

# Medstar Mobile Healthcare

Fort Worth, TX

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## Patient Experience Report

May 1, 2022 to May 31, 2022

Your Score

**89.34**

Your Patients in this Report

**155**

Total Patients in this Report

**3,895**

Total EMS Organizations

**204**





## Executive Summary

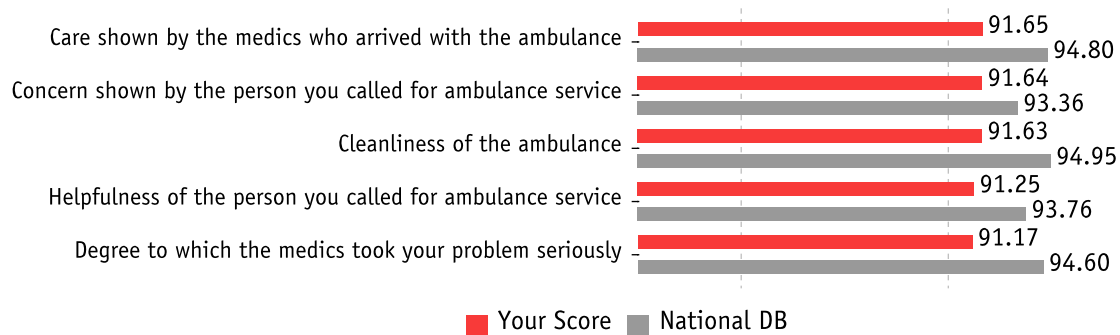
Your overall score for the time period selected is **89.34**. This is a difference of **-1.67** from your previous period's score of **91.01**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **76.15%**.

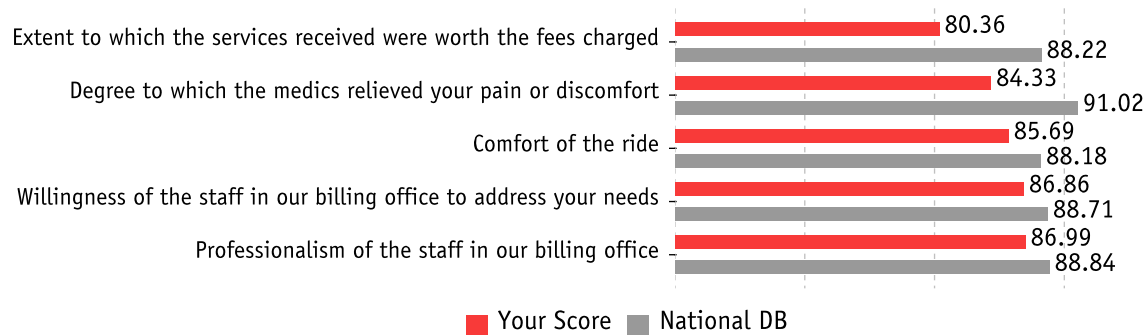
In addition, your rolling 12- month score of **93.34** is a difference of **0.24** from the national database score of **93.10**.

When compared to all organizations in the national database, your score of **93.34** is ranked **32nd** and **6th** for comparably sized organizations.

### 5 Highest Scores



### 5 Lowest Scores

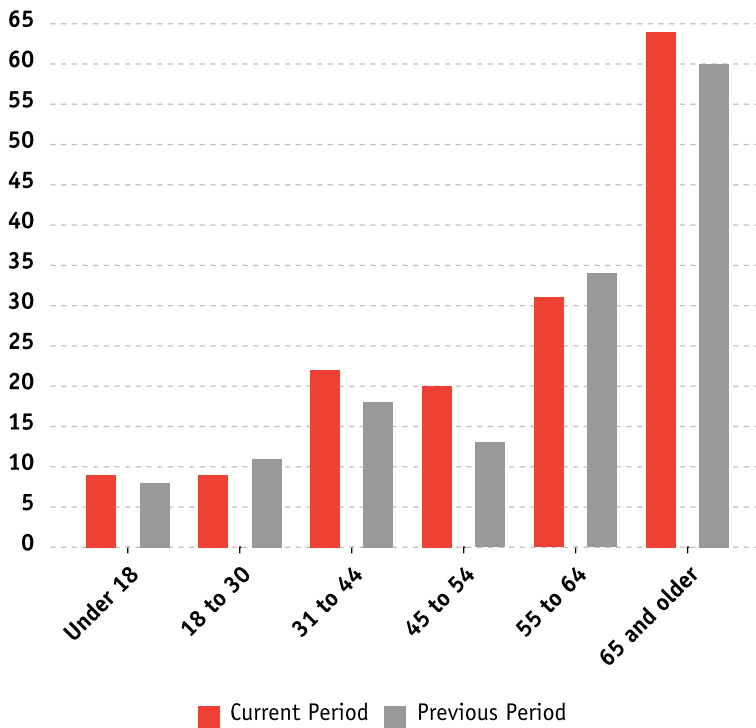




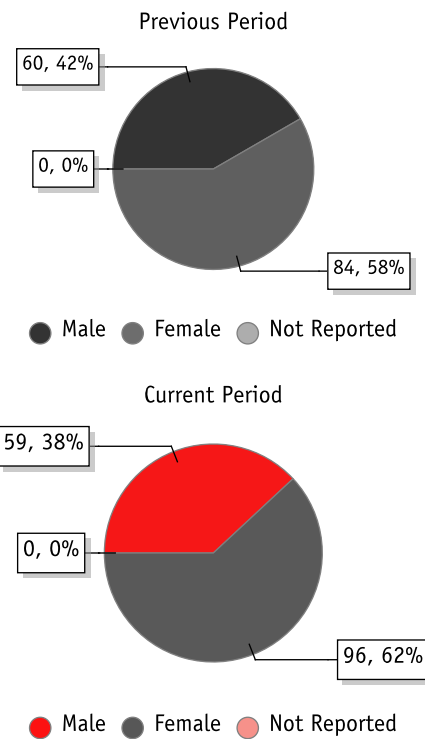
**Demographics** — This report provides basic information about the patient's age and gender.

	Total	Previous Period			Not Reported	Total	Current Period		
		Male	Female	Not Reported			Male	Female	Not Reported
Under 18	8	5	3	0	9	4	5	0	
18 to 30	11	5	6	0	9	2	7	0	
31 to 44	18	7	11	0	22	4	18	0	
45 to 54	13	7	6	0	20	8	12	0	
55 to 64	34	12	22	0	31	14	17	0	
65 and older	60	24	36	0	64	27	37	0	
<b>Total</b>	<b>144</b>	<b>60</b>	<b>84</b>	<b>0</b>	<b>155</b>	<b>59</b>	<b>96</b>	<b>0</b>	

**Age Ranges**



**Gender**





### Dispatch Composite

This report shows mean scores for each Dispatch survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

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 Composite Score





### Ambulance Composite

This report shows mean scores for each Ambulance survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

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 Composite Score





### Medic Composite

This report shows mean scores for each Medic survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

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 Composite

This report shows mean scores for each Medic survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

Medics' concern for your privacy



Extent to which medics cared for you as a person



Overall Composite Score





### Billing Office Staff Composite

This report shows mean scores for each Billing Office Staff survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

Professionalism of the staff in our billing office



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



### Overall Composite Score







### Overall Experience Composite

This report shows mean scores for each Overall Experience survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

How well did our staff work together to care for you



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



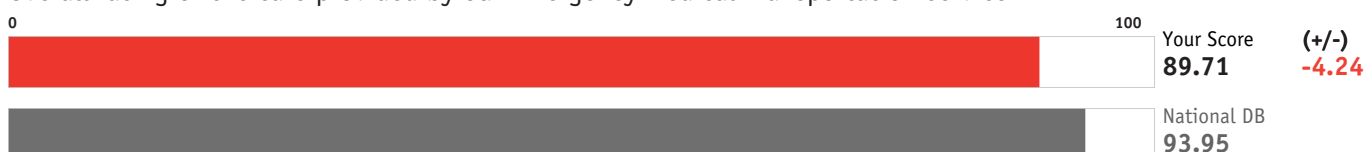
Appropriateness of Emergency Medical Transportation treatment



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 Composite Score





### Question Analysis

This report shows your current score for the time period selected compared to the corresponding previous time period and the change between the two periods. The national DB score is included for reference

<b>Dispatch Composite</b>	Current	Previous	(+/-)	National DB
Helpfulness of the person you called for ambulance service	91.25	92.06	-0.81	93.76
Concern shown by the person you called for ambulance service	91.64	92.10	-0.46	93.36
Extent to which you were told what to do until the ambulance arrived	90.03	89.34	0.69	91.82
<b>Ambulance Composite</b>	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	90.06	90.47	-0.41	92.57
Cleanliness of the ambulance	91.63	95.63	-4.00	94.95
Comfort of the ride	85.69	86.60	-0.91	88.18
Skill of the person driving the ambulance	90.43	93.45	-3.02	94.42
<b>Medic Composite</b>	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	91.65	93.46	-1.81	94.80
Degree to which the medics took your problem seriously	91.17	93.03	-1.86	94.60
Degree to which the medics listened to you and/or your family	91.05	92.34	-1.29	94.33
Skill of the medics	91.01	93.90	-2.89	94.78
Extent to which the medics kept you informed about your treatment	89.93	91.33	-1.40	93.22
Extent to which medics included you in the treatment decisions (if applicable)	89.23	91.69	-2.46	92.64
Degree to which the medics relieved your pain or discomfort	84.33	85.71	-1.38	91.02
Medics' concern for your privacy	89.53	92.34	-2.81	93.55
Extent to which medics cared for you as a person	91.15	93.24	-2.09	94.58
<b>Billing Office Staff Composite</b>	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	86.99	85.80	1.19	88.84
Willingness of the staff in our billing office to address your needs	86.86	85.18	1.68	88.71



**Question Analysis (Continued)**

<b>Overall Experience Composite</b>	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	<b>90.41</b>	<b>92.36</b>	<b>-1.95</b>	<b>93.91</b>
Extent to which our staff eased your entry into the medical facility	<b>89.28</b>	<b>92.12</b>	<b>-2.84</b>	<b>93.93</b>
Appropriateness of Emergency Medical Transportation treatment	<b>89.13</b>	<b>91.81</b>	<b>-2.68</b>	<b>93.63</b>
Extent to which the services received were worth the fees charged	<b>80.36</b>	<b>81.10</b>	<b>-0.74</b>	<b>88.22</b>
Overall rating of the care provided by our Emergency Medical Transportation	<b>89.71</b>	<b>92.05</b>	<b>-2.34</b>	<b>93.95</b>
Likelihood of recommending this ambulance service to others	<b>88.48</b>	<b>91.58</b>	<b>-3.10</b>	<b>93.42</b>



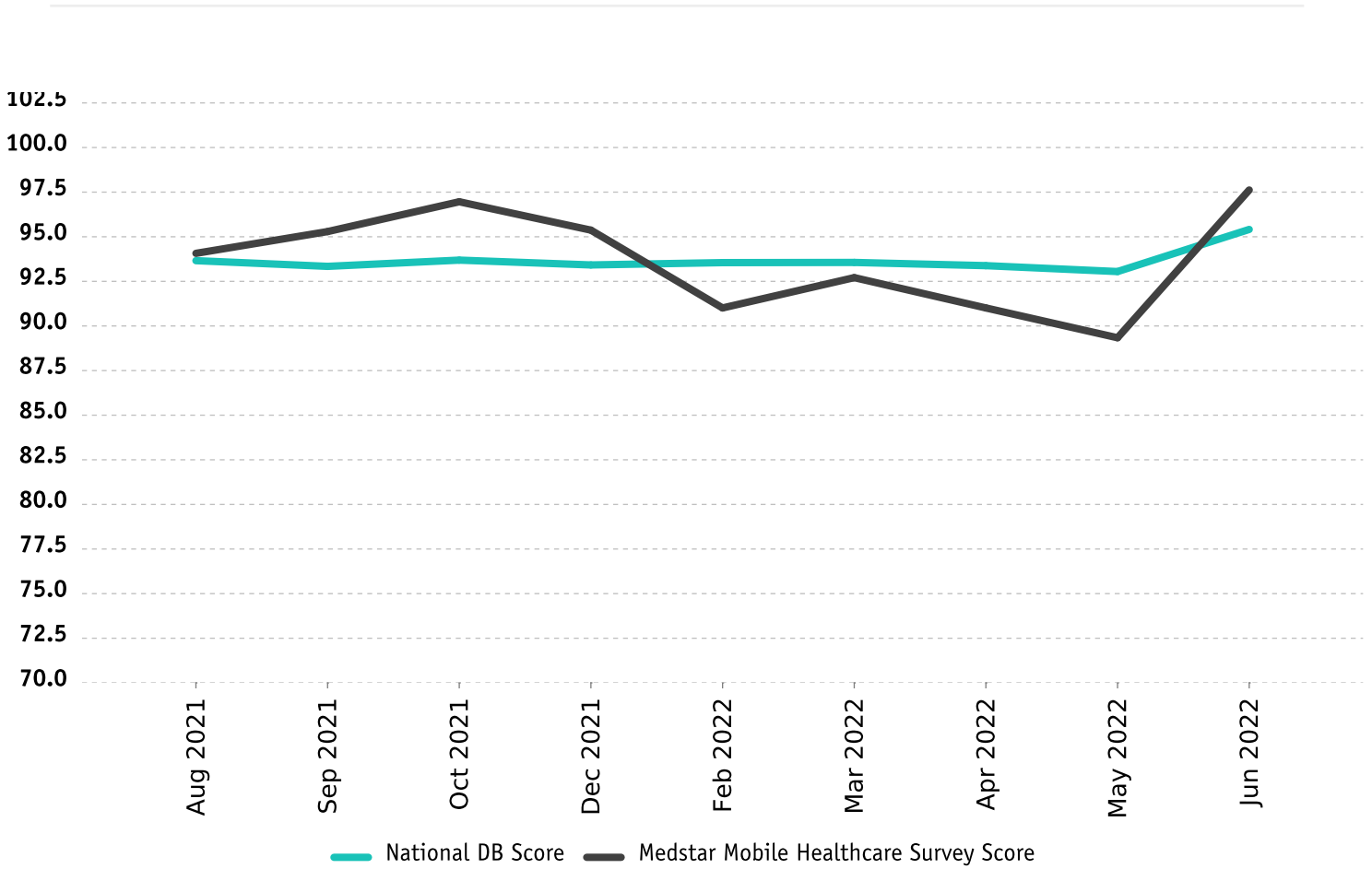
### Monthly Breakdown

This report provides individual item scores by month, your overall organization monthly score, and the number of survey respondents.

	Jun 2021	Aug 2021	Sep 2021	Oct 2021	Dec 2021	Feb 2022	Mar 2022	Apr 2022	May 2022
Helpfulness of the person you called for ambulance service	95.93	94.09	94.14	95.10	98.08	95.16	95.45	92.06	91.25
Concern shown by the person you called for ambulance service	95.35	93.40	94.02	95.59	98.04	92.70	93.57	92.10	91.64
Extent to which you were told what to do until the ambulance arrived	95.12	95.10	95.23	94.61	97.00	90.69	90.78	89.34	90.03
Extent to which the ambulance arrived in a timely manner	94.78	91.17	93.91	94.28	89.81	92.34	93.36	90.47	90.06
Cleanliness of the ambulance	97.09	96.43	96.72	98.27	98.71	94.75	95.16	95.63	91.63
Comfort of the ride	90.72	91.83	90.94	95.52	88.85	85.40	88.67	86.60	85.69
Skill of the person driving the ambulance	95.72	94.86	95.26	97.50	96.96	93.40	94.49	93.45	90.43
Care shown by the medics who arrived with the ambulance	95.61	94.88	96.18	96.80	96.41	93.46	94.43	93.46	91.65
Degree to which the medics took your problem seriously	95.61	94.64	95.94	97.38	94.82	92.83	94.39	93.03	91.17
Degree to which the medics listened to you and/or your family	95.05	93.60	95.95	96.98	94.53	92.63	93.73	92.34	91.05
Skill of the medics	96.35	94.85	96.35	98.00	96.98	94.18	94.58	93.90	91.01
Extent to which the medics kept you informed about your treatment	94.83	93.86	95.27	96.85	94.18	90.61	91.65	91.33	89.93
Extent to which medics included you in the treatment decisions (if	94.24	90.82	94.72	97.42	93.06	90.61	92.71	91.69	89.23
Degree to which the medics relieved your pain or discomfort	90.50	88.01	91.01	93.57	89.78	87.52	89.43	85.71	84.33
Medics' concern for your privacy	95.50	95.72	96.83	97.07	98.04	91.38	93.76	92.34	89.53
Extent to which medics cared for you as a person	96.15	96.34	96.05	97.93	97.78	91.93	93.33	93.24	91.15
Professionalism of the staff in our billing office	100.00	100.00		100.00	100.00	85.93	88.08	85.80	86.99
Willingness of the staff in our billing office to address your needs	100.00	100.00		100.00	100.00	84.20	88.33	85.18	86.86
How well did our staff work together to care for you	96.34	97.06	96.65	97.54	97.16	92.49	93.97	92.36	90.41
Extent to which our staff eased your entry into the medical facility	95.88	95.23	94.93	97.38	96.50	91.57	94.38	92.12	89.28
Appropriateness of Emergency Medical Transportation treatment	96.41	94.52	95.85	97.46	97.13	90.92	95.04	91.81	89.13
Extent to which the services received were worth the fees charged	87.55	78.95	75.00	91.67	91.35	82.55	86.79	81.10	80.36
Overall rating of the care provided by our Emergency Medical Transportation	95.60	94.35	96.68	98.39	96.00	91.70	92.38	92.05	89.71
Likelihood of recommending this ambulance service to others	95.52	94.02	96.69	98.09	95.90	90.71	91.91	91.58	88.48
Overall Score	95.15	94.07	95.29	96.96	95.37	91.01	92.71	91.01	89.34
Respondents	125	126	125	125	125	145	161	144	155



### Monthly Overall Survey Score





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

<b>Increases</b>	<b>Current</b>	<b>Previous</b>	<b>(+/-)</b>	<b>National DB</b>
Willingness of the staff in our billing office to address your needs	86.86	85.18	1.68	88.71
Professionalism of the staff in our billing office	86.99	85.80	1.19	88.84
Extent to which you were told what to do until the ambulance arrived	90.03	89.34	0.69	91.82
<b>Decreases</b>	<b>Current</b>	<b>Previous</b>	<b>(+/-)</b>	<b>National DB</b>
Cleanliness of the ambulance	91.63	95.63	-4.00	94.95
Likelihood of recommending this ambulance service to others	88.48	91.58	-3.10	93.42
Skill of the person driving the ambulance	90.43	93.45	-3.01	94.42
Skill of the medics	91.01	93.90	-2.90	94.78
Extent to which our staff eased your entry into the medical facility	89.28	92.12	-2.84	93.93
Medics' concern for your privacy	89.53	92.34	-2.80	93.55
Appropriateness of Emergency Medical Transportation treatment	89.13	91.81	-2.68	93.63
Extent to which medics included you in the treatment decisions (if applicable)	89.23	91.69	-2.46	92.64
Overall rating of the care provided by our Emergency Medical Transportation service	89.71	92.05	-2.34	93.95
Extent to which medics cared for you as a person	91.15	93.24	-2.08	94.58



### Greatest Scores Above Benchmarks by Question

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No scores above benchmark for this period.



**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
Extent to which our staff eased your entry into the medical facility	89.28	.957520434
How well did our staff work together to care for you	90.41	.948092797
Appropriateness of Emergency Medical Transportation treatment	89.13	.946786222
Extent to which medics cared for you as a person	91.15	.9431692
Extent to which medics included you in the treatment decisions (if applicable)	89.23	.943018284
Skill of the medics	91.01	.942385087
Extent to which the medics kept you informed about your treatment	89.93	.941082699
Degree to which the medics listened to you and/or your family	91.05	.940416174
Degree to which the medics took your problem seriously	91.17	.939820055
Medics' concern for your privacy	89.53	.938438555
Care shown by the medics who arrived with the ambulance	91.65	.9294274
Cleanliness of the ambulance	91.63	.898685821
Extent to which you were told what to do until the ambulance arrived	90.03	.877810204
Degree to which the medics relieved your pain or discomfort	84.33	.875553403
Extent to which the ambulance arrived in a timely manner	90.06	.87107189
Helpfulness of the person you called for ambulance service	91.25	.868822019
Willingness of the staff in our billing office to address your needs	86.86	.860071842
Concern shown by the person you called for ambulance service	91.64	.858828589
Professionalism of the staff in our billing office	86.99	.854237639
Skill of the person driving the ambulance	90.43	.827257841
Extent to which the services received were worth the fees charged	80.36	.824743547
Comfort of the ride	85.69	.807058744





**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	<b>91.25</b>	93.06	93.84	93.02	91.51	98.91	93.85	
Concern shown by the person you called for ambulance service	<b>91.64</b>	92.96	92.76	92.44	91.69	97.83	92.97	
Extent to which you were told what to do until the ambulance	<b>90.03</b>	91.43	91.82	90.60	89.31	97.83	92.80	
Extent to which the ambulance arrived in a timely manner	<b>90.06</b>	93.48	90.16	89.92	89.56	96.74	93.59	
Cleanliness of the ambulance	<b>91.63</b>	95.12	93.39	93.86	91.98	98.91	93.75	
Comfort of the ride	<b>85.69</b>	88.60	85.93	85.76	87.52	95.65	88.49	
Skill of the person driving the ambulance	<b>90.43</b>	94.29	92.54	93.43	92.50	97.83	94.81	
Care shown by the medics who arrived with the ambulance	<b>91.65</b>	94.04	93.50	94.18	93.65	92.86	96.15	
Degree to which the medics took your problem seriously	<b>91.17</b>	93.85	93.01	95.02	94.02	96.59	95.83	
Degree to which the medics listened to you and/or your family	<b>91.05</b>	93.75	92.95	94.01	93.39	95.45	94.62	
Skill of the medics	<b>91.01</b>	94.09	92.58	93.46	93.39	96.59	95.45	
Extent to which the medics kept you informed about your	<b>89.93</b>	92.58	91.86	92.33	92.88	95.45	94.01	
Extent to which medics included you in the treatment decisions (if	<b>89.23</b>	91.26	89.55	91.93	91.69	97.22	93.95	
Degree to which the medics relieved your pain or discomfort	<b>84.33</b>	89.73	87.71	90.69	90.02	94.32	92.12	
Medics' concern for your privacy	<b>89.53</b>	92.47	91.75	93.78	91.17	95.45	93.75	
Extent to which medics cared for you as a person	<b>91.15</b>	93.77	93.50	94.73	93.52	97.62	95.19	
Professionalism of the staff in our billing office	<b>86.99</b>	84.59	90.16	90.38	87.04	93.33	88.59	
Willingness of the staff in our billing office to address your needs	<b>86.86</b>	84.23	90.40	89.78	88.58	96.67	87.79	
How well did our staff work together to care for you	<b>90.41</b>	92.91	93.11	93.54	89.25	98.75	93.67	
Extent to which our staff eased your entry into the medical facility	<b>89.28</b>	93.24	92.97	94.24	89.10	96.43	93.35	
Appropriateness of Emergency Medical Transportation treatment	<b>89.13</b>	92.69	91.65	93.67	89.10	95.24	93.99	
Extent to which the services received were worth the fees charged	<b>80.36</b>	85.89	85.49	89.17	84.93	95.31	88.10	
Overall rating of the care provided by our Emergency Medical	<b>89.71</b>	93.54	92.21	94.03	89.54	95.24	95.25	
Likelihood of recommending this ambulance service to others	<b>88.48</b>	91.39	91.97	94.08	89.54	95.24	94.62	
<b>Overall score</b>		89.34	92.12	91.56	92.56	90.78	96.37	93.44



### Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
Helpfulness of the person you called for ambulance service	91.25	93.76	93.28	94.13	93.29	92.74
Concern shown by the person you called for ambulance service	91.64	93.36	92.75	93.98	92.86	93.15
Extent to which you were told what to do until the ambulance	90.03	91.82	91.28	92.97	91.27	91.01
Extent to which the ambulance arrived in a timely manner	90.06	92.57	91.70	93.85	92.02	91.70
Cleanliness of the ambulance	91.63	94.95	94.19	95.06	94.38	93.90
Comfort of the ride	85.69	88.18	87.50	89.38	87.75	87.60
Skill of the person driving the ambulance	90.43	94.42	93.85	94.20	94.01	93.10
Care shown by the medics who arrived with the ambulance	91.65	94.80	94.17	94.83	94.16	93.21
Degree to which the medics took your problem seriously	91.17	94.60	94.05	94.61	94.05	92.37
Degree to which the medics listened to you and/or your family	91.05	94.33	93.75	94.51	93.63	92.08
Skill of the medics	91.01	94.78	93.88	94.81	94.10	93.56
Extent to which the medics kept you informed about your	89.93	93.22	92.44	93.61	92.55	91.42
Extent to which medics included you in the treatment decisions	89.23	92.64	91.71	93.30	91.65	90.33
Degree to which the medics relieved your pain or discomfort	84.33	91.02	89.90	90.35	90.02	87.96
Medics' concern for your privacy	89.53	93.55	92.75	93.58	92.76	91.74
Extent to which medics cared for you as a person	91.15	94.58	94.04	94.53	94.06	92.78
Professionalism of the staff in our billing office	86.99	88.84	87.96	90.64	88.01	89.19
Willingness of the staff in our billing office to address your	86.86	88.71	88.00	91.00	87.84	88.39
How well did our staff work together to care for you	90.41	93.91	93.12	94.34	93.21	92.02
Extent to which our staff eased your entry into the medical	89.28	93.93	93.09	93.73	93.35	92.31
Appropriateness of Emergency Medical Transportation treatment	89.13	93.63	92.71	93.65	93.00	92.02
Extent to which the services received were worth the fees	80.36	88.22	87.25	88.27	87.07	85.10
Overall rating of the care provided by our Emergency Medical	89.71	93.95	93.24	93.65	93.39	91.33
Likelihood of recommending this ambulance service to others	88.48	93.42	92.53	93.37	92.69	90.52
<b>Overall Score</b>	<b>89.34</b>	<b>92.80</b>	<b>92.05</b>	<b>93.18</b>	<b>92.13</b>	<b>91.23</b>



### Benchmark Comparison

This section of the report is based off your overall score for the YTD 12-month time period, compared to other benchmark compare groups. An aggregate rolling score is needed to provide stability to the overall score ranking for more meaningful comparisons to other benchmark groups. Each month, the last month in the 12 month period is dropped and the newest month is added. An organization must have a minimum of 100 surveys to be eligible for ranking.

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
<b>Number of organizations in compare group</b>		204	29	19	47	13
<b>Minimum Score</b>	2	1.00	1.00	1.00	1.00	1.00
<b>Maximum Score</b>	100	100	100	100	100	100
<b>Mean Score</b>	93.33	93.10	92.71	93.91	93.35	94.09
<b>Your Percentile</b>		61st	71st	N/A	62nd	40th
<b>Your Rank</b>		32	6	N/A	14	7

**Minimum Score** - This is the lowest score in the benchmark group.

**Maximum Score** - This is the highest score in the benchmark group.

**Mean Score** - This is where your mean score ranks against others in the compare group.

**Your Percentile** - This is the percentage of scores that fall below your mean score.

**Your Rank** - This is where your mean score ranks against others in the compare group.



### 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>93.41</b>	<b>92.38</b>
<b>Dispatch</b>	<b>93.44</b>	<b>92.2</b>
Helpfulness of the person you called for ambulance service	93.74	92.84
Concern shown by the person you called for ambulance service	93.62	92.60
Extent to which you were told what to do until the ambulance	92.96	91.17
<b>Ambulance</b>	<b>93.39</b>	<b>92.02</b>
Extent to which the ambulance arrived in a timely manner	93.65	92.20
Cleanliness of the ambulance	96.36	94.46
Comfort of the ride	88.85	87.61
Skill of the person driving the ambulance	94.69	93.79
<b>Medic</b>	<b>94.37</b>	<b>93.33</b>
Care shown by the medics who arrived with the ambulance	95.17	94.34
Degree to which the medics took your problem seriously	95.12	94.25
Degree to which the medics listened to you and/or your family	94.78	93.94
Skill of the medics	95.48	94.35
Extent to which the medics kept you informed about your treatment	94.00	92.56
Extent to which medics included you in the treatment decisions (if	93.62	92.33
Degree to which the medics relieved your pain or discomfort	90.44	90.65
Medics' concern for your privacy	95.32	93.33
Extent to which medics cared for you as a person	95.36	94.22
<b>Billing Office Staff</b>	<b>87.43</b>	<b>88.72</b>



**Cumulative Comparisons (Continued)**

	Your Score	Total DB
<b>Overall Facility Rating</b>	<b>93.41</b>	<b>92.38</b>
<b>Billing Office Staff</b>	<b>87.43</b>	<b>88.72</b>
Professionalism of the staff in our billing office	87.48	88.69
Willingness of the staff in our billing office to address your needs	87.38	88.74
<b>Overall Experience</b>	<b>93.98</b>	<b>92.5</b>
How well did our staff work together to care for you	95.51	93.46
Extent to which our staff eased your entry into the medical facility	95.49	93.60
Appropriateness of Emergency Medical Transportation treatment	95.02	93.38
Extent to which the services received were worth the fees charged	87.98	87.86
Overall rating of the care provided by our Emergency Medical	94.95	93.55
Likelihood of recommending this ambulance service to others	94.95	93.17



### 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>127</b>	<b>51</b>	<b>181</b>	<b>477</b>	<b>2669</b>	<b>76.15%</b>	<b>78.32%</b>
<b>Dispatch</b>	<b>13</b>	<b>3</b>	<b>21</b>	<b>60</b>	<b>353</b>	<b>78.44%</b>	<b>77.79%</b>
Helpfulness of the person you called for ambulance service	4	0	8	21	118	78.15%	80.07%
Concern shown by the person you called for ambulance service	4	1	6	19	119	79.87%	78.19%
Extent to which you were told what to do until the ambulance arrived	5	2	7	20	116	77.33%	75.09%
<b>Ambulance</b>	<b>16</b>	<b>4</b>	<b>45</b>	<b>89</b>	<b>449</b>	<b>74.46%</b>	<b>76.67%</b>
Extent to which the ambulance arrived in a timely manner	4	1	7	28	113	73.86%	76.80%
Cleanliness of the ambulance	3	2	6	20	118	79.19%	82.31%
Comfort of the ride	4	1	22	23	100	66.67%	66.33%
Skill of the person driving the ambulance	5	0	10	18	118	78.15%	81.25%
<b>Medic</b>	<b>48</b>	<b>29</b>	<b>60</b>	<b>151</b>	<b>1072</b>	<b>78.82%</b>	<b>81.44%</b>
Care shown by the medics who arrived with the ambulance	5	2	7	12	129	83.23%	84.16%
Degree to which the medics took your problem seriously	6	4	4	11	130	83.87%	84.49%
Degree to which the medics listened to you and/or your family	5	3	6	14	125	81.70%	83.43%
Skill of the medics	6	1	6	17	125	80.65%	83.49%
Extent to which the medics kept you informed about your treatment	4	4	8	17	118	78.15%	79.60%



**Top Box Comparisons (Continued)**

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>127</b>	<b>51</b>	<b>181</b>	<b>477</b>	<b>2669</b>	<b>76.15%</b>	<b>78.32%</b>
Extent to which medics included you in the treatment decisions (if applicable)	6	3	6	16	110	78.01%	78.72%
Degree to which the medics relieved your pain or discomfort	6	6	12	27	97	65.54%	74.70%
Medics' concern for your privacy	5	2	8	21	114	76.00%	79.76%
Extent to which medics cared for you as a person	5	4	3	16	124	81.58%	84.61%
<b>Billing Office Staff</b>	<b>7</b>	<b>2</b>	<b>15</b>	<b>55</b>	<b>148</b>	<b>65.20%</b>	<b>65.64%</b>
Professionalism of the staff in our billing office	4	0	8	28	75	65.22%	65.39%
Willingness of the staff in our billing office to address your needs	3	2	7	27	73	65.18%	65.89%
<b>Overall Experience</b>	<b>43</b>	<b>13</b>	<b>40</b>	<b>122</b>	<b>647</b>	<b>74.80%</b>	<b>79.23%</b>
How well did our staff work together to care for you	5	0	8	21	114	77.03%	81.10%
Extent to which our staff eased your entry into the medical facility	6	2	6	20	110	76.39%	80.59%
Appropriateness of Emergency Medical Transportation treatment	6	4	4	21	114	76.51%	80.44%
Extent to which the services received were worth the fees charged	9	3	15	22	74	60.16%	69.59%
Overall rating of the care provided by our Emergency Medical Transportation service	7	3	4	17	119	79.33%	82.07%
Likelihood of recommending this ambulance service to others	10	1	3	21	116	76.82%	81.59%