

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



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Patient Experience Report

October 1, 2022 to October 31, 2022

Your Score

90.76

Your Patients in this Report

135

Total Patients in this Report

5,334

Total EMS Organizations

220





Executive Summary

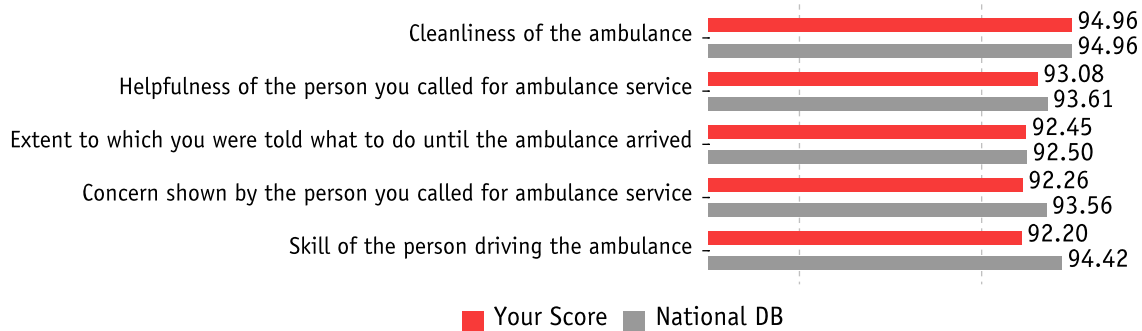
Your overall score for the time period selected is **90.76**. This is a difference of **-0.21** from your previous period's score of **90.97**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **77.25%**.

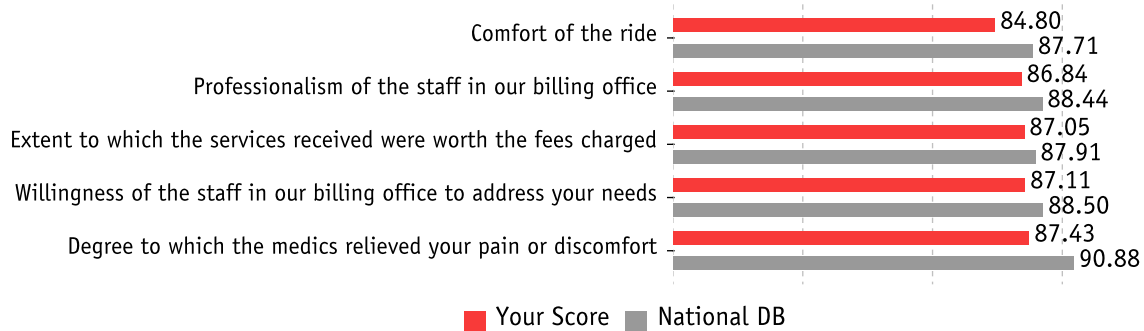
In addition, your rolling 12- month score of **91.39** is a difference of **-0.46** from the national database score of **91.85**.

When compared to all organizations in the national database, your score of **91.39** is ranked **61st** and **14th** for comparably sized organizations.

5 Highest Scores



5 Lowest Scores

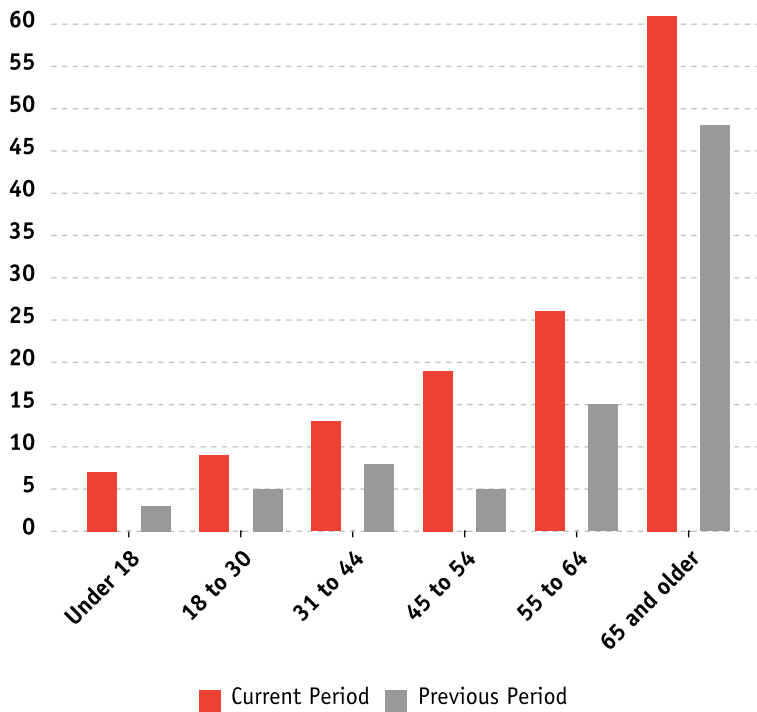




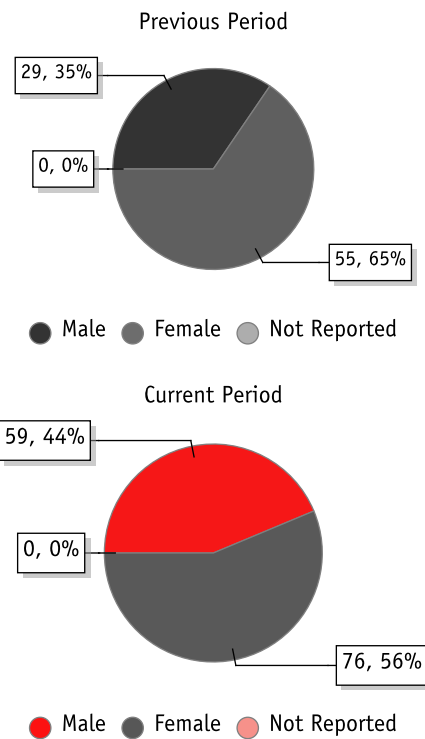
Demographics — This report provides basic information about the patient's age and gender.

	Total	Previous Period			Total	Current Period		
		Male	Female	Not Reported		Male	Female	Not Reported
Under 18	3	1	2	0	7	6	1	0
18 to 30	5	0	5	0	9	2	7	0
31 to 44	8	1	7	0	13	6	7	0
45 to 54	5	2	3	0	19	6	13	0
55 to 64	15	5	10	0	26	7	19	0
65 and older	48	20	28	0	61	32	29	0
Total	84	29	55	0	135	59	76	0

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





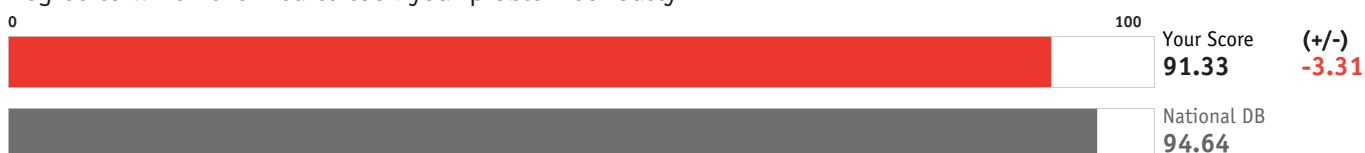
Medic Composite

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

Dispatch Composite	Current	Previous	(+/-)	National DB
Helpfulness of the person you called for ambulance service	93.08	93.84	-0.76	93.61
Concern shown by the person you called for ambulance service	92.26	92.30	-0.04	93.56
Extent to which you were told what to do until the ambulance arrived	92.45	92.32	0.13	92.50
Ambulance Composite				
	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	90.69	90.75	-0.06	92.58
Cleanliness of the ambulance	94.96	93.84	1.12	94.96
Comfort of the ride	84.80	85.68	-0.88	87.71
Skill of the person driving the ambulance	92.20	92.33	-0.13	94.42
Medic Composite				
	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	92.07	94.16	-2.09	94.89
Degree to which the medics took your problem seriously	91.33	93.40	-2.07	94.64
Degree to which the medics listened to you and/or your family	92.13	92.93	-0.80	94.36
Skill of the medics	92.19	92.80	-0.61	94.93
Extent to which the medics kept you informed about your treatment	91.42	91.18	0.24	93.14
Extent to which medics included you in the treatment decisions (if applicable)	90.53	92.69	-2.16	92.75
Degree to which the medics relieved your pain or discomfort	87.43	85.49	1.94	90.88
Medics' concern for your privacy	91.15	92.11	-0.96	93.72
Extent to which medics cared for you as a person	91.20	92.58	-1.38	94.57
Billing Office Staff Composite				
	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	86.84	85.63	1.21	88.44
Willingness of the staff in our billing office to address your needs	87.11	85.12	1.99	88.50



Question Analysis (Continued)

Overall Experience Composite	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	90.84	92.21	-1.37	93.46
Extent to which our staff eased your entry into the medical facility	91.42	91.16	0.26	93.54
Appropriateness of Emergency Medical Transportation treatment	90.44	91.90	-1.46	93.70
Extent to which the services received were worth the fees charged	87.05	83.25	3.80	87.91
Overall rating of the care provided by our Emergency Medical Transportation	90.58	91.38	-0.80	93.60
Likelihood of recommending this ambulance service to others	90.59	89.13	1.46	93.33



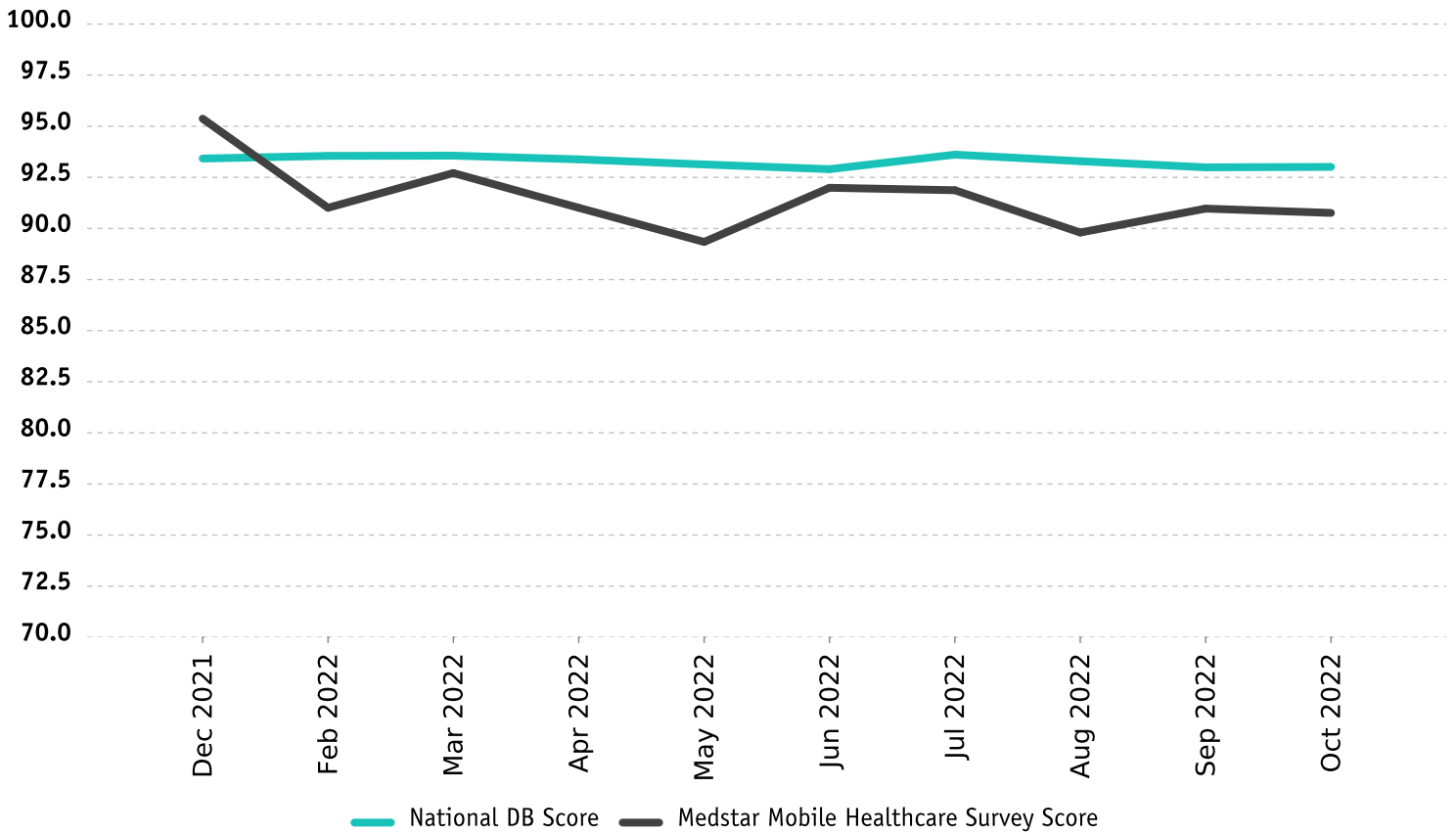
Monthly Breakdown

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

	Dec 2021	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022
Helpfulness of the person you called for ambulance service	98.08	95.16	95.45	92.06	91.25	92.00	94.27	90.67	93.84	93.08
Concern shown by the person you called for ambulance service	98.04	92.70	93.57	92.10	91.64	92.06	93.27	88.21	92.30	92.26
Extent to which you were told what to do until the ambulance arrived	97.00	90.69	90.78	89.34	90.03	91.06	91.07	89.39	92.32	92.45
Extent to which the ambulance arrived in a timely manner	89.81	92.34	93.36	90.47	90.06	92.84	90.02	87.66	90.75	90.69
Cleanliness of the ambulance	98.71	94.75	95.16	95.63	91.63	95.84	94.09	92.37	93.84	94.96
Comfort of the ride	88.85	85.40	88.67	86.60	85.69	87.81	86.34	84.11	85.68	84.80
Skill of the person driving the ambulance	96.96	93.40	94.49	93.45	90.43	93.66	93.07	90.41	92.33	92.20
Care shown by the medics who arrived with the ambulance	96.41	93.46	94.43	93.46	91.65	93.33	93.53	92.77	94.16	92.07
Degree to which the medics took your problem seriously	94.82	92.83	94.39	93.03	91.17	92.48	94.10	92.03	93.40	91.33
Degree to which the medics listened to you and/or your family	94.53	92.63	93.73	92.34	91.05	92.91	92.38	91.35	92.93	92.13
Skill of the medics	96.98	94.18	94.58	93.90	91.01	94.68	94.89	93.36	92.80	92.19
Extent to which the medics kept you informed about your treatment	94.18	90.61	91.65	91.33	89.93	91.57	92.00	90.07	91.18	91.42
Extent to which medics included you in the treatment decisions (if	93.06	90.61	92.71	91.69	89.23	92.65	92.15	90.22	92.69	90.53
Degree to which the medics relieved your pain or discomfort	89.78	87.52	89.43	85.71	84.33	88.88	86.87	88.94	85.49	87.43
Medics' concern for your privacy	98.04	91.38	93.76	92.34	89.53	92.62	92.39	92.71	92.11	91.15
Extent to which medics cared for you as a person	97.78	91.93	93.33	93.24	91.15	92.78	93.57	92.23	92.58	91.20
Professionalism of the staff in our billing office	100.00	85.93	88.08	85.80	86.99	88.87	85.73	85.47	85.63	86.84
Willingness of the staff in our billing office to address your needs	100.00	84.20	88.33	85.18	86.86	88.65	86.03	84.44	85.12	87.11
How well did our staff work together to care for you	97.16	92.49	93.97	92.36	90.41	93.22	94.73	90.89	92.21	90.84
Extent to which our staff eased your entry into the medical facility	96.50	91.57	94.38	92.12	89.28	93.39	94.88	91.33	91.16	91.42
Appropriateness of Emergency Medical Transportation treatment	97.13	90.92	95.04	91.81	89.13	93.26	93.81	90.42	91.90	90.44
Extent to which the services received were worth the fees charged	91.35	82.55	86.79	81.10	80.36	85.36	84.52	82.78	83.25	87.05
Overall rating of the care provided by our Emergency Medical Transportation	96.00	91.70	92.38	92.05	89.71	92.56	93.90	89.88	91.38	90.58
Likelihood of recommending this ambulance service to others	95.90	90.71	91.91	91.58	88.48	92.42	92.52	89.28	89.13	90.59
Overall Score	95.37	91.01	92.71	91.01	89.34	91.99	91.87	89.80	90.97	90.76
Respondents	125	145	161	144	155	140	135	174	84	135



Monthly Overall Survey Score





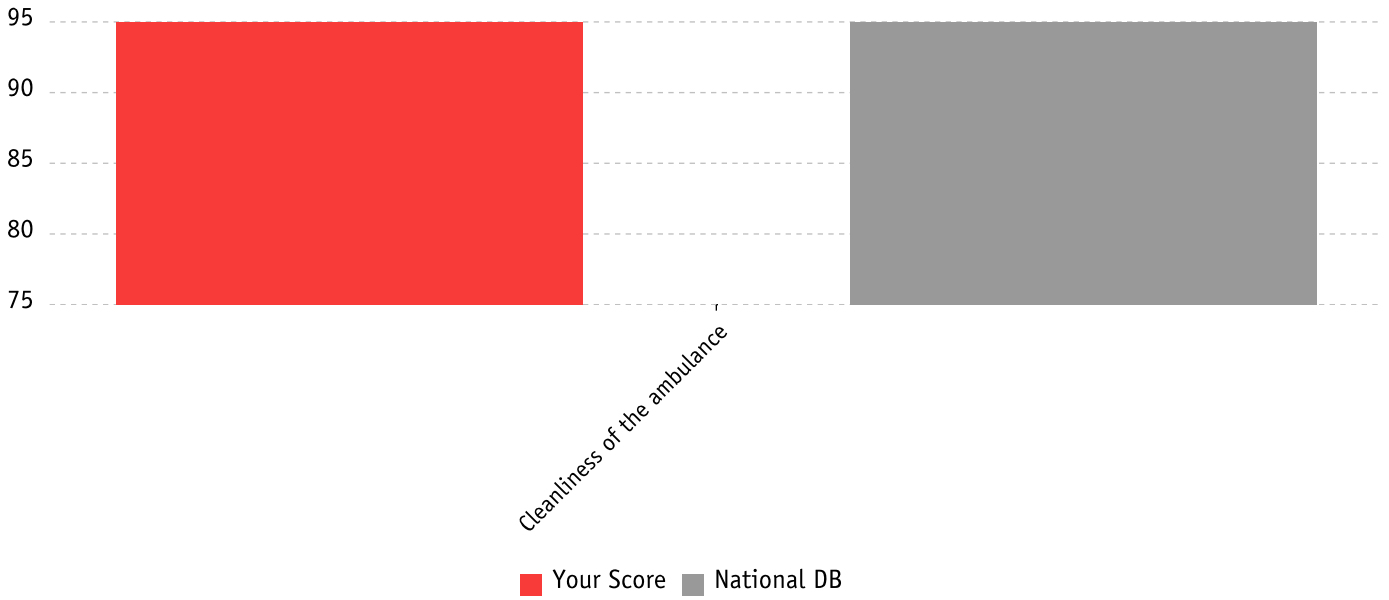
Greatest Increase and Decrease in Scores by Question

Increases	Current	Previous	(+/-)	National DB
Extent to which the services received were worth the fees charged	87.05	83.25	3.80	87.91
Willingness of the staff in our billing office to address your needs	87.11	85.12	1.99	88.50
Degree to which the medics relieved your pain or discomfort	87.43	85.49	1.94	90.88
Likelihood of recommending this ambulance service to others	90.59	89.13	1.46	93.33
Professionalism of the staff in our billing office	86.84	85.63	1.21	88.44
Cleanliness of the ambulance	94.96	93.84	1.12	94.96
Extent to which our staff eased your entry into the medical facility	91.42	91.16	0.25	93.54
Extent to which the medics kept you informed about your treatment	91.42	91.18	0.24	93.14
Extent to which you were told what to do until the ambulance arrived	92.45	92.32	0.13	92.50
Decreases	Current	Previous	(+/-)	National DB
Extent to which medics included you in the treatment decisions (if applicable)	90.53	92.69	-2.16	92.75
Care shown by the medics who arrived with the ambulance	92.07	94.16	-2.09	94.89
Degree to which the medics took your problem seriously	91.33	93.40	-2.07	94.64
Appropriateness of Emergency Medical Transportation treatment	90.44	91.90	-1.46	93.70
Extent to which medics cared for you as a person	91.20	92.58	-1.38	94.57
How well did our staff work together to care for you	90.84	92.21	-1.37	93.46
Medics' concern for your privacy	91.15	92.11	-0.96	93.72
Comfort of the ride	84.80	85.68	-0.88	87.71
Overall rating of the care provided by our Emergency Medical Transportation service	90.58	91.38	-0.80	93.60
Degree to which the medics listened to you and/or your family	92.13	92.93	-0.80	94.36



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	Current	(+/-)	National DB
Cleanliness of the ambulance	94.96	0.00	94.96





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
Skill of the medics	92.19	.950654984
Extent to which medics included you in the treatment decisions (if applicable)	90.53	.949159963
How well did our staff work together to care for you	90.84	.94854711
Extent to which medics cared for you as a person	91.20	.946255639
Extent to which the services received were worth the fees charged	87.05	.945305292
Degree to which the medics listened to you and/or your family	92.13	.944518824
Care shown by the medics who arrived with the ambulance	92.07	.939871555
Degree to which the medics took your problem seriously	91.33	.937766465
Appropriateness of Emergency Medical Transportation treatment	90.44	.933896384
Extent to which our staff eased your entry into the medical facility	91.42	.93368598
Extent to which the medics kept you informed about your treatment	91.42	.927827348
Medics' concern for your privacy	91.15	.895349243
Degree to which the medics relieved your pain or discomfort	87.43	.890287498
Cleanliness of the ambulance	94.96	.809931728
Extent to which the ambulance arrived in a timely manner	90.69	.795642354
Comfort of the ride	84.80	.783088778
Concern shown by the person you called for ambulance service	92.26	.767242006
Willingness of the staff in our billing office to address your needs	87.11	.752145537
Professionalism of the staff in our billing office	86.84	.75212229
Helpfulness of the person you called for ambulance service	93.08	.730265201
Skill of the person driving the ambulance	92.20	.728433317
Extent to which you were told what to do until the ambulance arrived	92.45	.700748017



Company Comparisons — The following chart gives a comparison of the mean score for each question as scored by comparable companies. Your company is highlighted. There is also a green-shaded highlight of the highest score for each question. This will show how you compare to similar companies.

	Your Company	Comparison Companies						
		A	B	C	D	E	F	
Helpfulness of the person you called for ambulance service	93.08	93.97	90.47	89.29	93.22	98.75	94.12	
Concern shown by the person you called for ambulance service	92.26	93.60	91.39	91.67	93.47	98.75	94.49	
Extent to which you were told what to do until the ambulance	92.45	92.13	89.98	95.83	92.53	97.37	93.75	
Extent to which the ambulance arrived in a timely manner	90.69	94.16	90.03	83.44	93.50	96.43	94.23	
Cleanliness of the ambulance	94.96	95.28	93.39	93.75	96.39	98.81	94.93	
Comfort of the ride	84.80	90.08	81.99	83.33	91.04	86.90	88.32	
Skill of the person driving the ambulance	92.20	94.91	93.38	91.67	95.65	96.43	94.74	
Care shown by the medics who arrived with the ambulance	92.07	94.87	94.87	90.63	96.05	97.50	96.15	
Degree to which the medics took your problem seriously	91.33	94.59	94.44	96.43	96.20	98.75	96.15	
Degree to which the medics listened to you and/or your family	92.13	93.99	94.28	84.50	96.70	98.75	95.72	
Skill of the medics	92.19	94.84	94.70	100.00	95.92	97.37	95.72	
Extent to which the medics kept you informed about your	91.42	92.32	92.72	92.86	94.83	93.75	94.41	
Extent to which medics included you in the treatment decisions (if	90.53	92.39	93.03	89.29	94.10	94.74	92.54	
Degree to which the medics relieved your pain or discomfort	87.43	90.70	90.58	82.29	91.00	93.75	91.42	
Medics' concern for your privacy	91.15	93.24	93.67	90.63	94.94	96.25	94.93	
Extent to which medics cared for you as a person	91.20	94.23	94.88	82.29	96.07	98.75	96.43	
Professionalism of the staff in our billing office	86.84	85.92	88.48	50.33	90.10	88.24	92.76	
Willingness of the staff in our billing office to address your needs	87.11	85.75	89.73	50.33	90.56	91.18	93.06	
How well did our staff work together to care for you	90.84	93.06	93.60	89.29	93.56	97.50	95.00	
Extent to which our staff eased your entry into the medical facility	91.42	93.23	94.01	81.38	94.44	97.50	94.33	
Appropriateness of Emergency Medical Transportation treatment	90.44	93.63	93.02	92.86	93.90	95.00	94.48	
Extent to which the services received were worth the fees charged	87.05	87.41	88.32	78.71	87.85	91.67	91.41	
Overall rating of the care provided by our Emergency Medical	90.58	93.77	93.88	87.50	94.89	96.25	95.61	
Likelihood of recommending this ambulance service to others	90.59	92.70	93.70	81.38	93.70	97.50	95.21	
Overall score		90.76	92.85	92.20	87.04	93.97	95.82	94.26



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
Helpfulness of the person you called for ambulance service	93.08	93.61	93.78	95.04	93.78	94.65
Concern shown by the person you called for ambulance service	92.26	93.56	93.60	93.95	93.65	94.28
Extent to which you were told what to do until the ambulance	92.45	92.50	92.54	94.06	92.52	93.68
Extent to which the ambulance arrived in a timely manner	90.69	92.58	92.68	94.15	92.75	94.19
Cleanliness of the ambulance	94.96	94.96	95.07	95.85	94.94	95.77
Comfort of the ride	84.80	87.71	87.41	88.72	87.53	89.55
Skill of the person driving the ambulance	92.20	94.42	94.40	94.33	94.35	94.78
Care shown by the medics who arrived with the ambulance	92.07	94.89	94.77	95.18	94.72	95.47
Degree to which the medics took your problem seriously	91.33	94.64	94.63	94.83	94.55	95.06
Degree to which the medics listened to you and/or your family	92.13	94.36	94.44	95.03	94.30	95.36
Skill of the medics	92.19	94.93	94.86	95.30	94.78	95.83
Extent to which the medics kept you informed about your	91.42	93.14	92.97	94.39	93.02	94.33
Extent to which medics included you in the treatment decisions	90.53	92.75	92.81	93.90	92.65	93.64
Degree to which the medics relieved your pain or discomfort	87.43	90.88	90.71	91.55	90.68	91.71
Medics' concern for your privacy	91.15	93.72	93.74	94.51	93.59	94.28
Extent to which medics cared for you as a person	91.20	94.57	94.57	95.14	94.48	95.16
Professionalism of the staff in our billing office	86.84	88.44	87.74	89.96	88.18	88.70
Willingness of the staff in our billing office to address your	87.11	88.50	87.73	89.80	88.24	88.52
How well did our staff work together to care for you	90.84	93.46	93.28	94.01	93.27	94.13
Extent to which our staff eased your entry into the medical	91.42	93.54	93.58	94.38	93.65	94.97
Appropriateness of Emergency Medical Transportation treatment	90.44	93.70	93.74	94.50	93.73	95.05
Extent to which the services received were worth the fees	87.05	87.91	88.01	88.37	87.81	88.21
Overall rating of the care provided by our Emergency Medical	90.58	93.60	93.79	94.20	93.59	94.62
Likelihood of recommending this ambulance service to others	90.59	93.33	93.19	94.88	93.18	94.54
Overall Score	90.76	92.74	92.67	93.58	92.66	93.60



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
Number of organizations in compare group		220	53	19	47	13
Minimum Score	7.16	1.00	1.00	1.00	1.00	1.00
Maximum Score	100	100	100	100	100	100
Mean Score	91.39	91.84	91.41	89.94	92.04	93.07
Your Percentile		24th	19th	N/A	24th	30th
Your Rank		61	14	N/A	26	8

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
Overall Facility Rating	93.23	92.40
Dispatch	93.24	92.23
Helpfulness of the person you called for ambulance service	93.61	92.86
Concern shown by the person you called for ambulance service	93.37	92.62
Extent to which you were told what to do until the ambulance	92.75	91.20
Ambulance	93.22	92.03
Extent to which the ambulance arrived in a timely manner	93.46	92.21
Cleanliness of the ambulance	96.23	94.48
Comfort of the ride	88.66	87.62
Skill of the person driving the ambulance	94.54	93.81
Medic	94.22	93.35
Care shown by the medics who arrived with the ambulance	95.06	94.36
Degree to which the medics took your problem seriously	94.99	94.27
Degree to which the medics listened to you and/or your family	94.64	93.96
Skill of the medics	95.38	94.37
Extent to which the medics kept you informed about your treatment	93.84	92.59
Extent to which medics included you in the treatment decisions (if	93.48	92.36
Degree to which the medics relieved your pain or discomfort	90.28	90.67
Medics' concern for your privacy	95.14	93.35
Extent to which medics cared for you as a person	95.19	94.24
Billing Office Staff	87.18	88.74


Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	93.23	92.40
Billing Office Staff	87.18	88.74
Professionalism of the staff in our billing office	87.26	88.71
Willingness of the staff in our billing office to address your needs	87.11	88.76
Overall Experience	93.77	92.52
How well did our staff work together to care for you	95.33	93.48
Extent to which our staff eased your entry into the medical facility	95.32	93.61
Appropriateness of Emergency Medical Transportation treatment	94.84	93.40
Extent to which the services received were worth the fees charged	87.62	87.90
Overall rating of the care provided by our Emergency Medical	94.77	93.56
Likelihood of recommending this ambulance service to others	94.72	93.19



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	72	47	118	443	2309	77.25%	78.34%
Dispatch	4	3	14	62	305	78.61%	78.25%
Helpfulness of the person you called for ambulance service	1	1	5	19	104	80.00%	79.66%
Concern shown by the person you called for ambulance service	2	1	6	17	103	79.84%	79.00%
Extent to which you were told what to do until the ambulance arrived	1	1	3	26	98	75.97%	76.09%
Ambulance	8	3	30	93	385	74.18%	76.87%
Extent to which the ambulance arrived in a timely manner	2	1	7	25	99	73.88%	77.49%
Cleanliness of the ambulance	0	0	3	20	106	82.17%	82.13%
Comfort of the ride	4	2	15	26	81	63.28%	66.41%
Skill of the person driving the ambulance	2	0	5	22	99	77.34%	81.46%
Medic	32	25	40	135	936	80.14%	81.58%
Care shown by the medics who arrived with the ambulance	4	2	5	11	113	83.70%	84.45%
Degree to which the medics took your problem seriously	4	3	4	14	110	81.48%	84.30%
Degree to which the medics listened to you and/or your family	3	3	4	13	110	82.71%	83.50%
Skill of the medics	3	1	7	13	110	82.09%	84.12%
Extent to which the medics kept you informed about your treatment	2	4	4	16	102	79.69%	79.55%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	72	47	118	443	2309	77.25%	78.34%
Extent to which medics included you in the treatment decisions (if applicable)	4	3	4	13	97	80.17%	79.30%
Degree to which the medics relieved your pain or discomfort	4	6	3	23	89	71.20%	74.43%
Medics' concern for your privacy	3	1	5	19	96	77.42%	80.24%
Extent to which medics cared for you as a person	5	2	4	13	109	81.95%	84.34%
Billing Office Staff	4	0	10	59	109	59.89%	65.95%
Professionalism of the staff in our billing office	2	0	5	30	54	59.34%	65.70%
Willingness of the staff in our billing office to address your needs	2	0	5	29	55	60.44%	66.20%
Overall Experience	24	16	24	94	574	78.42%	78.63%
How well did our staff work together to care for you	3	3	4	18	100	78.12%	80.21%
Extent to which our staff eased your entry into the medical facility	2	4	4	15	100	80.00%	79.93%
Appropriateness of Emergency Medical Transportation treatment	5	3	1	17	99	79.20%	80.40%
Extent to which the services received were worth the fees charged	5	2	5	16	72	72.00%	68.69%
Overall rating of the care provided by our Emergency Medical Transportation service	4	2	5	16	100	78.74%	81.28%
Likelihood of recommending this ambulance service to others	5	2	5	12	103	81.10%	81.24%