

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



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Patient Experience Report

January 1, 2023 to January 31, 2023

Your Score

92.28

Your Patients in this Report

181

Total Patients in this Report

5,462

Total EMS Organizations

221





Executive Summary

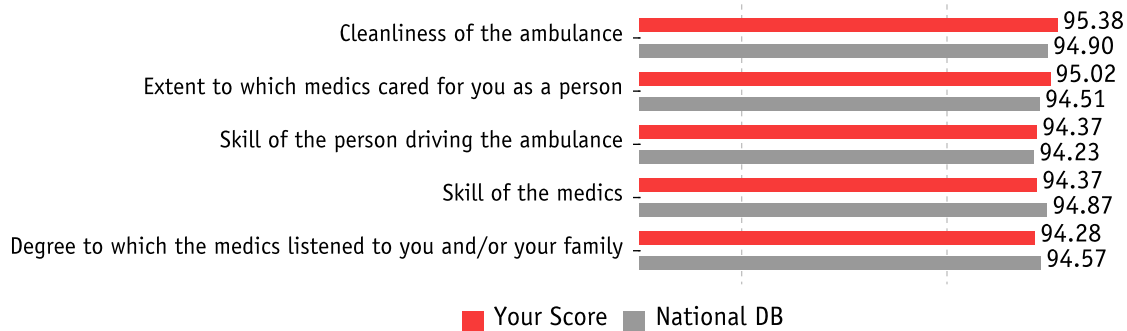
Your overall score for the time period selected is **92.28**. This is a difference of **2.52** from your previous period's score of **89.76**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **79.15%**.

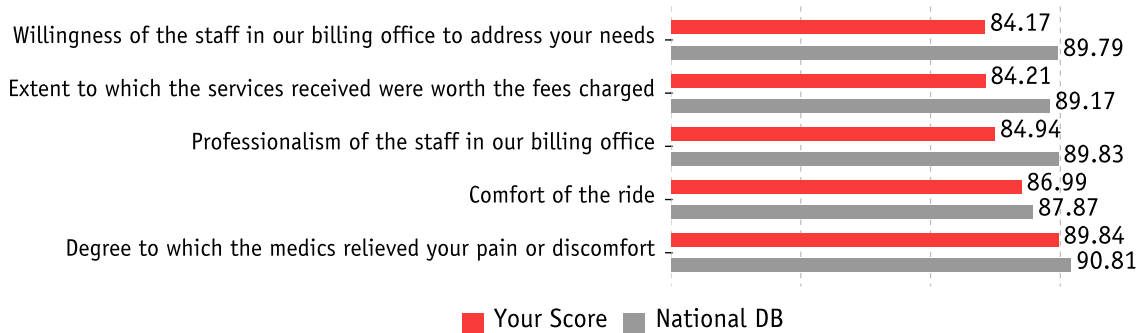
In addition, your rolling 12- month score of **90.81** is a difference of **-1.60** from the national database score of **92.41**.

When compared to all organizations in the national database, your score of **90.81** is ranked **65th** and **17th** for comparably sized organizations.

5 Highest Scores



5 Lowest Scores

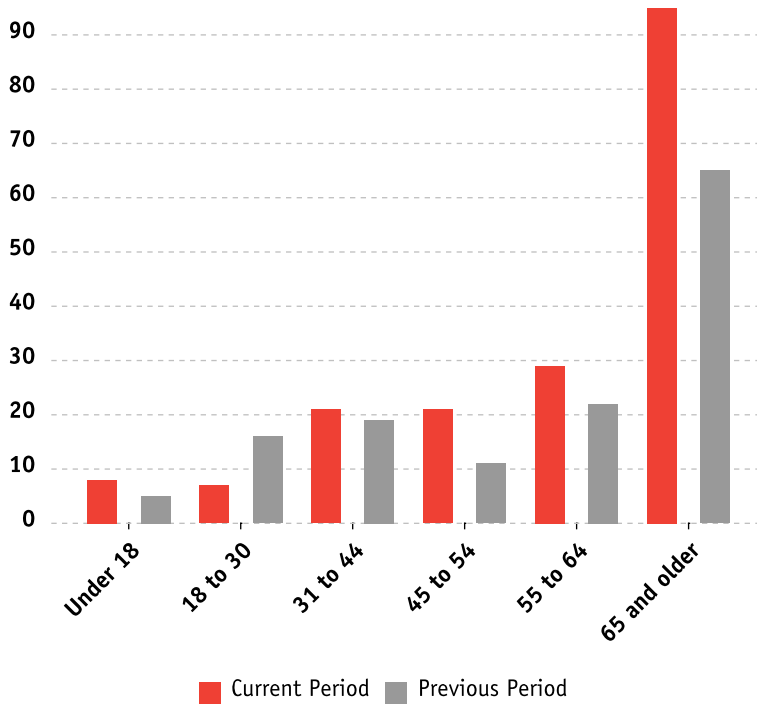




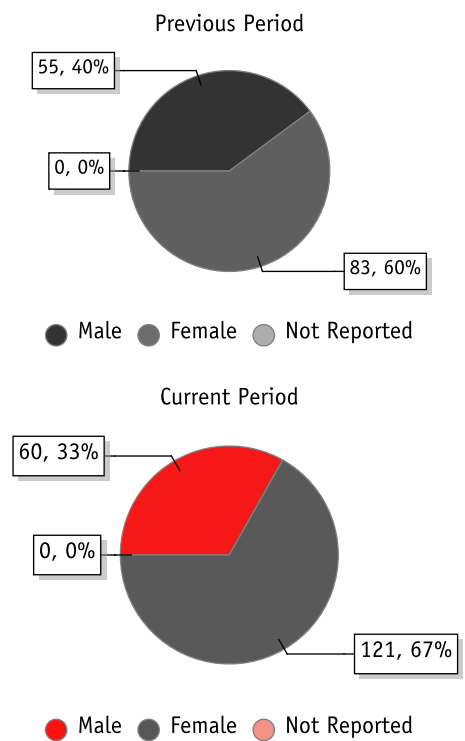
Demographics — This report provides basic information about the patient's age and gender.

	Total	Previous Period		Not Reported	Total	Current Period		Not Reported
		Male	Female			Male	Female	
Under 18	5	2	3	0	8	4	4	0
18 to 30	16	7	9	0	7	3	4	0
31 to 44	19	5	14	0	21	9	12	0
45 to 54	11	4	7	0	21	6	15	0
55 to 64	22	12	10	0	29	9	20	0
65 and older	65	25	40	0	95	29	66	0
Total	138	55	83	0	181	60	121	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	93.61	91.94	1.67	93.70
Concern shown by the person you called for ambulance service	92.02	90.18	1.84	93.69
Extent to which you were told what to do until the ambulance arrived	91.63	86.69	4.94	92.19

Ambulance Composite

	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	92.45	88.65	3.80	92.24
Cleanliness of the ambulance	95.38	93.02	2.36	94.90
Comfort of the ride	86.99	82.23	4.76	87.87
Skill of the person driving the ambulance	94.37	92.14	2.23	94.23

Medic Composite

	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	93.97	92.60	1.37	94.89
Degree to which the medics took your problem seriously	93.73	91.88	1.85	94.98
Degree to which the medics listened to you and/or your family	94.28	92.18	2.10	94.57
Skill of the medics	94.37	92.68	1.69	94.87
Extent to which the medics kept you informed about your treatment	92.77	90.59	2.18	93.04
Extent to which medics included you in the treatment decisions (if applicable)	93.65	89.27	4.38	93.40
Degree to which the medics relieved your pain or discomfort	89.84	86.86	2.98	90.81
Medics' concern for your privacy	93.47	91.38	2.09	93.74
Extent to which medics cared for you as a person	95.02	91.58	3.44	94.51

Billing Office Staff Composite

	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	84.94	83.03	1.91	89.83
Willingness of the staff in our billing office to address your needs	84.17	82.10	2.07	89.79



Question Analysis (Continued)

Overall Experience Composite	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	93.54	91.44	2.10	93.87
Extent to which our staff eased your entry into the medical facility	92.66	91.20	1.46	93.91
Appropriateness of Emergency Medical Transportation treatment	93.69	91.82	1.87	93.75
Extent to which the services received were worth the fees charged	84.21	83.06	1.15	89.17
Overall rating of the care provided by our Emergency Medical Transportation	93.80	91.20	2.60	93.93
Likelihood of recommending this ambulance service to others	93.63	91.21	2.42	93.57



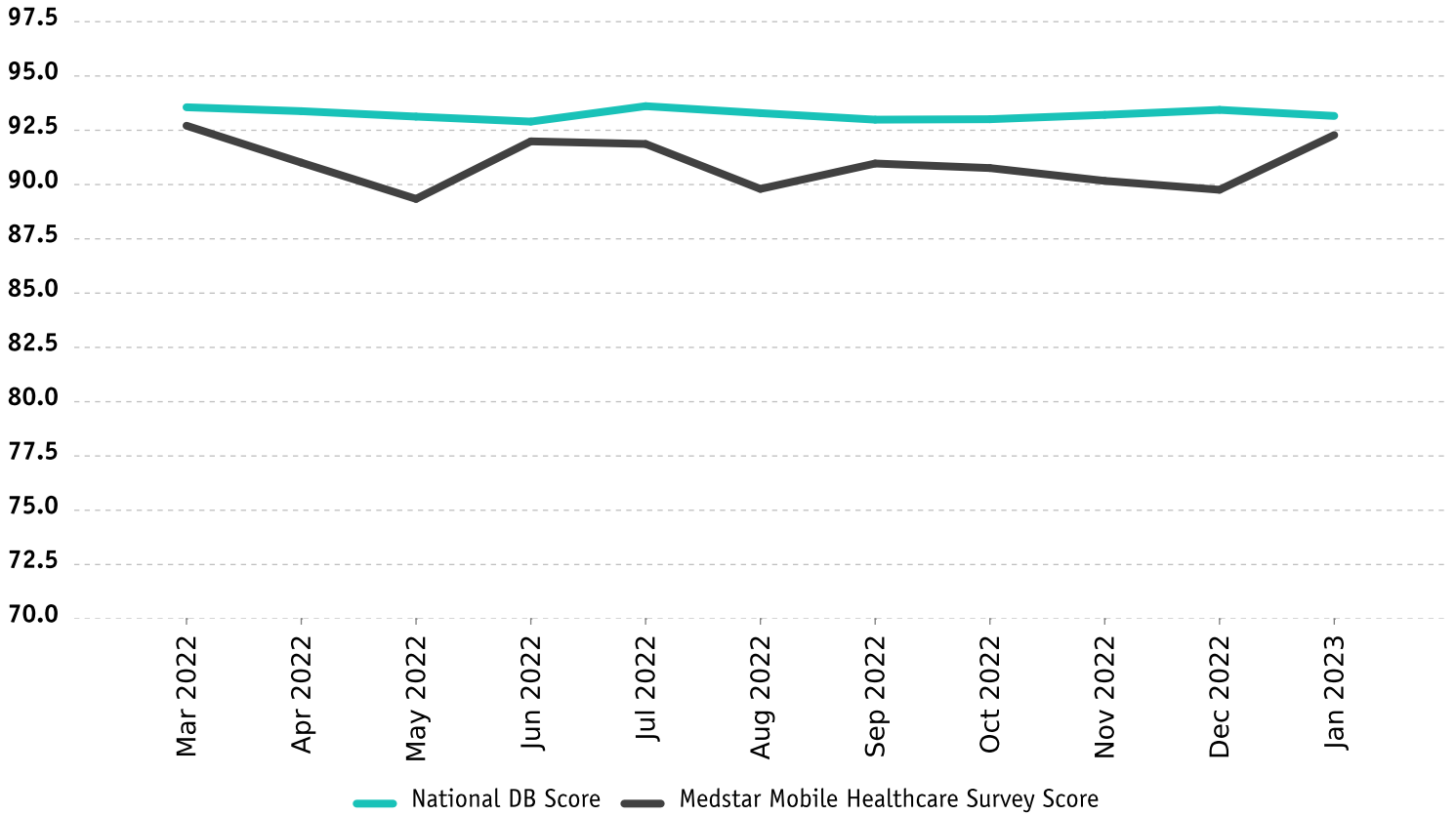
Monthly Breakdown

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

	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023
Helpfulness of the person you called for ambulance service	95.16	95.45	92.06	91.25	92.00	94.27	90.67	93.84	93.08	93.10	91.94	93.61
Concern shown by the person you called for ambulance service	92.70	93.57	92.10	91.64	92.06	93.27	88.21	92.30	92.26	91.93	90.18	92.02
Extent to which you were told what to do until the ambulance arrived	90.69	90.78	89.34	90.03	91.06	91.07	89.39	92.32	92.45	92.47	86.69	91.63
Extent to which the ambulance arrived in a timely manner	92.34	93.36	90.47	90.06	92.84	90.02	87.66	90.75	90.69	88.49	88.65	92.45
Cleanliness of the ambulance	94.75	95.16	95.63	91.63	95.84	94.09	92.37	93.84	94.96	94.69	93.02	95.38
Comfort of the ride	85.40	88.67	86.60	85.69	87.81	86.34	84.11	85.68	84.80	86.55	82.23	86.99
Skill of the person driving the ambulance	93.40	94.49	93.45	90.43	93.66	93.07	90.41	92.33	92.20	91.62	92.14	94.37
Care shown by the medics who arrived with the ambulance	93.46	94.43	93.46	91.65	93.33	93.53	92.77	94.16	92.07	91.75	92.60	93.97
Degree to which the medics took your problem seriously	92.83	94.39	93.03	91.17	92.48	94.10	92.03	93.40	91.33	91.19	91.88	93.73
Degree to which the medics listened to you and/or your family	92.63	93.73	92.34	91.05	92.91	92.38	91.35	92.93	92.13	91.69	92.18	94.28
Skill of the medics	94.18	94.58	93.90	91.01	94.68	94.89	93.36	92.80	92.19	92.51	92.68	94.37
Extent to which the medics kept you informed about your treatment	90.61	91.65	91.33	89.93	91.57	92.00	90.07	91.18	91.42	90.70	90.59	92.77
Extent to which medics included you in the treatment decisions (if	90.61	92.71	91.69	89.23	92.65	92.15	90.22	92.69	90.53	89.40	89.27	93.65
Degree to which the medics relieved your pain or discomfort	87.52	89.43	85.71	84.33	88.88	86.87	88.94	85.49	87.43	85.96	86.86	89.84
Medics' concern for your privacy	91.38	93.76	92.34	89.53	92.62	92.39	92.71	92.11	91.15	91.58	91.38	93.47
Extent to which medics cared for you as a person	91.93	93.33	93.24	91.15	92.78	93.57	92.23	92.58	91.20	90.95	91.58	95.02
Professionalism of the staff in our billing office	85.93	88.08	85.80	86.99	88.87	85.73	85.47	85.63	86.84	85.20	83.03	84.94
Willingness of the staff in our billing office to address your needs	84.20	88.33	85.18	86.86	88.65	86.03	84.44	85.12	87.11	84.82	82.10	84.17
How well did our staff work together to care for you	92.49	93.97	92.36	90.41	93.22	94.73	90.89	92.21	90.84	91.57	91.44	93.54
Extent to which our staff eased your entry into the medical facility	91.57	94.38	92.12	89.28	93.39	94.88	91.33	91.16	91.42	91.70	91.20	92.66
Appropriateness of Emergency Medical Transportation treatment	90.92	95.04	91.81	89.13	93.26	93.81	90.42	91.90	90.44	90.72	91.82	93.69
Extent to which the services received were worth the fees charged	82.55	86.79	81.10	80.36	85.36	84.52	82.78	83.25	87.05	82.52	83.06	84.21
Overall rating of the care provided by our Emergency Medical Transportation	91.70	92.38	92.05	89.71	92.56	93.90	89.88	91.38	90.58	89.91	91.20	93.80
Likelihood of recommending this ambulance service to others	90.71	91.91	91.58	88.48	92.42	92.52	89.28	89.13	90.59	88.88	91.21	93.63
Overall Score	91.01	92.71	91.01	89.34	91.99	91.87	89.80	90.97	90.76	90.17	89.76	92.28
Respondents	145	161	144	155	140	135	174	84	135	145	138	181



Monthly Overall Survey Score





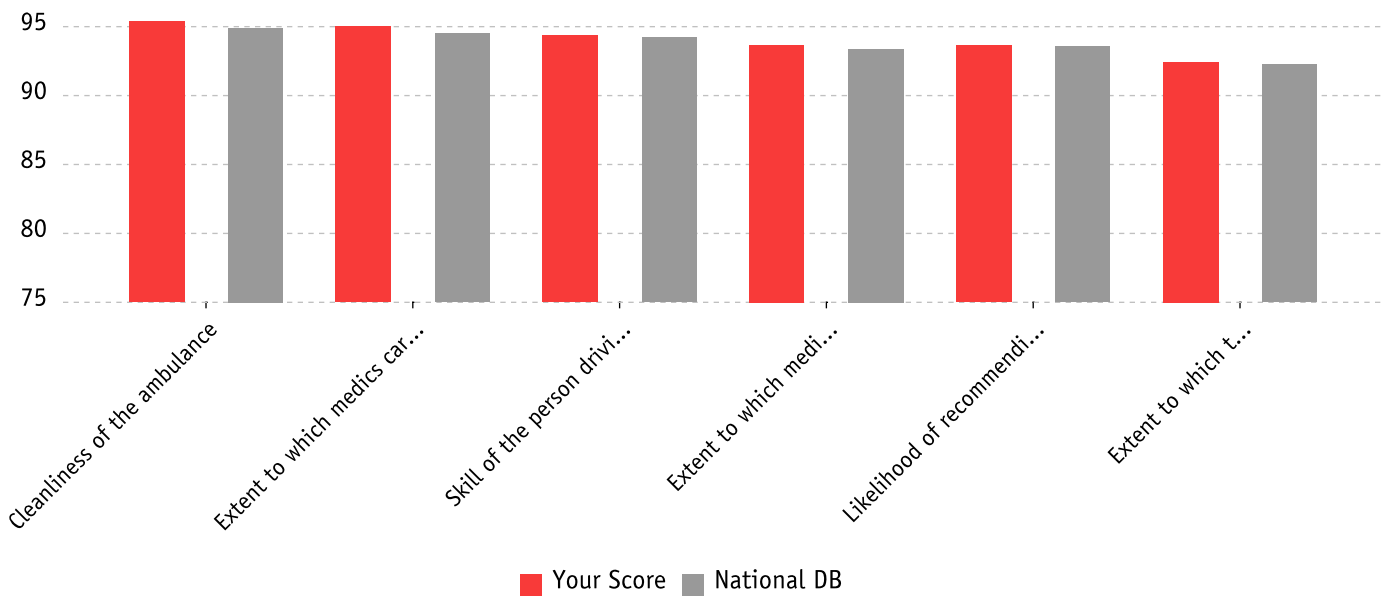
Greatest Increase and Decrease in Scores by Question

Increases	Current	Previous	(+/-)	National DB
Extent to which you were told what to do until the ambulance arrived	91.63	86.69	4.94	92.19
Comfort of the ride	86.99	82.23	4.76	87.87
Extent to which medics included you in the treatment decisions (if applicable)	93.65	89.27	4.38	93.40
Extent to which the ambulance arrived in a timely manner	92.45	88.65	3.81	92.24
Extent to which medics cared for you as a person	95.02	91.58	3.44	94.51
Degree to which the medics relieved your pain or discomfort	89.84	86.86	2.98	90.81
Overall rating of the care provided by our Emergency Medical Transportation service	93.80	91.20	2.59	93.93
Likelihood of recommending this ambulance service to others	93.62	91.21	2.41	93.57
Cleanliness of the ambulance	95.38	93.02	2.37	94.90
Skill of the person driving the ambulance	94.37	92.14	2.23	94.23



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	Current	(+/-)	National DB
Cleanliness of the ambulance	95.38	0.48	94.90
Extent to which medics cared for you as a person	95.02	0.51	94.51
Skill of the person driving the ambulance	94.37	0.14	94.23
Extent to which medics included you in the treatment decisions (if applicable)	93.65	0.25	93.40
Likelihood of recommending this ambulance service to others	93.62	0.05	93.57
Extent to which the ambulance arrived in a timely manner	92.45	0.21	92.24





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
Degree to which the medics listened to you and/or your family	94.28	.9298267
Degree to which the medics took your problem seriously	93.73	.927055057
How well did our staff work together to care for you	93.54	.920187336
Appropriateness of Emergency Medical Transportation treatment	93.69	.914056537
Extent to which medics cared for you as a person	95.02	.913958787
Care shown by the medics who arrived with the ambulance	93.97	.908076896
Extent to which medics included you in the treatment decisions (if applicable)	93.65	.907133264
Extent to which the medics kept you informed about your treatment	92.77	.892426095
Skill of the medics	94.37	.89081176
Medics' concern for your privacy	93.47	.887246309
Concern shown by the person you called for ambulance service	92.02	.84708753
Helpfulness of the person you called for ambulance service	93.61	.837113334
Extent to which you were told what to do until the ambulance arrived	91.63	.831313413
Degree to which the medics relieved your pain or discomfort	89.84	.829429247
Willingness of the staff in our billing office to address your needs	84.17	.828391342
Skill of the person driving the ambulance	94.37	.822490619
Extent to which our staff eased your entry into the medical facility	92.66	.817103255
Cleanliness of the ambulance	95.38	.81438031
Professionalism of the staff in our billing office	84.94	.791573901
Extent to which the services received were worth the fees charged	84.21	.765216379
Comfort of the ride	86.99	.715315172
Extent to which the ambulance arrived in a timely manner	92.45	.641334908



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	93.61	94.23	92.98	91.38	94.64	93.42	93.89	
Concern shown by the person you called for ambulance service	92.02	92.31	93.59	91.77	93.97	94.32	93.51	
Extent to which you were told what to do until the ambulance	91.63	90.38	91.55	90.19	91.07	93.21	92.10	
Extent to which the ambulance arrived in a timely manner	92.45	92.31	89.32	89.72	90.15	91.42	94.10	
Cleanliness of the ambulance	95.38	95.83	93.59	93.69	95.83	94.68	95.70	
Comfort of the ride	86.99	81.25	85.03	85.76	89.17	89.57	89.11	
Skill of the person driving the ambulance	94.37	95.83	93.56	92.42	93.33	94.00	94.34	
Care shown by the medics who arrived with the ambulance	93.97	95.83	93.99	94.59	94.44	93.85	94.73	
Degree to which the medics took your problem seriously	93.73	95.83	94.29	94.74	94.44	94.27	94.60	
Degree to which the medics listened to you and/or your family	94.28	93.75	93.89	95.00	94.23	94.00	94.44	
Skill of the medics	94.37	93.75	94.49	94.09	97.12	94.34	95.07	
Extent to which the medics kept you informed about your	92.77	93.75	93.10	93.75	95.65	92.02	93.76	
Extent to which medics included you in the treatment decisions (if	93.65	97.50	93.49	93.18	97.50	92.05	94.22	
Degree to which the medics relieved your pain or discomfort	89.84	92.50	90.52	91.00	92.50	90.57	92.67	
Medics' concern for your privacy	93.47	93.18	93.23	92.26	95.65	93.99	94.22	
Extent to which medics cared for you as a person	95.02	95.45	93.55	93.89	94.23	94.39	94.61	
Professionalism of the staff in our billing office	84.94	93.75	88.72	88.69	84.09	91.52	90.91	
Willingness of the staff in our billing office to address your needs	84.17	93.75	88.44	88.41	84.09	92.96	92.21	
How well did our staff work together to care for you	93.54	95.00	93.28	92.56	95.54	93.04	92.55	
Extent to which our staff eased your entry into the medical facility	92.66	92.50	93.44	91.86	96.00	93.12	93.85	
Appropriateness of Emergency Medical Transportation treatment	93.69	92.50	93.05	91.67	96.00	93.63	91.90	
Extent to which the services received were worth the fees charged	84.21	100.00	89.59	88.46	90.00	90.52	87.72	
Overall rating of the care provided by our Emergency Medical	93.80	92.50	93.27	92.98	95.19	94.01	94.00	
Likelihood of recommending this ambulance service to others	93.63	96.88	93.19	92.23	97.12	94.10	93.25	
Overall score		92.28	93.58	92.36	92.04	93.81	93.10	93.36



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
Helpfulness of the person you called for ambulance service	93.61	93.70	93.59	94.49	93.54	94.82
Concern shown by the person you called for ambulance service	92.02	93.69	93.54	94.36	93.60	94.12
Extent to which you were told what to do until the ambulance	91.63	92.19	91.81	93.10	91.88	93.25
Extent to which the ambulance arrived in a timely manner	92.45	92.24	91.57	93.11	91.84	93.77
Cleanliness of the ambulance	95.38	94.90	94.60	95.45	94.76	95.91
Comfort of the ride	86.99	87.87	87.60	89.17	87.42	88.95
Skill of the person driving the ambulance	94.37	94.23	94.15	94.36	94.18	94.86
Care shown by the medics who arrived with the ambulance	93.97	94.89	94.48	94.70	94.64	95.33
Degree to which the medics took your problem seriously	93.73	94.98	94.62	94.89	94.76	95.54
Degree to which the medics listened to you and/or your family	94.28	94.57	94.32	94.42	94.55	95.12
Skill of the medics	94.37	94.87	94.60	95.06	94.73	95.43
Extent to which the medics kept you informed about your	92.77	93.04	92.89	92.85	92.85	93.80
Extent to which medics included you in the treatment decisions	93.65	93.40	93.10	93.44	93.12	94.04
Degree to which the medics relieved your pain or discomfort	89.84	90.81	90.69	91.17	90.35	91.03
Medics' concern for your privacy	93.47	93.74	93.59	94.05	93.50	94.20
Extent to which medics cared for you as a person	95.02	94.51	94.32	94.68	94.30	95.36
Professionalism of the staff in our billing office	84.94	89.83	89.70	89.28	89.45	89.18
Willingness of the staff in our billing office to address your	84.17	89.79	89.62	89.40	89.44	88.97
How well did our staff work together to care for you	93.54	93.87	93.58	93.71	93.47	94.28
Extent to which our staff eased your entry into the medical	92.66	93.91	93.71	93.95	93.68	94.03
Appropriateness of Emergency Medical Transportation treatment	93.69	93.75	93.53	94.29	93.47	94.27
Extent to which the services received were worth the fees	84.21	89.17	88.74	88.51	89.03	88.78
Overall rating of the care provided by our Emergency Medical	93.80	93.93	93.83	94.14	93.78	94.49
Likelihood of recommending this ambulance service to others	93.63	93.57	93.37	93.81	93.37	94.21
Overall Score	92.28	92.98	92.73	93.18	92.74	93.49



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		221	55	19	47	13
Minimum Score	1	1.00	1.00	1.00	1.00	1.00
Maximum Score	100	100	100	100	100	100
Mean Score	90.80	92.40	92.75	93.29	92.05	91.82
Your Percentile		17th	11th	N/A	18th	20th
Your Rank		65	17	N/A	29	9

- 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	93.10	92.41
Dispatch	93.13	92.24
Helpfulness of the person you called for ambulance service	93.57	92.88
Concern shown by the person you called for ambulance service	93.23	92.64
Extent to which you were told what to do until the ambulance	92.58	91.21
Ambulance	93.12	92.04
Extent to which the ambulance arrived in a timely manner	93.33	92.22
Cleanliness of the ambulance	96.16	94.49
Comfort of the ride	88.54	87.64
Skill of the person driving the ambulance	94.47	93.82
Medic	94.13	93.36
Care shown by the medics who arrived with the ambulance	94.98	94.37
Degree to which the medics took your problem seriously	94.89	94.28
Degree to which the medics listened to you and/or your family	94.57	93.97
Skill of the medics	95.30	94.38
Extent to which the medics kept you informed about your treatment	93.75	92.60
Extent to which medics included you in the treatment decisions (if	93.38	92.37
Degree to which the medics relieved your pain or discomfort	90.17	90.68
Medics' concern for your privacy	95.03	93.36
Extent to which medics cared for you as a person	95.10	94.25
Billing Office Staff	86.76	88.75



Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	93.10	92.41
Billing Office Staff	86.76	88.75
Professionalism of the staff in our billing office	86.88	88.73
Willingness of the staff in our billing office to address your needs	86.64	88.77
Overall Experience	93.62	92.54
How well did our staff work together to care for you	95.22	93.49
Extent to which our staff eased your entry into the medical facility	95.19	93.62
Appropriateness of Emergency Medical Transportation treatment	94.74	93.41
Extent to which the services received were worth the fees charged	87.32	87.92
Overall rating of the care provided by our Emergency Medical	94.66	93.58
Likelihood of recommending this ambulance service to others	94.59	93.20



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	52	55	137	590	3166	79.15%	78.86%
Dispatch	5	5	18	84	399	78.08%	78.25%
Helpfulness of the person you called for ambulance service	1	2	4	26	139	80.81%	80.08%
Concern shown by the person you called for ambulance service	2	1	8	28	133	77.33%	79.23%
Extent to which you were told what to do until the ambulance arrived	2	2	6	30	127	76.05%	75.44%
Ambulance	5	6	27	120	531	77.07%	76.22%
Extent to which the ambulance arrived in a timely manner	2	1	6	29	134	77.91%	76.38%
Cleanliness of the ambulance	1	0	2	24	146	84.39%	81.99%
Comfort of the ride	1	3	16	44	107	62.57%	65.80%
Skill of the person driving the ambulance	1	2	3	23	144	83.24%	80.72%
Medic	21	21	37	188	1297	82.93%	81.94%
Care shown by the medics who arrived with the ambulance	2	3	2	22	149	83.71%	84.05%
Degree to which the medics took your problem seriously	2	4	2	21	150	83.80%	85.12%
Degree to which the medics listened to you and/or your family	2	2	4	19	152	84.92%	83.91%
Skill of the medics	3	1	3	19	151	85.31%	84.09%
Extent to which the medics kept you informed about your treatment	2	3	4	26	141	80.11%	79.58%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	52	55	137	590	3166	79.15%	78.86%
Extent to which medics included you in the treatment decisions (if applicable)	2	0	6	21	132	81.99%	81.12%
Degree to which the medics relieved your pain or discomfort	3	5	7	27	125	74.85%	74.65%
Medics' concern for your privacy	2	2	5	21	142	82.56%	80.65%
Extent to which medics cared for you as a person	3	1	4	12	155	88.57%	84.25%
Billing Office Staff	6	5	26	60	147	60.25%	68.51%
Professionalism of the staff in our billing office	3	3	12	28	75	61.98%	68.37%
Willingness of the staff in our billing office to address your needs	3	2	14	32	72	58.54%	68.64%
Overall Experience	15	18	29	138	792	79.84%	79.74%
How well did our staff work together to care for you	2	1	5	23	139	81.76%	80.76%
Extent to which our staff eased your entry into the medical facility	3	2	4	22	132	80.98%	81.16%
Appropriateness of Emergency Medical Transportation treatment	2	3	3	21	145	83.33%	81.03%
Extent to which the services received were worth the fees charged	3	6	12	32	83	61.03%	71.32%
Overall rating of the care provided by our Emergency Medical Transportation service	2	3	3	20	145	83.82%	82.24%
Likelihood of recommending this ambulance service to others	3	3	2	20	148	84.09%	81.93%