

Medstar Mobile Healthcare

Fort Worth, TX

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Patient Experience Report

June 1, 2023 to June 30, 2023

Your Score

92.30

Your Patients in this Report

149

Total Patients in this Report

4,712

Total EMS Organizations

225





Executive Summary

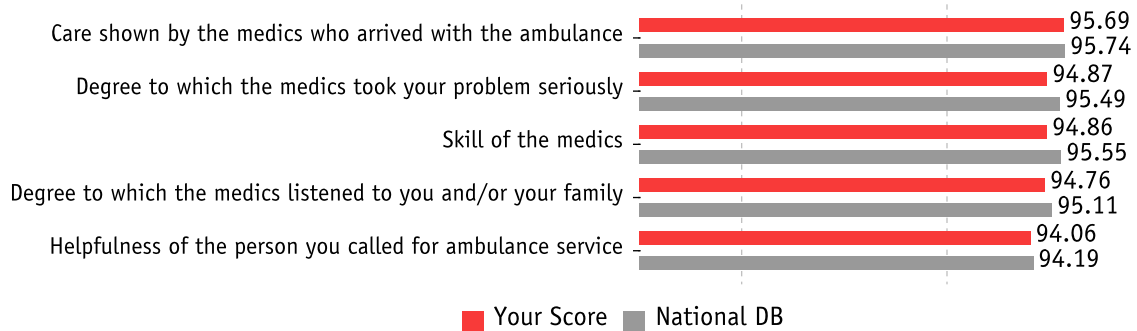
Your overall score for the time period selected is **92.30**. This is a difference of **0.49** from your previous period's score of **91.81**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **77.02%**.

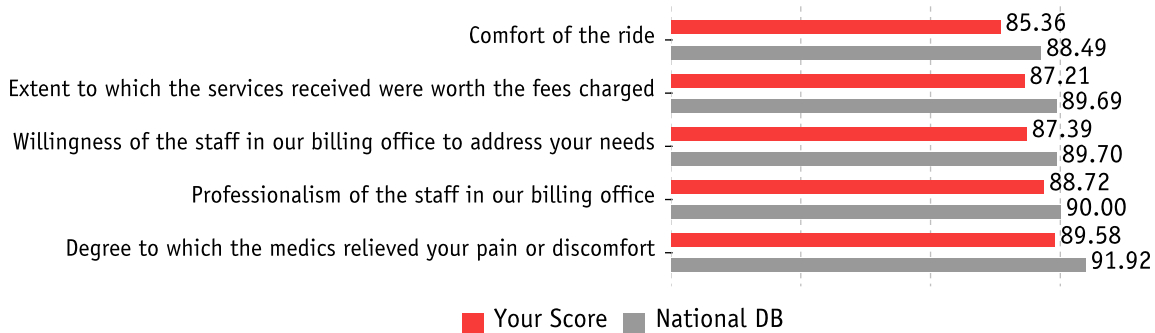
In addition, your rolling 12- month score of **91.21** is a difference of **-2.59** from the national database score of **93.80**.

When compared to all organizations in the national database, your score of **91.21** is ranked **73rd** and **24th** for comparably sized organizations.

5 Highest Scores



5 Lowest Scores

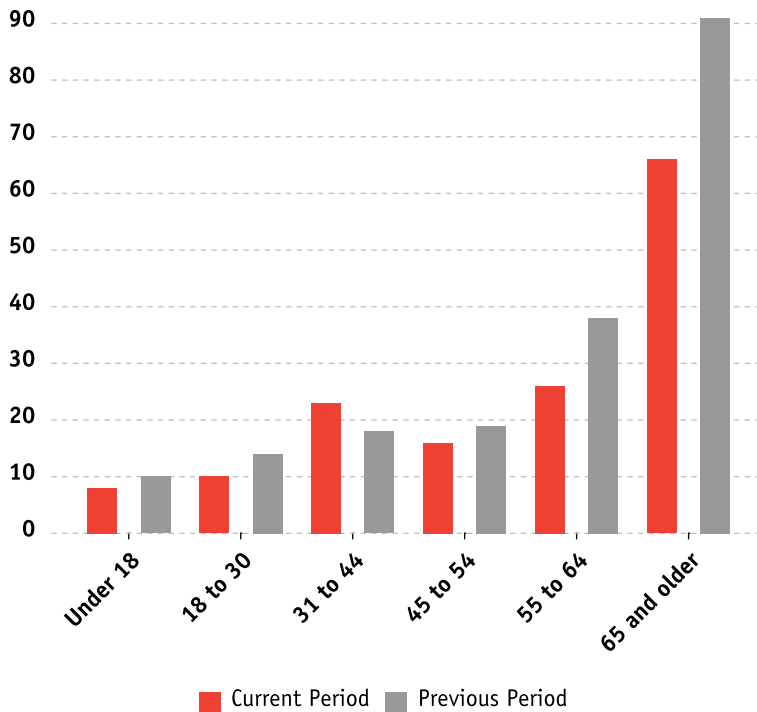




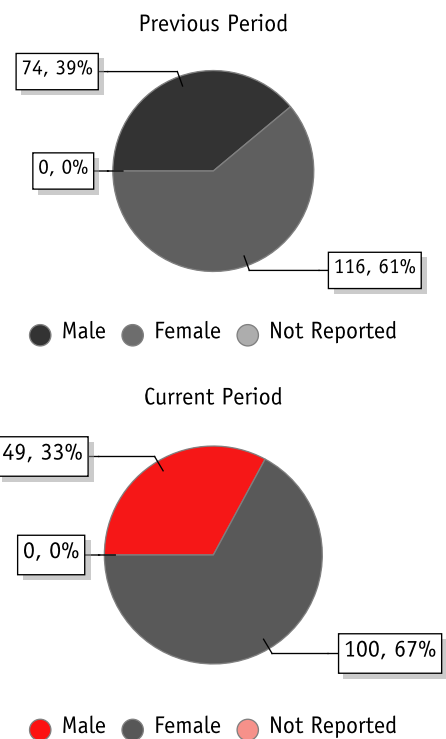
Demographics — This report provides basic information about the patient's age and gender.

	Total	Previous Period			Not Reported	Total	Current Period		
		Male	Female	Female			Male	Female	Not Reported
Under 18	10	5	5	0	8	4	4	0	
18 to 30	14	7	7	0	10	4	6	0	
31 to 44	18	4	14	0	23	8	15	0	
45 to 54	19	8	11	0	16	5	11	0	
55 to 64	38	18	20	0	26	7	19	0	
65 and older	91	32	59	0	66	21	45	0	
Total	190	74	116	0	149	49	100	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	94.06	94.15	-0.09	94.19
Concern shown by the person you called for ambulance service	92.22	92.81	-0.59	93.98
Extent to which you were told what to do until the ambulance arrived	91.37	91.19	0.18	93.06

Ambulance Composite

	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	92.93	89.93	3.00	93.50
Cleanliness of the ambulance	93.97	94.86	-0.89	95.47
Comfort of the ride	85.36	83.14	2.22	88.49
Skill of the person driving the ambulance	92.66	92.59	0.07	94.77

Medic Composite

	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	95.69	94.48	1.21	95.74
Degree to which the medics took your problem seriously	94.87	94.13	0.74	95.49
Degree to which the medics listened to you and/or your family	94.76	94.83	-0.07	95.11
Skill of the medics	94.86	93.80	1.06	95.55
Extent to which the medics kept you informed about your treatment	92.64	92.82	-0.18	93.90
Extent to which medics included you in the treatment decisions (if applicable)	92.04	93.05	-1.01	93.82
Degree to which the medics relieved your pain or discomfort	89.58	88.75	0.83	91.92
Medics' concern for your privacy	93.67	93.27	0.40	94.57
Extent to which medics cared for you as a person	93.33	93.87	-0.54	95.30

Billing Office Staff Composite

	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	88.72	85.86	2.86	90.00
Willingness of the staff in our billing office to address your needs	87.39	85.28	2.11	89.70



Question Analysis (Continued)

Overall Experience Composite	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	93.22	93.49	-0.27	94.49
Extent to which our staff eased your entry into the medical facility	92.91	93.79	-0.88	94.51
Appropriateness of Emergency Medical Transportation treatment	93.63	92.34	1.29	94.48
Extent to which the services received were worth the fees charged	87.21	84.40	2.81	89.69
Overall rating of the care provided by our Emergency Medical Transportation	92.24	92.51	-0.27	94.69
Likelihood of recommending this ambulance service to others	93.12	92.78	0.34	94.12



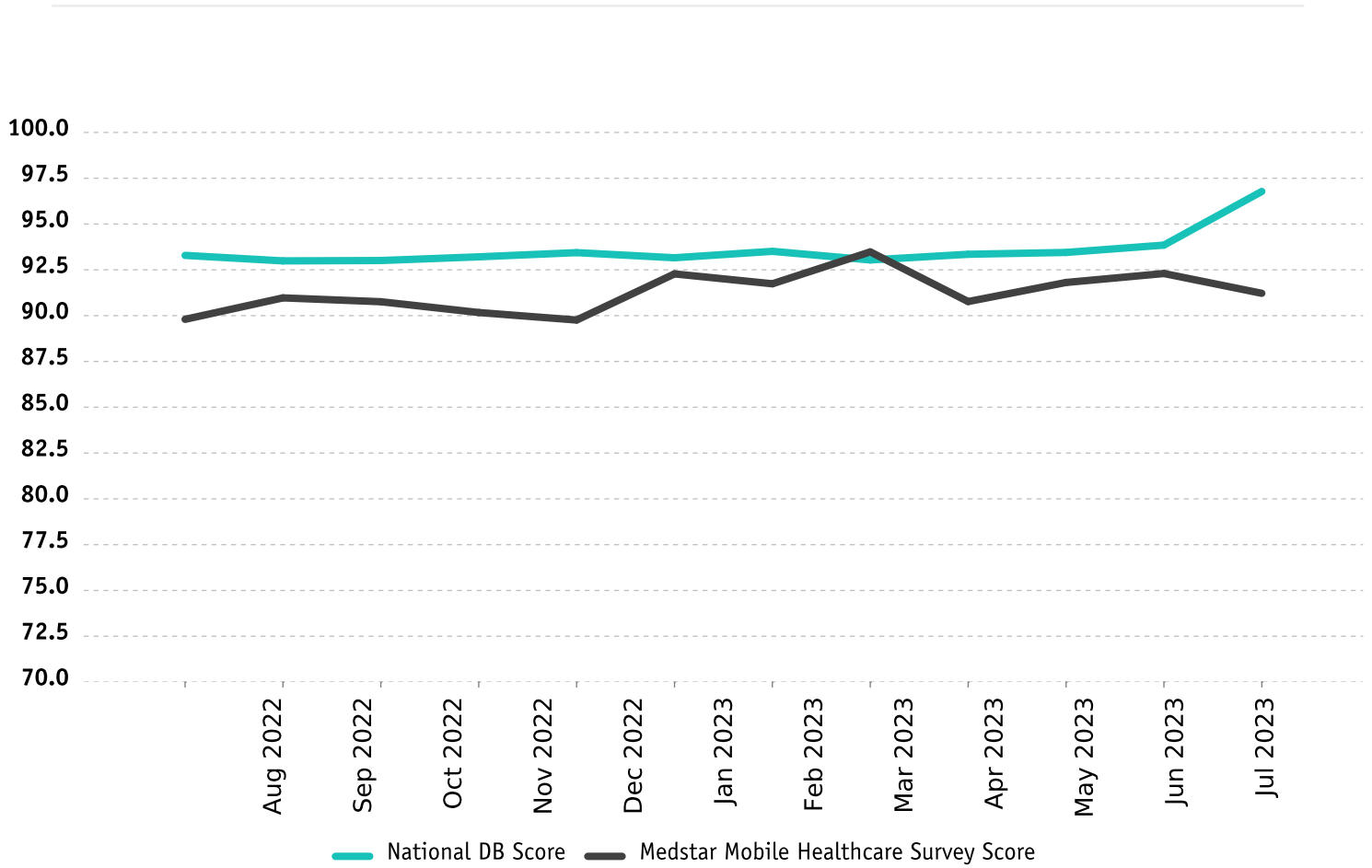
Monthly Breakdown

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

	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Helpfulness of the person you called for ambulance service	94.27	90.67	93.84	93.08	93.10	91.94	93.61	95.60	96.00	94.78	94.15	94.06
Concern shown by the person you called for ambulance service	93.27	88.21	92.30	92.26	91.93	90.18	92.02	93.76	94.68	92.53	92.81	92.22
Extent to which you were told what to do until the ambulance arrived	91.07	89.39	92.32	92.45	92.47	86.69	91.63	93.83	93.75	92.45	91.19	91.37
Extent to which the ambulance arrived in a timely manner	90.02	87.66	90.75	90.69	88.49	88.65	92.45	92.74	91.42	89.16	89.93	92.93
Cleanliness of the ambulance	94.09	92.37	93.84	94.96	94.69	93.02	95.38	94.19	95.75	93.61	94.86	93.97
Comfort of the ride	86.34	84.11	85.68	84.80	86.55	82.23	86.99	86.48	88.44	85.67	83.14	85.36
Skill of the person driving the ambulance	93.07	90.41	92.33	92.20	91.62	92.14	94.37	94.12	94.80	93.23	92.59	92.66
Care shown by the medics who arrived with the ambulance	93.53	92.77	94.16	92.07	91.75	92.60	93.97	92.08	96.96	93.81	94.48	95.69
Degree to which the medics took your problem seriously	94.10	92.03	93.40	91.33	91.19	91.88	93.73	91.02	95.92	92.26	94.13	94.87
Degree to which the medics listened to you and/or your family	92.38	91.35	92.93	92.13	91.69	92.18	94.28	93.05	95.92	92.32	94.83	94.76
Skill of the medics	94.89	93.36	92.80	92.19	92.51	92.68	94.37	93.92	95.60	92.90	93.80	94.86
Extent to which the medics kept you informed about your treatment	92.00	90.07	91.18	91.42	90.70	90.59	92.77	91.30	94.48	90.67	92.82	92.64
Extent to which medics included you in the treatment decisions (if	92.15	90.22	92.69	90.53	89.40	89.27	93.65	90.53	94.36	90.34	93.05	92.04
Degree to which the medics relieved your pain or discomfort	86.87	88.94	85.49	87.43	85.96	86.86	89.84	84.74	90.82	86.83	88.75	89.58
Medics' concern for your privacy	92.39	92.71	92.11	91.15	91.58	91.38	93.47	91.79	94.09	91.31	93.27	93.67
Extent to which medics cared for you as a person	93.57	92.23	92.58	91.20	90.95	91.58	95.02	93.05	94.69	91.33	93.87	93.33
Professionalism of the staff in our billing office	85.73	85.47	85.63	86.84	85.20	83.03	84.94	88.85	89.29	87.38	85.86	88.72
Willingness of the staff in our billing office to address your needs	86.03	84.44	85.12	87.11	84.82	82.10	84.17	89.45	87.62	84.88	85.28	87.39
How well did our staff work together to care for you	94.73	90.89	92.21	90.84	91.57	91.44	93.54	92.29	92.99	91.69	93.49	93.22
Extent to which our staff eased your entry into the medical facility	94.88	91.33	91.16	91.42	91.70	91.20	92.66	92.40	94.27	91.31	93.79	92.91
Appropriateness of Emergency Medical Transportation treatment	93.81	90.42	91.90	90.44	90.72	91.82	93.69	93.05	92.58	91.96	92.34	93.63
Extent to which the services received were worth the fees charged	84.52	82.78	83.25	87.05	82.52	83.06	84.21	86.33	87.01	82.43	84.40	87.21
Overall rating of the care provided by our Emergency Medical Transportation	93.90	89.88	91.38	90.58	89.91	91.20	93.80	92.47	93.51	91.31	92.51	92.24
Likelihood of recommending this ambulance service to others	92.52	89.28	89.13	90.59	88.88	91.21	93.63	92.19	94.13	90.36	92.78	93.12
Overall Score	91.87	89.80	90.97	90.76	90.17	89.76	92.28	91.74	93.48	90.77	91.81	92.30
Respondents	135	174	84	135	145	138	181	86	159	132	190	149



Monthly Overall Survey Score





Greatest Increase and Decrease in Scores by Question

Increases	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	92.93	89.93	3.00	93.50
Professionalism of the staff in our billing office	88.72	85.86	2.86	90.00
Extent to which the services received were worth the fees charged	87.21	84.40	2.81	89.69
Comfort of the ride	85.36	83.14	2.22	88.49
Willingness of the staff in our billing office to address your needs	87.39	85.28	2.11	89.70
Appropriateness of Emergency Medical Transportation treatment	93.63	92.34	1.29	94.48
Care shown by the medics who arrived with the ambulance	95.69	94.48	1.21	95.74
Skill of the medics	94.86	93.80	1.06	95.55
Degree to which the medics relieved your pain or discomfort	89.58	88.75	0.83	91.92
Degree to which the medics took your problem seriously	94.87	94.13	0.74	95.49
Decreases	Current	Previous	(+/-)	National DB
Extent to which medics included you in the treatment decisions (if applicable)	92.04	93.05	-1.00	93.82
Cleanliness of the ambulance	93.97	94.86	-0.89	95.47
Extent to which our staff eased your entry into the medical facility	92.91	93.79	-0.88	94.51
Concern shown by the person you called for ambulance service	92.22	92.81	-0.59	93.98
Extent to which medics cared for you as a person	93.33	93.87	-0.54	95.30
How well did our staff work together to care for you	93.22	93.49	-0.27	94.49
Overall rating of the care provided by our Emergency Medical Transportation service	92.24	92.51	-0.26	94.69
Extent to which the medics kept you informed about your treatment	92.64	92.82	-0.18	93.90
Helpfulness of the person you called for ambulance service	94.06	94.15	-0.08	94.19
Degree to which the medics listened to you and/or your family	94.76	94.83	-0.07	95.11



Greatest Scores Above Benchmarks by Question

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
Medics' concern for your privacy	93.67	.886660193
Extent to which our staff eased your entry into the medical facility	92.91	.882049308
Extent to which medics cared for you as a person	93.33	.871302985
Appropriateness of Emergency Medical Transportation treatment	93.63	.865256891
Skill of the person driving the ambulance	92.66	.861771804
How well did our staff work together to care for you	93.22	.859182394
Extent to which the services received were worth the fees charged	87.21	.858424905
Extent to which the medics kept you informed about your treatment	92.64	.853959214
Skill of the medics	94.86	.84736079
Extent to which medics included you in the treatment decisions (if applicable)	92.04	.843831978
Helpfulness of the person you called for ambulance service	94.06	.818608714
Care shown by the medics who arrived with the ambulance	95.69	.807964071
Concern shown by the person you called for ambulance service	92.22	.802688253
Degree to which the medics took your problem seriously	94.87	.799703998
Extent to which you were told what to do until the ambulance arrived	91.37	.795942241
Professionalism of the staff in our billing office	88.72	.792189371
Comfort of the ride	85.36	.787287932
Degree to which the medics listened to you and/or your family	94.76	.768100413
Willingness of the staff in our billing office to address your needs	87.39	.754399634
Extent to which the ambulance arrived in a timely manner	92.93	.752611248
Cleanliness of the ambulance	93.97	.744357489
Degree to which the medics relieved your pain or discomfort	89.58	.720578722



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	94.06	0	96.59	96.05	92.54	93.80	93.93
Concern shown by the person you called for ambulance service	92.22	0	96.59	97.30	92.91	94.57	93.43
Extent to which you were told what to do until the ambulance	91.37	0	95.24	95.95	90.31	94.87	93.16
Extent to which the ambulance arrived in a timely manner	92.93	0	93.97	94.00	91.67	93.85	93.92
Cleanliness of the ambulance	93.97	0	95.19	96.08	95.07	96.88	95.63
Comfort of the ride	85.36	0	80.04	88.73	89.13	94.83	89.05
Skill of the person driving the ambulance	92.66	0	93.27	96.63	94.01	96.40	95.52
Care shown by the medics who arrived with the ambulance	95.69	0	96.43	95.02	93.93	95.88	95.11
Degree to which the medics took your problem seriously	94.87	0	95.54	95.43	94.57	96.26	94.88
Degree to which the medics listened to you and/or your family	94.76	0	95.54	95.33	93.94	95.63	94.16
Skill of the medics	94.86	0	95.54	94.29	94.20	96.22	95.87
Extent to which the medics kept you informed about your	92.64	0	91.96	94.04	92.80	95.54	93.28
Extent to which medics included you in the treatment decisions (if	92.04	0	95.45	94.62	94.20	95.92	93.49
Degree to which the medics relieved your pain or discomfort	89.58	0	89.58	96.28	92.37	94.11	91.23
Medics' concern for your privacy	93.67	0	92.31	97.16	94.32	95.50	94.30
Extent to which medics cared for you as a person	93.33	0	96.15	95.02	94.78	96.53	94.93
Professionalism of the staff in our billing office	88.72	0	97.50	94.74	89.29	93.38	87.53
Willingness of the staff in our billing office to address your needs	87.39	0	97.50	94.74	88.12	93.18	86.88
How well did our staff work together to care for you	93.22	0	95.19	92.47	94.58	95.70	93.95
Extent to which our staff eased your entry into the medical facility	92.91	0	95.65	94.64	95.00	95.13	94.08
Appropriateness of Emergency Medical Transportation treatment	93.63	0	93.75	95.24	93.09	96.05	94.82
Extent to which the services received were worth the fees charged	87.21	0	87.50	91.67	87.30	93.19	89.04
Overall rating of the care provided by our Emergency Medical	92.24	0	96.74	91.87	95.08	95.95	95.26
Likelihood of recommending this ambulance service to others	93.12	0	93.75	90.98	92.71	95.77	94.30
Overall score	92.30		93.92	94.46	92.91	95.30	93.53



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
Helpfulness of the person you called for ambulance service	94.06	94.19	94.09	94.44	94.12	94.88
Concern shown by the person you called for ambulance service	92.22	93.98	93.93	93.87	93.82	94.23
Extent to which you were told what to do until the ambulance	91.37	93.06	92.77	93.30	92.88	93.46
Extent to which the ambulance arrived in a timely manner	92.93	93.50	93.14	93.97	93.34	94.23
Cleanliness of the ambulance	93.97	95.47	95.37	95.72	95.33	95.93
Comfort of the ride	85.36	88.49	88.54	89.57	88.18	88.86
Skill of the person driving the ambulance	92.66	94.77	94.82	95.08	94.60	94.85
Care shown by the medics who arrived with the ambulance	95.69	95.74	95.42	96.35	95.59	96.28
Degree to which the medics took your problem seriously	94.87	95.49	95.10	96.05	95.33	95.94
Degree to which the medics listened to you and/or your family	94.76	95.11	94.69	95.71	94.91	95.68
Skill of the medics	94.86	95.55	95.02	95.74	95.43	96.06
Extent to which the medics kept you informed about your	92.64	93.90	93.45	94.68	93.68	94.02
Extent to which medics included you in the treatment decisions	92.04	93.82	93.40	94.50	93.65	93.98
Degree to which the medics relieved your pain or discomfort	89.58	91.92	91.59	92.69	91.65	92.29
Medics' concern for your privacy	93.67	94.57	94.26	95.19	94.35	94.94
Extent to which medics cared for you as a person	93.33	95.30	94.97	95.61	95.13	95.46
Professionalism of the staff in our billing office	88.72	90.00	90.17	90.34	89.88	89.84
Willingness of the staff in our billing office to address your	87.39	89.70	90.04	89.67	89.54	89.17
How well did our staff work together to care for you	93.22	94.49	94.23	95.20	94.28	95.08
Extent to which our staff eased your entry into the medical	92.91	94.51	94.32	94.74	94.36	94.81
Appropriateness of Emergency Medical Transportation treatment	93.63	94.48	94.04	94.69	94.32	94.90
Extent to which the services received were worth the fees	87.21	89.69	89.42	89.41	89.74	88.85
Overall rating of the care provided by our Emergency Medical	92.24	94.69	94.49	95.32	94.39	94.79
Likelihood of recommending this ambulance service to others	93.12	94.12	93.88	94.88	93.94	94.60
Overall Score	92.30	93.61	93.38	94.03	93.44	93.88



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	225	57	19	47	13
Minimum Score	19.16	1.00	1.00	1.00	1.00
Maximum Score	100	100	100	100	100
Mean Score	91.21	93.80	92.71	95.38	93.55
Your Percentile		17th	18th	N/A	16th
Your Rank		73	24	N/A	27

- 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	93.03	92.44
Dispatch	93.16	92.28
Helpfulness of the person you called for ambulance service	93.69	92.91
Concern shown by the person you called for ambulance service	93.23	92.68
Extent to which you were told what to do until the ambulance	92.56	91.26
Ambulance	93.01	92.07
Extent to which the ambulance arrived in a timely manner	93.21	92.25
Cleanliness of the ambulance	96.07	94.51
Comfort of the ride	88.37	87.67
Skill of the person driving the ambulance	94.40	93.84
Medic	94.07	93.38
Care shown by the medics who arrived with the ambulance	94.98	94.39
Degree to which the medics took your problem seriously	94.84	94.30
Degree to which the medics listened to you and/or your family	94.56	93.99
Skill of the medics	95.25	94.41
Extent to which the medics kept you informed about your treatment	93.69	92.63
Extent to which medics included you in the treatment decisions (if	93.32	92.39
Degree to which the medics relieved your pain or discomfort	90.08	90.70
Medics' concern for your privacy	94.92	93.38
Extent to which medics cared for you as a person	95.01	94.27
Billing Office Staff	86.86	88.78



Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	93.03	92.44
Billing Office Staff	86.86	88.78
Professionalism of the staff in our billing office	87.06	88.76
Willingness of the staff in our billing office to address your needs	86.65	88.79
Overall Experience	93.49	92.56
How well did our staff work together to care for you	95.10	93.51
Extent to which our staff eased your entry into the medical facility	95.07	93.64
Appropriateness of Emergency Medical Transportation treatment	94.62	93.43
Extent to which the services received were worth the fees charged	87.13	87.96
Overall rating of the care provided by our Emergency Medical	94.54	93.60
Likelihood of recommending this ambulance service to others	94.48	93.22



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	22	37	122	588	2577	77.02%	80.13%
Dispatch	2	8	10	71	322	77.97%	79.73%
Helpfulness of the person you called for ambulance service	0	3	2	20	114	82.01%	81.19%
Concern shown by the person you called for ambulance service	1	3	3	24	107	77.54%	80.19%
Extent to which you were told what to do until the ambulance arrived	1	2	5	27	101	74.26%	77.81%
Ambulance	4	6	32	105	431	74.57%	78.21%
Extent to which the ambulance arrived in a timely manner	0	2	5	25	113	77.93%	79.29%
Cleanliness of the ambulance	1	0	4	23	117	80.69%	83.90%
Comfort of the ride	2	3	18	32	90	62.07%	67.44%
Skill of the person driving the ambulance	1	1	5	25	111	77.62%	82.21%
Medic	6	11	39	199	1034	80.22%	83.55%
Care shown by the medics who arrived with the ambulance	0	1	3	16	125	86.21%	86.95%
Degree to which the medics took your problem seriously	1	0	3	20	122	83.56%	86.55%
Degree to which the medics listened to you and/or your family	0	2	4	17	125	84.46%	85.36%
Skill of the medics	0	1	3	21	121	82.88%	86.04%
Extent to which the medics kept you informed about your treatment	0	2	4	29	111	76.03%	81.19%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	22	37	122	588	2577	77.02%	80.13%
Extent to which medics included you in the treatment decisions (if applicable)	1	2	3	27	102	75.56%	81.01%
Degree to which the medics relieved your pain or discomfort	2	2	9	26	100	71.94%	76.74%
Medics' concern for your privacy	1	1	4	20	112	81.16%	82.29%
Extent to which medics cared for you as a person	1	0	6	23	116	79.45%	85.85%
Billing Office Staff	0	4	17	62	143	63.27%	67.15%
Professionalism of the staff in our billing office	0	2	8	29	74	65.49%	67.22%
Willingness of the staff in our billing office to address your needs	0	2	9	33	69	61.06%	67.07%
Overall Experience	10	8	24	151	647	77.02%	80.79%
How well did our staff work together to care for you	1	1	4	23	111	79.29%	82.27%
Extent to which our staff eased your entry into the medical facility	1	2	4	22	112	79.43%	82.23%
Appropriateness of Emergency Medical Transportation treatment	1	1	3	24	116	80.00%	82.59%
Extent to which the services received were worth the fees charged	3	2	6	32	78	64.46%	71.37%
Overall rating of the care provided by our Emergency Medical Transportation service	2	1	4	27	114	77.03%	83.68%
Likelihood of recommending this ambulance service to others	2	1	3	23	116	80.00%	82.63%