

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



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Patient Experience Report

November 1, 2022 to November 30, 2022

Your Score

90.24

Your Patients in this Report

146

Total Patients in this Report

4,306

Total EMS Organizations

221





Executive Summary

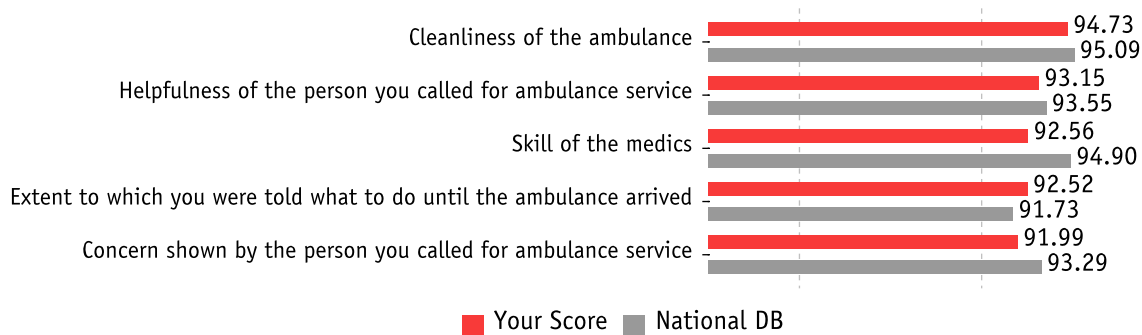
Your overall score for the time period selected is **90.24**. This is a difference of **-0.52** from your previous period's score of **90.76**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **78.54%**.

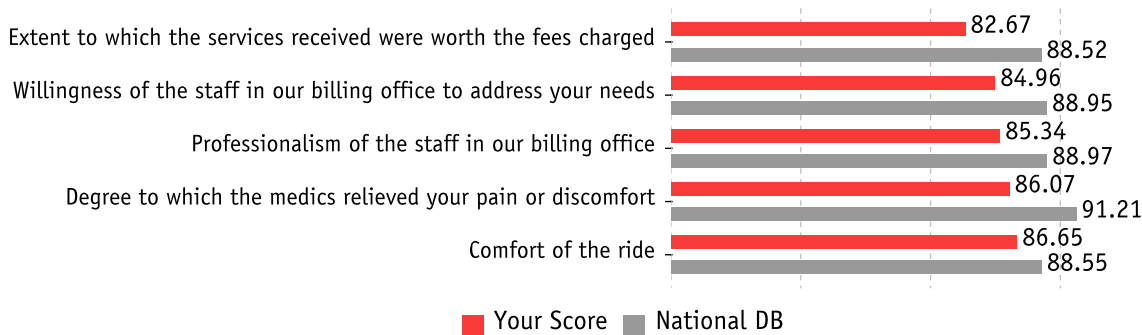
In addition, your rolling 12- month score of **91.24** is a difference of **-1.71** from the national database score of **92.95**.

When compared to all organizations in the national database, your score of **91.24** is ranked **59th** and **14th** for comparably sized organizations.

5 Highest Scores



5 Lowest Scores

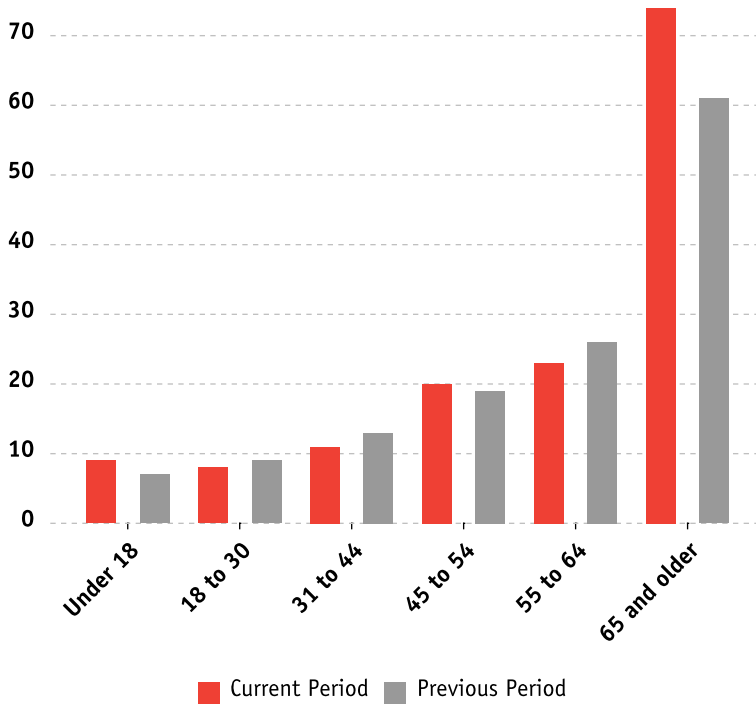




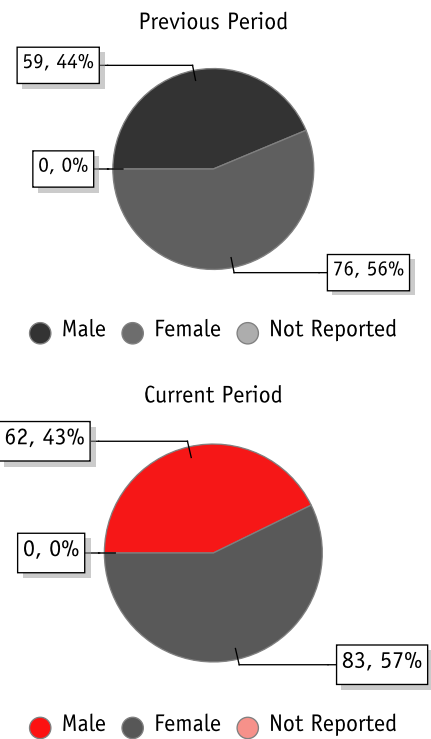
Demographics — This report provides basic information about the patient's age and gender.

	Total	Previous Period			Total	Current Period		
		Male	Female	Not Reported		Male	Female	Not Reported
Under 18	7	6	1	0	9	6	3	0
18 to 30	9	2	7	0	8	4	4	0
31 to 44	13	6	7	0	11	6	5	0
45 to 54	19	6	13	0	20	9	11	0
55 to 64	26	7	19	0	23	7	16	0
65 and older	61	32	29	0	74	30	44	0
Total	135	59	76	0	145	62	83	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	93.15	93.08	0.07	93.55
Concern shown by the person you called for ambulance service	91.99	92.26	-0.27	93.29
Extent to which you were told what to do until the ambulance arrived	92.52	92.45	0.07	91.73

Ambulance Composite

	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	88.57	90.69	-2.12	92.87
Cleanliness of the ambulance	94.73	94.96	-0.23	95.09
Comfort of the ride	86.65	84.80	1.85	88.55
Skill of the person driving the ambulance	91.68	92.20	-0.52	94.15

Medic Composite

	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	91.80	92.07	-0.27	94.86
Degree to which the medics took your problem seriously	91.25	91.33	-0.08	94.78
Degree to which the medics listened to you and/or your family	91.75	92.13	-0.38	94.58
Skill of the medics	92.56	92.19	0.37	94.90
Extent to which the medics kept you informed about your treatment	90.77	91.42	-0.65	93.11
Extent to which medics included you in the treatment decisions (if applicable)	89.48	90.53	-1.05	92.61
Degree to which the medics relieved your pain or discomfort	86.07	87.43	-1.36	91.21
Medics' concern for your privacy	91.64	91.15	0.49	93.60
Extent to which medics cared for you as a person	91.01	91.20	-0.19	94.85

Billing Office Staff Composite

	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	85.34	86.84	-1.50	88.97
Willingness of the staff in our billing office to address your needs	84.96	87.11	-2.15	88.95



Question Analysis (Continued)

Overall Experience Composite	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	91.63	90.84	0.79	93.84
Extent to which our staff eased your entry into the medical facility	91.76	91.42	0.34	94.07
Appropriateness of Emergency Medical Transportation treatment	90.79	90.44	0.35	93.81
Extent to which the services received were worth the fees charged	82.67	87.05	-4.38	88.52
Overall rating of the care provided by our Emergency Medical Transportation	89.98	90.58	-0.60	94.14
Likelihood of recommending this ambulance service to others	88.96	90.59	-1.63	93.46



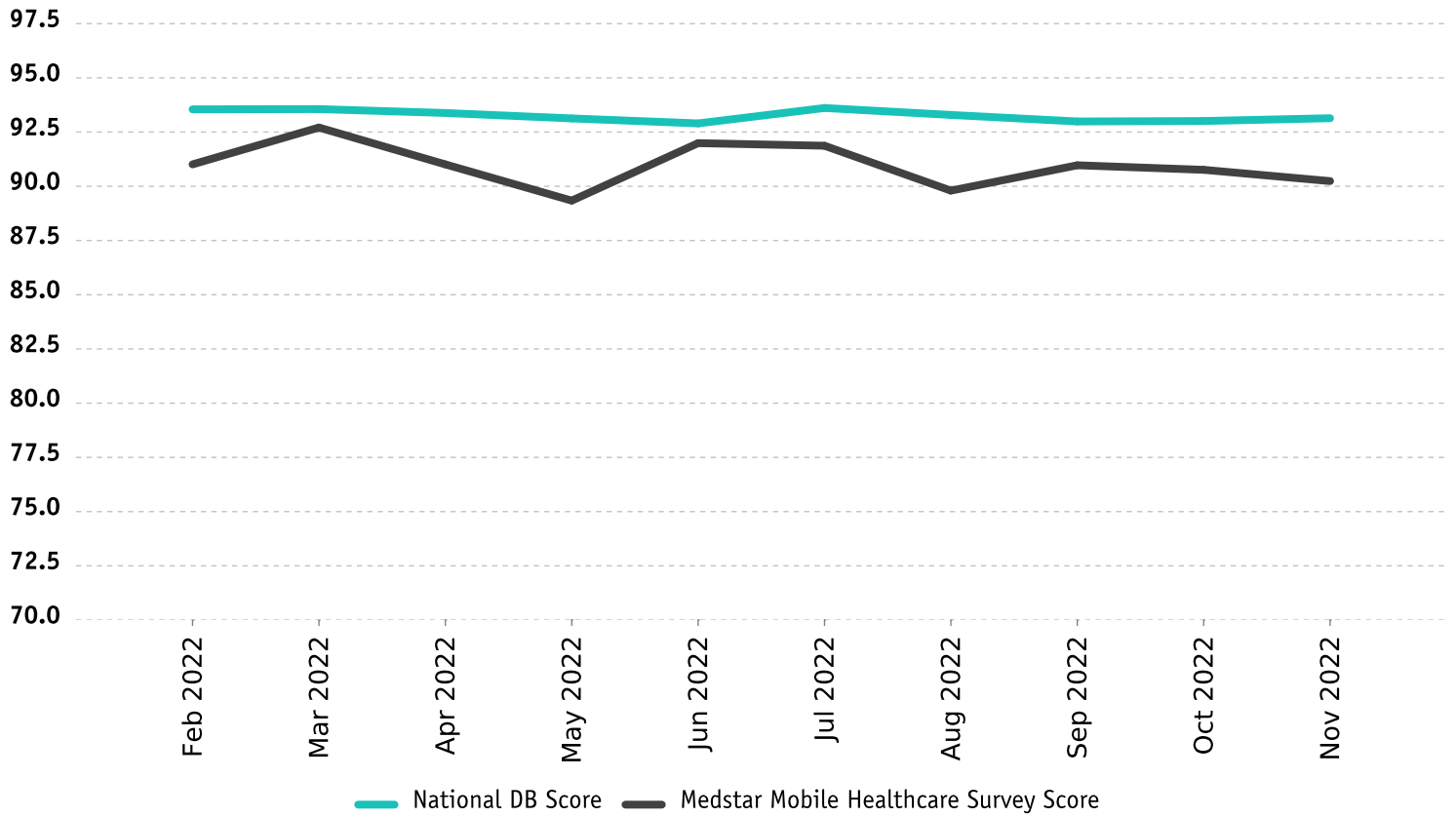
Monthly Breakdown

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	Nov 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	93.15
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	91.99
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	92.52
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	88.57
Cleanliness of the ambulance	98.71	94.75	95.16	95.63	91.63	95.84	94.09	92.37	93.84	94.96	94.73
Comfort of the ride	88.85	85.40	88.67	86.60	85.69	87.81	86.34	84.11	85.68	84.80	86.65
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	91.68
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	91.80
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	91.25
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	91.75
Skill of the medics	96.98	94.18	94.58	93.90	91.01	94.68	94.89	93.36	92.80	92.19	92.56
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	90.77
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	89.48
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	86.07
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	91.64
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	91.01
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	85.34
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	84.96
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	91.63
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	91.76
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	90.79
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	82.67
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	89.98
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	88.96
Overall Score	95.37	91.01	92.71	91.01	89.34	91.99	91.87	89.80	90.97	90.76	90.24
Respondents	125	145	161	144	155	140	135	174	84	135	146



Monthly Overall Survey Score





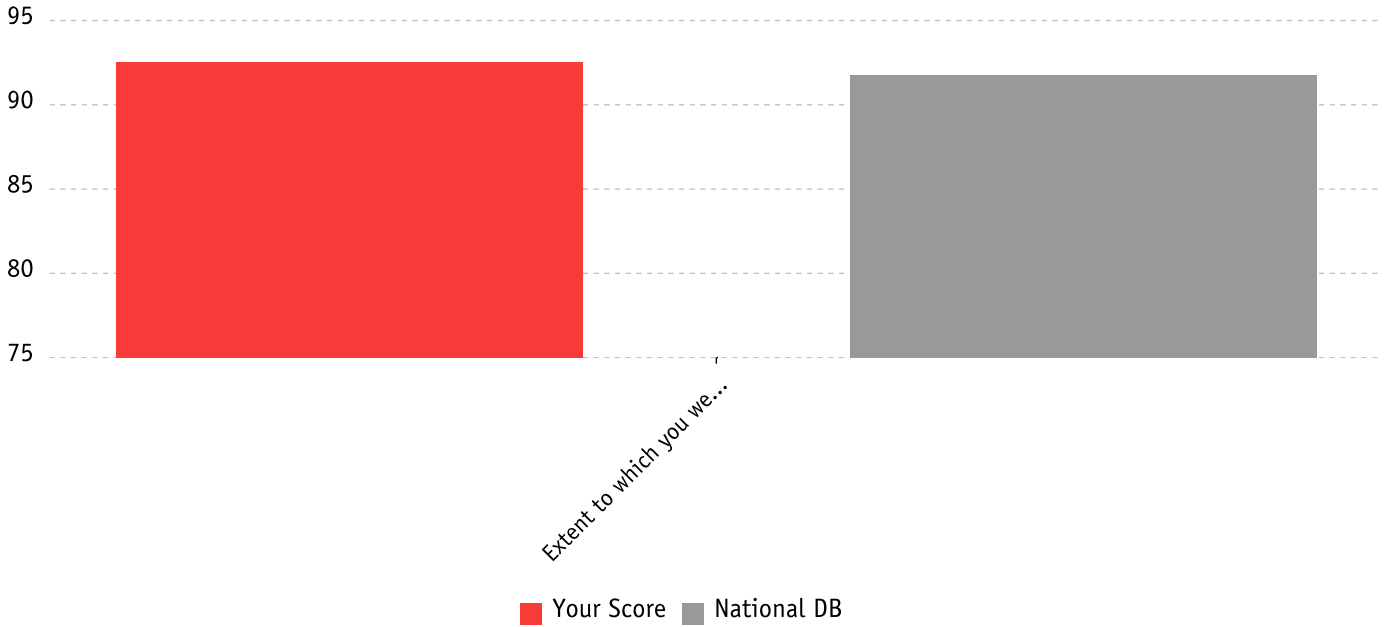
Greatest Increase and Decrease in Scores by Question

Increases	Current	Previous	(+/-)	National DB
Comfort of the ride	86.65	84.80	1.85	88.55
How well did our staff work together to care for you	91.63	90.84	0.78	93.84
Medics' concern for your privacy	91.64	91.15	0.48	93.60
Skill of the medics	92.56	92.19	0.38	94.90
Appropriateness of Emergency Medical Transportation treatment	90.79	90.44	0.35	93.81
Extent to which our staff eased your entry into the medical facility	91.76	91.42	0.35	94.07
Extent to which you were told what to do until the ambulance arrived	92.52	92.45	0.07	91.73
Helpfulness of the person you called for ambulance service	93.15	93.08	0.06	93.55
Decreases	Current	Previous	(+/-)	National DB
Extent to which the services received were worth the fees charged	82.67	87.05	-4.38	88.52
Willingness of the staff in our billing office to address your needs	84.96	87.11	-2.15	88.95
Extent to which the ambulance arrived in a timely manner	88.57	90.69	-2.12	92.87
Likelihood of recommending this ambulance service to others	88.96	90.59	-1.63	93.46
Professionalism of the staff in our billing office	85.34	86.84	-1.50	88.97
Degree to which the medics relieved your pain or discomfort	86.07	87.43	-1.36	91.21
Extent to which medics included you in the treatment decisions (if applicable)	89.48	90.53	-1.05	92.61
Extent to which the medics kept you informed about your treatment	90.77	91.42	-0.65	93.11
Overall rating of the care provided by our Emergency Medical Transportation service	89.98	90.58	-0.60	94.14
Skill of the person driving the ambulance	91.68	92.20	-0.52	94.15



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	Current	(+/-)	National DB
Extent to which you were told what to do until the ambulance arrived	92.52	0.79	91.73





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
Care shown by the medics who arrived with the ambulance	91.80	.944845116
Appropriateness of Emergency Medical Transportation treatment	90.79	.931516735
Extent to which medics cared for you as a person	91.01	.92798523
Degree to which the medics took your problem seriously	91.25	.919033666
Extent to which the medics kept you informed about your treatment	90.77	.912192718
Degree to which the medics listened to you and/or your family	91.75	.910013623
Extent to which medics included you in the treatment decisions (if applicable)	89.48	.907513564
Skill of the medics	92.56	.906431509
How well did our staff work together to care for you	91.63	.90414024
Extent to which the services received were worth the fees charged	82.67	.889375423
Degree to which the medics relieved your pain or discomfort	86.07	.87657775
Medics' concern for your privacy	91.64	.875795859
Extent to which our staff eased your entry into the medical facility	91.76	.872229986
Concern shown by the person you called for ambulance service	91.99	.843180913
Helpfulness of the person you called for ambulance service	93.15	.820313862
Skill of the person driving the ambulance	91.68	.814828905
Professionalism of the staff in our billing office	85.34	.790369053
Willingness of the staff in our billing office to address your needs	84.96	.777730643
Extent to which you were told what to do until the ambulance arrived	92.52	.759912468
Comfort of the ride	86.65	.750489081
Cleanliness of the ambulance	94.73	.647170011
Extent to which the ambulance arrived in a timely manner	88.57	.606435142



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	93.15	91.21	90.00	0	93.42	93.97	89.41	
Concern shown by the person you called for ambulance service	91.99	91.81	91.67	0	94.00	94.32	89.23	
Extent to which you were told what to do until the ambulance	92.52	89.42	89.13	0	89.87	94.48	86.49	
Extent to which the ambulance arrived in a timely manner	88.57	91.80	91.38	0	91.77	91.41	92.14	
Cleanliness of the ambulance	94.73	94.11	94.83	0	93.84	95.11	94.10	
Comfort of the ride	86.65	93.16	83.96	0	88.35	87.11	88.57	
Skill of the person driving the ambulance	91.68	94.11	93.75	0	92.01	93.09	93.75	
Care shown by the medics who arrived with the ambulance	91.80	93.76	93.75	0	94.09	95.15	92.04	
Degree to which the medics took your problem seriously	91.25	92.62	92.59	0	94.35	94.64	92.41	
Degree to which the medics listened to you and/or your family	91.75	92.97	92.86	0	92.78	94.39	92.28	
Skill of the medics	92.56	92.97	92.86	0	93.11	94.27	92.42	
Extent to which the medics kept you informed about your	90.77	91.68	92.59	0	90.99	93.13	91.79	
Extent to which medics included you in the treatment decisions (if	89.48	90.49	87.04	0	91.25	94.14	89.84	
Degree to which the medics relieved your pain or discomfort	86.07	89.41	88.46	0	91.06	93.47	90.00	
Medics' concern for your privacy	91.64	92.77	91.07	0	91.80	93.75	92.69	
Extent to which medics cared for you as a person	91.01	92.62	94.44	0	94.01	95.36	93.75	
Professionalism of the staff in our billing office	85.34	89.20	92.65	0	92.11	90.63	93.59	
Willingness of the staff in our billing office to address your needs	84.96	87.79	89.71	0	92.36	90.28	93.42	
How well did our staff work together to care for you	91.63	90.96	92.59	0	93.93	93.89	91.92	
Extent to which our staff eased your entry into the medical facility	91.76	90.82	92.59	0	93.68	94.44	94.32	
Appropriateness of Emergency Medical Transportation treatment	90.79	92.55	91.96	0	93.94	93.41	93.36	
Extent to which the services received were worth the fees charged	82.67	87.32	83.33	0	89.77	87.85	88.23	
Overall rating of the care provided by our Emergency Medical	89.98	89.80	92.86	0	93.26	94.07	94.03	
Likelihood of recommending this ambulance service to others	88.96	89.67	92.59	0	93.76	94.07	92.80	
Overall score		90.24	91.52	91.31		92.54	93.32	91.77



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
Helpfulness of the person you called for ambulance service	93.15	93.55	93.59	94.60	93.35	94.00
Concern shown by the person you called for ambulance service	91.99	93.29	93.36	94.08	93.09	93.58
Extent to which you were told what to do until the ambulance	92.52	91.73	92.01	93.84	91.62	92.13
Extent to which the ambulance arrived in a timely manner	88.57	92.87	92.95	93.05	92.63	92.80
Cleanliness of the ambulance	94.73	95.09	95.06	96.08	94.98	95.48
Comfort of the ride	86.65	88.55	88.58	90.13	88.39	89.70
Skill of the person driving the ambulance	91.68	94.15	94.08	94.87	94.13	94.54
Care shown by the medics who arrived with the ambulance	91.80	94.86	95.01	94.97	94.77	94.66
Degree to which the medics took your problem seriously	91.25	94.78	94.94	94.72	94.64	94.27
Degree to which the medics listened to you and/or your family	91.75	94.58	94.65	94.90	94.35	94.03
Skill of the medics	92.56	94.90	95.06	95.21	94.71	95.11
Extent to which the medics kept you informed about your	90.77	93.11	93.20	93.70	92.81	92.76
Extent to which medics included you in the treatment decisions	89.48	92.61	92.85	93.46	92.31	92.44
Degree to which the medics relieved your pain or discomfort	86.07	91.21	91.46	91.75	90.85	89.82
Medics' concern for your privacy	91.64	93.60	93.78	93.81	93.38	93.20
Extent to which medics cared for you as a person	91.01	94.85	94.89	94.77	94.56	94.37
Professionalism of the staff in our billing office	85.34	88.97	89.37	89.07	88.93	87.82
Willingness of the staff in our billing office to address your	84.96	88.95	89.48	88.54	88.91	87.07
How well did our staff work together to care for you	91.63	93.84	94.07	94.20	93.63	93.60
Extent to which our staff eased your entry into the medical	91.76	94.07	94.20	94.87	93.98	94.42
Appropriateness of Emergency Medical Transportation treatment	90.79	93.81	93.96	94.17	93.76	93.92
Extent to which the services received were worth the fees	82.67	88.52	88.72	88.52	88.22	86.61
Overall rating of the care provided by our Emergency Medical	89.98	94.14	94.19	94.48	93.87	93.78
Likelihood of recommending this ambulance service to others	88.96	93.46	93.49	93.51	93.21	93.24
Overall Score	90.24	92.90	93.04	93.39	92.71	92.64



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	54	19	47	13
Minimum Score	11.2	1.00	1.00	11.20	1.00
Maximum Score	100	100	100	100	100
Mean Score	91.24	92.94	93.13	95.31	92.70
Your Percentile		23rd	24th	N/A	22nd
Your Rank		59	14	N/A	26

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	93.18	92.40
Dispatch	93.23	92.23
Helpfulness of the person you called for ambulance service	93.60	92.86
Concern shown by the person you called for ambulance service	93.34	92.62
Extent to which you were told what to do until the ambulance	92.74	91.20
Ambulance	93.19	92.03
Extent to which the ambulance arrived in a timely manner	93.40	92.21
Cleanliness of the ambulance	96.21	94.48
Comfort of the ride	88.64	87.63
Skill of the person driving the ambulance	94.50	93.81
Medic	94.18	93.35
Care shown by the medics who arrived with the ambulance	95.02	94.36
Degree to which the medics took your problem seriously	94.94	94.27
Degree to which the medics listened to you and/or your family	94.60	93.96
Skill of the medics	95.34	94.37
Extent to which the medics kept you informed about your treatment	93.80	92.59
Extent to which medics included you in the treatment decisions (if	93.43	92.36
Degree to which the medics relieved your pain or discomfort	90.22	90.67
Medics' concern for your privacy	95.10	93.35
Extent to which medics cared for you as a person	95.14	94.24
Billing Office Staff	87.08	88.74


Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	93.18	92.40
Billing Office Staff	87.08	88.74
Professionalism of the staff in our billing office	87.16	88.72
Willingness of the staff in our billing office to address your needs	87.00	88.75
Overall Experience	93.7	92.52
How well did our staff work together to care for you	95.29	93.48
Extent to which our staff eased your entry into the medical facility	95.27	93.61
Appropriateness of Emergency Medical Transportation treatment	94.79	93.40
Extent to which the services received were worth the fees charged	87.51	87.90
Overall rating of the care provided by our Emergency Medical	94.71	93.57
Likelihood of recommending this ambulance service to others	94.65	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	100	65	154	389	2591	78.54%	78.08%
Dispatch	8	5	15	49	345	81.75%	77.32%
Helpfulness of the person you called for ambulance service	2	1	7	14	118	83.10%	79.26%
Concern shown by the person you called for ambulance service	3	2	4	19	112	80.00%	77.67%
Extent to which you were told what to do until the ambulance arrived	3	2	4	16	115	82.14%	75.05%
Ambulance	11	8	30	91	429	75.40%	77.05%
Extent to which the ambulance arrived in a timely manner	4	2	11	22	105	72.92%	77.80%
Cleanliness of the ambulance	1	0	6	14	121	85.21%	82.32%
Comfort of the ride	4	5	7	31	95	66.90%	67.67%
Skill of the person driving the ambulance	2	1	6	24	108	76.60%	80.39%
Medic	45	25	50	118	1035	81.30%	81.12%
Care shown by the medics who arrived with the ambulance	3	4	7	9	120	83.92%	83.72%
Degree to which the medics took your problem seriously	6	2	6	9	122	84.14%	84.03%
Degree to which the medics listened to you and/or your family	4	3	6	11	121	83.45%	83.43%
Skill of the medics	4	0	6	15	119	82.64%	83.46%
Extent to which the medics kept you informed about your treatment	5	5	2	14	117	81.82%	79.01%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	100	65	154	389	2591	78.54%	78.08%
Extent to which medics included you in the treatment decisions (if applicable)	5	3	6	16	105	77.78%	78.21%
Degree to which the medics relieved your pain or discomfort	8	4	6	19	97	72.39%	74.10%
Medics' concern for your privacy	4	1	8	12	115	82.14%	79.78%
Extent to which medics cared for you as a person	6	3	3	13	119	82.64%	84.31%
Billing Office Staff	3	6	26	47	135	62.21%	65.10%
Professionalism of the staff in our billing office	2	3	12	23	69	63.30%	65.04%
Willingness of the staff in our billing office to address your needs	1	3	14	24	66	61.11%	65.16%
Overall Experience	33	21	33	84	647	79.10%	78.92%
How well did our staff work together to care for you	3	3	7	12	115	82.14%	80.63%
Extent to which our staff eased your entry into the medical facility	5	1	3	17	113	81.29%	80.72%
Appropriateness of Emergency Medical Transportation treatment	4	5	3	14	112	81.16%	80.28%
Extent to which the services received were worth the fees charged	7	4	15	10	79	68.70%	68.93%
Overall rating of the care provided by our Emergency Medical Transportation service	7	3	3	15	116	80.56%	82.10%
Likelihood of recommending this ambulance service to others	7	5	2	16	112	78.87%	80.88%