95.14
<b>Decreases</b>				
Professionalism of the staff in our billing office	82.14	62.50	-19.64	89.80
Willingness of the staff in our billing office to address your needs	75.00	62.50	-12.50	89.61



**Greatest Scores Above Benchmarks by Question**

Highest Above Benchmark	This Period	Variance	Total DB Score
Cleanliness of the ambulance	97.88	2.58	95.31
How well did our staff work together to care for you	97.77	3.39	94.38
Skill of the medics	97.50	2.41	95.10
Extent to which medics cared for you as a person	97.49	2.53	94.96
Appropriateness of Emergency Medical Transportation treatment	97.43	3.15	94.28
Extent to which our staff eased your entry into the medical facility	97.36	3.00	94.36
Overall rating of the care provided by our Emergency Medical Transportation service	97.19	2.76	94.42
Medics' concern for your privacy	97.10	2.84	94.27
Likelihood of recommending this ambulance service to others	96.93	2.89	94.04
Skill of the person driving the ambulance	96.62	2.14	94.48





**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	62.50	1.0000000
Professionalism of the staff in our billing office	62.50	1.0000000
Degree to which the medics took your problem seriously	96.60	.871430151
Extent to which medics cared for you as a person	97.49	.867804095
Care shown by the medics who arrived with the ambulance	96.54	.862988514
Degree to which the medics listened to you and/or your family	95.57	.848259264
Appropriateness of Emergency Medical Transportation treatment	97.43	.847655449
Skill of the medics	97.50	.841846177
Medics' concern for your privacy	97.10	.841599949
Concern shown by the person you called for ambulance service	95.35	.840091545
Helpfulness of the person you called for ambulance service	95.44	.836038318
Extent to which you were told what to do until the ambulance arrived	96.03	.834963492
Extent to which medics included you in the treatment decisions (if applicable)	95.72	.816659927
Extent to which the medics kept you informed about your treatment	96.19	.800605122
How well did our staff work together to care for you	97.77	.79949444
Extent to which our staff eased your entry into the medical facility	97.36	.737432156
Skill of the person driving the ambulance	96.62	.720723463
Degree to which the medics relieved your pain or discomfort	92.98	.700017388
Extent to which the services received were worth the fees charged	86.25	.685595174
Comfort of the ride	90.43	.649938021
Extent to which the ambulance arrived in a timely manner	94.31	.645477276
Cleanliness of the ambulance	97.88	.499982874





**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	95.44	93.75	92.18	93.62	91.75	92.67	95.31
Concern shown by the person you called for ambulance service	95.35	92.88	92.44	93.24	91.64	93.43	94.78
Extent to which you were told what to do until the ambulance	96.03	92.12	90.66	91.25	90.81	92.05	93.13
Extent to which the ambulance arrived in a timely manner	94.31	93.17	90.29	92.65	92.78	91.30	93.69
Cleanliness of the ambulance	97.88	95.35	94.16	94.50	95.34	94.91	95.54
Comfort of the ride	90.43	90.62	85.14	88.71	89.05	87.69	89.73
Skill of the person driving the ambulance	96.62	94.36	92.93	93.84	94.84	93.78	95.09
Care shown by the medics who arrived with the ambulance	96.54	94.20	94.04	94.24	95.82	94.19	94.77
Degree to which the medics took your problem seriously	96.60	93.85	94.33	94.12	95.91	93.80	94.51
Degree to which the medics listened to you and/or your family	95.57	93.67	93.95	94.20	95.41	93.30	94.31
Skill of the medics	97.50	94.75	94.15	93.82	95.92	94.67	94.24
Extent to which the medics kept you informed about your	96.19	92.18	92.42	92.44	94.53	91.99	93.20
Extent to which medics included you in the treatment decisions (if	95.72	91.36	91.88	92.56	94.78	91.82	92.92
Degree to which the medics relieved your pain or discomfort	92.98	90.77	90.03	90.80	92.55	91.20	91.42
Medics' concern for your privacy	97.10	93.30	93.14	92.92	95.26	94.04	94.18
Extent to which medics cared for you as a person	97.49	94.38	94.22	93.94	94.85	94.10	94.47
Professionalism of the staff in our billing office	62.50	87.46	88.08	88.66	91.07	89.89	89.68
Willingness of the staff in our billing office to address your needs	62.50	87.71	88.01	89.01	90.43	90.57	89.91
How well did our staff work together to care for you	97.77	93.03	93.15	92.40	95.34	92.85	93.77
Extent to which our staff eased your entry into the medical facility	97.36	93.27	93.57	92.89	95.98	93.59	94.40
Appropriateness of Emergency Medical Transportation treatment	97.43	92.98	93.23	92.65	94.31	93.88	94.15
Extent to which the services received were worth the fees charged	86.25	87.28	87.99	88.72	93.26	89.55	90.84
Overall rating of the care provided by our Emergency Medical	97.19	93.15	93.39	92.93	94.95	92.96	94.53
Likelihood of recommending this ambulance service to others	96.93	91.23	93.45	91.97	95.34	92.88	94.46
<b>Overall score</b>	96.08	92.64	92.18	92.54	93.98	92.65	93.66
<b>National Rank</b>	14	62	69	63	41	61	49
<b>Comparable Size (Large) Company Rank</b>	1	13	16	14	5	12	9



### Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
Helpfulness of the person you called for ambulance service	95.44	93.77	93.61	94.58	93.58	94.90
Concern shown by the person you called for ambulance service	95.35	93.53	93.36	94.59	93.34	94.74
Extent to which you were told what to do until the ambulance	96.03	92.36	92.05	93.82	92.17	94.16
Extent to which the ambulance arrived in a timely manner	94.31	93.15	92.57	94.16	92.80	94.42
Cleanliness of the ambulance	97.88	95.31	95.10	96.05	95.15	96.53
Comfort of the ride	90.43	88.58	88.31	90.64	87.94	90.74
Skill of the person driving the ambulance	96.62	94.48	94.25	95.08	94.26	95.61
Care shown by the medics who arrived with the ambulance	96.54	95.14	94.86	95.49	94.94	96.13
Degree to which the medics took your problem seriously	96.60	94.98	94.73	95.27	94.76	96.09
Degree to which the medics listened to you and/or your family	95.57	94.63	94.34	94.82	94.38	95.47
Skill of the medics	97.50	95.10	94.85	95.68	94.85	96.18
Extent to which the medics kept you informed about your	96.19	93.47	93.13	94.08	93.20	94.81
Extent to which medics included you in the treatment decisions	95.72	93.17	92.87	93.64	92.85	94.40
Degree to which the medics relieved your pain or discomfort	92.98	91.62	91.31	92.48	91.18	92.69
Medics' concern for your privacy	97.10	94.27	94.06	94.89	94.09	95.53
Extent to which medics cared for you as a person	97.49	94.96	94.68	95.24	94.80	96.15
Professionalism of the staff in our billing office	62.50	89.80	89.55	91.90	89.27	91.53
Willingness of the staff in our billing office to address your	62.50	89.61	89.51	91.74	89.13	90.95
How well did our staff work together to care for you	97.77	94.38	93.97	94.96	94.15	95.70
Extent to which our staff eased your entry into the medical	97.36	94.36	94.17	95.04	94.11	95.56
Appropriateness of Emergency Medical Transportation treatment	97.43	94.28	94.05	95.17	94.06	95.55
Extent to which the services received were worth the fees	86.25	89.64	89.37	91.14	89.12	90.49
Overall rating of the care provided by our Emergency Medical	97.19	94.42	93.99	95.15	94.19	95.67
Likelihood of recommending this ambulance service to others	96.93	94.04	93.67	95.10	93.81	95.44
<b>Number of Surveys for the period</b>	375					
<b>Overall Score</b>	<b>96.08</b>	<b>93.29</b>	<b>93.02</b>	<b>94.20</b>	<b>93.01</b>	<b>94.56</b>



### 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
<b>Overall Facility Rating</b>	<b>93.57</b>	<b>92.30</b>
<b>Dispatch</b>	<b>93.53</b>	<b>92.1</b>
Helpfulness of the person you called for ambulance service	93.70	92.74
Concern shown by the person you called for ambulance service	93.68	92.50
Extent to which you were told what to do until the ambulance	93.21	91.07
<b>Ambulance</b>	<b>93.46</b>	<b>91.93</b>
Extent to which the ambulance arrived in a timely manner	93.83	92.13
Cleanliness of the ambulance	96.44	94.37
Comfort of the ride	88.85	87.50
Skill of the person driving the ambulance	94.73	93.71
<b>Medic</b>	<b>94.49</b>	<b>93.25</b>
Care shown by the medics who arrived with the ambulance	95.24	94.25
Degree to which the medics took your problem seriously	95.23	94.17
Degree to which the medics listened to you and/or your family	94.89	93.86
Skill of the medics	95.55	94.27
Extent to which the medics kept you informed about your treatment	94.13	92.47
Extent to which medics included you in the treatment decisions (if	93.77	92.25
Degree to which the medics relieved your pain or discomfort	90.68	90.57
Medics' concern for your privacy	95.46	93.25
Extent to which medics cared for you as a person	95.45	94.14
<b>Billing Staff Assessment</b>	<b>87.71</b>	<b>88.66</b>



**Cumulative Comparisons (Continued)**

	Your Score	Total DB
<b>Overall Facility Rating</b>	<b>93.57</b>	<b>92.30</b>
<b>Billing Staff Assessment</b>	<b>87.71</b>	<b>88.66</b>
Professionalism of the staff in our billing office	87.68	88.62
Willingness of the staff in our billing office to address your needs	87.74	88.70
<b>Overall Assessment</b>	<b>94.23</b>	<b>92.42</b>
How well did our staff work together to care for you	95.61	93.39
Extent to which our staff eased your entry into the medical facility	95.68	93.54
Appropriateness of Emergency Medical Transportation treatment	95.16	93.31
Extent to which the services received were worth the fees charged	88.69	87.73
Overall rating of the care provided by our Emergency Medical	95.09	93.47
Likelihood of recommending this ambulance service to others	95.16	93.09



### 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
<b>Overall Company Rating</b>	<b>22</b>	<b>31</b>	<b>128</b>	<b>611</b>	<b>5885</b>	<b>88.14%</b>	<b>79.16%</b>
<b>Dispatch</b>	<b>0</b>	<b>1</b>	<b>14</b>	<b>51</b>	<b>400</b>	<b>85.84%</b>	<b>78.01%</b>
Helpfulness of the person you called for ambulance service	0	0	6	17	136	85.53%	79.61%
Concern shown by the person you called for ambulance service	0	0	6	17	133	85.26%	78.56%
Extent to which you were told what to do until the ambulance arrived	0	1	2	17	131	86.75%	75.86%
<b>Ambulance</b>	<b>4</b>	<b>3</b>	<b>48</b>	<b>144</b>	<b>1065</b>	<b>84.26%</b>	<b>77.68%</b>
Extent to which the ambulance arrived in a timely manner	2	0	12	45	279	82.54%	78.32%
Cleanliness of the ambulance	0	0	2	22	283	92.18%	83.23%
Comfort of the ride	1	2	31	49	233	73.73%	67.74%
Skill of the person driving the ambulance	1	1	3	28	270	89.11%	81.45%
<b>Medic</b>	<b>12</b>	<b>19</b>	<b>40</b>	<b>274</b>	<b>2758</b>	<b>88.88%</b>	<b>82.22%</b>
Care shown by the medics who arrived with the ambulance	1	4	2	32	336	89.60%	84.68%
Degree to which the medics took your problem seriously	1	3	4	30	337	89.87%	84.95%
Degree to which the medics listened to you and/or your family	2	4	7	30	318	88.09%	83.84%
Skill of the medics	1	0	1	31	337	91.08%	84.16%
Extent to which the medics kept you informed about your treatment	1	0	8	34	311	87.85%	80.09%



**Top Box Comparisons (Continued)**

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>22</b>	<b>31</b>	<b>128</b>	<b>611</b>	<b>5885</b>	<b>88.14%</b>	<b>79.16%</b>
Extent to which medics included you in the treatment decisions (if applicable)	1	0	6	34	251	85.96%	79.86%
Degree to which the medics relieved your pain or discomfort	3	5	11	25	219	83.27%	76.14%
Medics' concern for your privacy	1	1	0	33	310	89.86%	81.33%
Extent to which medics cared for you as a person	1	2	1	25	339	92.12%	84.91%
<b>Billing Staff Assessment</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>50.00%</b>	<b>66.87%</b>
Professionalism of the staff in our billing office	0	1	0	0	1	50.00%	66.83%
Willingness of the staff in our billing office to address your needs	0	1	0	0	1	50.00%	66.90%
<b>Overall Assessment</b>	<b>6</b>	<b>6</b>	<b>26</b>	<b>142</b>	<b>1660</b>	<b>90.22%</b>	<b>80.25%</b>
How well did our staff work together to care for you	1	0	2	24	331	92.46%	81.67%
Extent to which our staff eased your entry into the medical facility	1	1	4	19	296	92.21%	81.67%
Appropriateness of Emergency Medical Transportation treatment	1	2	2	22	323	92.29%	81.66%
Extent to which the services received were worth the fees charged	1	2	12	15	59	66.29%	71.52%
Overall rating of the care provided by our Emergency Medical Transportation service	1	0	4	29	330	90.66%	82.60%
Likelihood of recommending this ambulance service to others	1	1	2	33	321	89.66%	82.36%