

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



Assess Your Vitals

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EMS System Report

July 1, 2018 to September 30, 2018

Your Score

94.73

Number of Your Patients in this Report

375

Number of Patients in this Report

19,753

Number of Transport Services in All EMS DB

148





Executive Summary

This report contains data from **375 Medstar Mobile Healthcare** patients who returned a questionnaire between **07/01/2018** and **09/30/2018**.

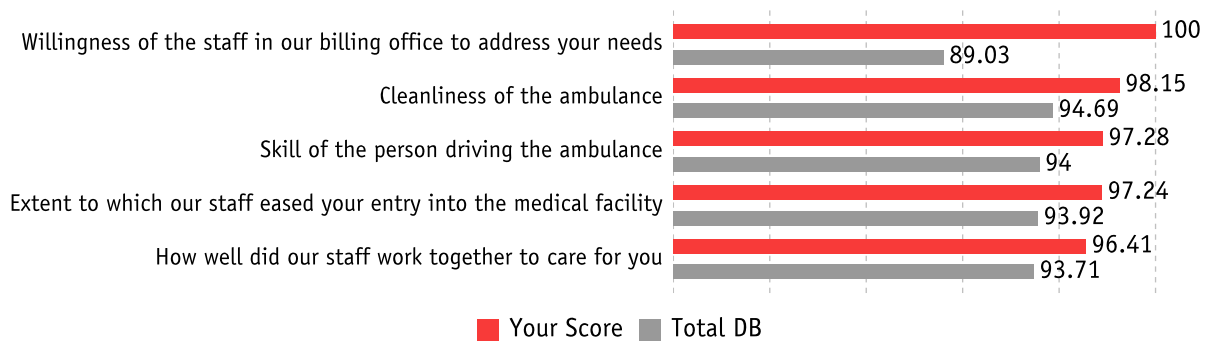
The overall mean score for the standard questions was **94.73**; this is a difference of **1.93** points from the overall EMS database score of **92.80**.

The current score of **94.73** is a change of **-0.49** points from last period's score of **95.22**. This was the **22nd** highest overall score for all companies in the database.

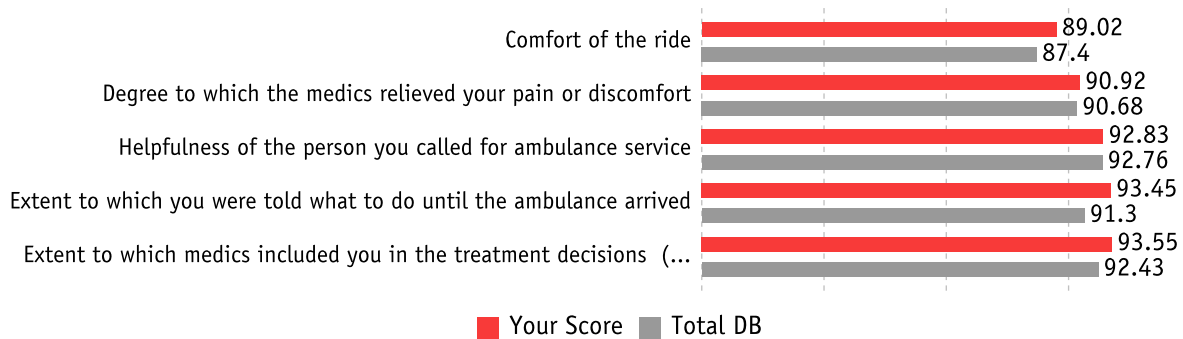
You are ranked **2nd** for comparably sized companies in the system.

87.76% of responses to standard questions had a rating of Very Good, the highest rating. **97.31%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

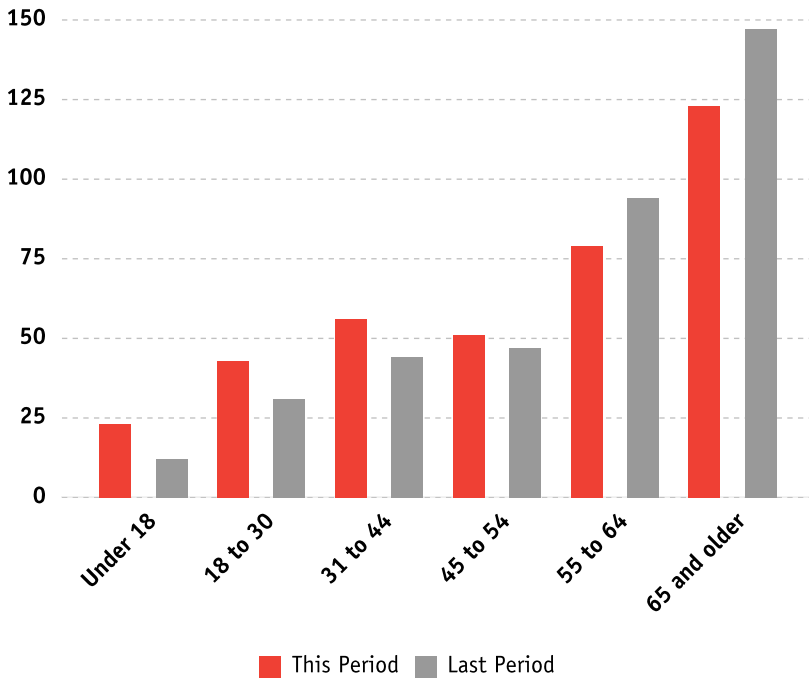




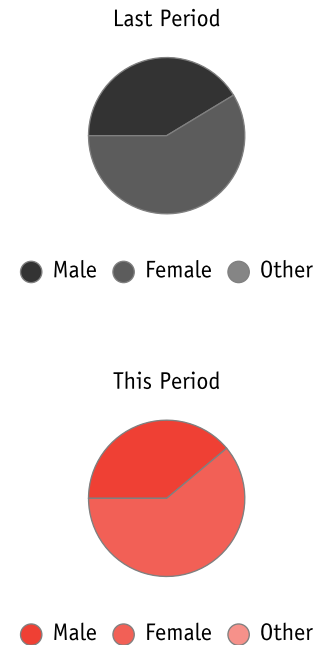
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate your service population.

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	12	7	5	0	23	11	12	0
18 to 30	31	8	23	0	43	14	29	0
31 to 44	44	17	27	0	56	24	32	0
45 to 54	47	18	29	0	51	19	32	0
55 to 64	94	45	49	0	79	29	50	0
65 and older	147	60	87	0	123	49	74	0
Total	375	155	220	0	375	146	229	0

Age Ranges



Gender





Dispatch Analysis

This report details results concerning dispatch performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total EMS national database score; the second column is your difference from the database score.

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 Section Score





Ambulance Analysis

This report details the section results that concern ambulance performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

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 Section Score





Medic Analysis

This report details the section results that concern medic performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

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 Analysis

This report details the section results that concern medic performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

Medics' concern for your privacy



Extent to which medics cared for you as a person



Overall Section Score





Billing Staff Assessment Analysis

This report details the section results that concern office performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

Professionalism of the staff in our billing office



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



Overall Section Score





Overall Assessment Analysis

This report details the section results that concern assessment of performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

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 Section Score





Question Analysis

This section lists a synopsis of the information about your individual questions and overall scores for this monthly reporting period. The first column shows the company score from the previous period, the second column shows the change, the third column shows your score for this period and the fourth column shows the total Database score.

Dispatch Analysis

	Last Period	Change	This Period	Total DB
Helpfulness of the person you called for ambulance service	95.14	-2.31	92.83	92.76
Concern shown by the person you called for ambulance service	93.54	0.02	93.56	92.67
Extent to which you were told what to do until the ambulance arrived	93.88	-0.43	93.45	91.30

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	96.02	-1.88	94.14	92.20
Cleanliness of the ambulance	98.36	-0.21	98.15	94.69
Comfort of the ride	87.18	1.84	89.02	87.40
Skill of the person driving the ambulance	95.73	1.55	97.28	94.00

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	95.16	-0.64	94.52	94.51
Degree to which the medics took your problem seriously	96.05	-1.13	94.92	94.46
Degree to which the medics listened to you and/or your family	95.55	-0.85	94.70	94.08
Skill of the medics	96.03	-0.97	95.06	94.47
Extent to which the medics kept you informed about your treatment	93.77	0.04	93.81	92.68
Extent to which medics included you in the treatment decisions (if applicable)	93.16	0.39	93.55	92.43
Degree to which the medics relieved your pain or discomfort	92.30	-1.38	90.92	90.68
Medics' concern for your privacy	96.05	0.03	96.08	93.69
Extent to which medics cared for you as a person	95.56	-0.66	94.90	94.49

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	97.22	-3.47	93.75	89.01
Willingness of the staff in our billing office to address your needs	97.22	2.78	100.00	89.03



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	96.50	-0.09	96.41	93.71
Extent to which our staff eased your entry into the medical facility	97.73	-0.49	97.24	93.92
Appropriateness of Emergency Medical Transportation treatment	95.94	-1.53	94.41	93.56
Extent to which the services received were worth the fees charged	83.44	12.21	95.65	87.99
Overall rating of the care provided by our Emergency Medical Transportation	95.94	-0.92	95.02	93.79
Likelihood of recommending this ambulance service to others	96.74	-1.02	95.72	93.32



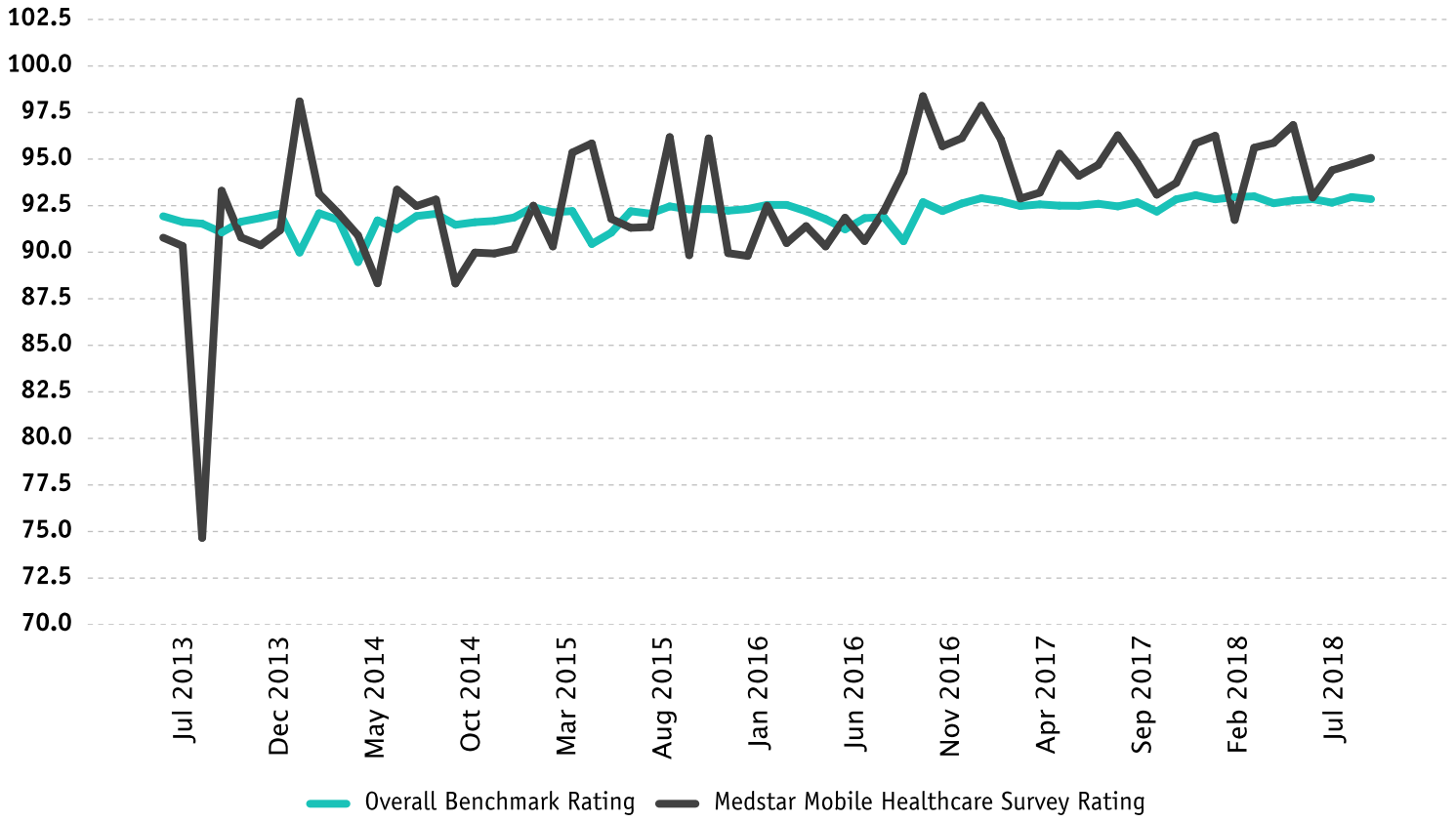
Monthly Breakdown

Below are the monthly responses that have been received for your service. It details the individual score for each question as well as the overall company score for that month.

	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018
Helpfulness of the person you called for ambulance service	94.76	90.47	96.43	92.57	95.97	88.18	90.87	95.65	97.06	94.02	94.76	92.39	91.47
Concern shown by the person you called for ambulance service	96.53	92.65	93.42	90.63	97.41	83.36	89.32	93.48	95.59	92.88	94.76	93.25	92.76
Extent to which you were told what to do until the ambulance	95.03	94.53	92.11	93.18	97.50	89.22	90.08	93.89	96.88	92.80	93.27	93.77	93.24
Extent to which the ambulance arrived in a timely manner	96.03	94.81	93.52	94.92	94.25	90.07	92.37	95.83	97.54	94.50	92.96	94.54	94.96
Cleanliness of the ambulance	97.14	93.63	95.51	98.67	99.45	95.31	98.02	99.09	98.81	97.14	97.79	98.55	98.18
Comfort of the ride	90.09	87.27	85.50	93.07	90.05	85.99	87.51	90.45	86.72	84.54	90.65	86.82	89.32
Skill of the person driving the ambulance	94.40	92.42	93.67	97.04	97.65	94.66	95.80	96.56	96.27	94.33	98.01	98.01	95.88
Care shown by the medics who arrived with the ambulance	95.09	92.19	94.43	97.31	96.96	91.55	95.98	96.75	96.96	91.84	93.98	93.93	95.67
Degree to which the medics took your problem seriously	95.39	91.98	94.72	96.85	98.09	90.93	96.79	96.58	98.39	93.18	94.19	94.39	96.18
Degree to which the medics listened to you and/or your family	95.83	94.41	94.75	97.27	97.23	91.63	97.17	96.36	97.57	92.72	93.63	94.59	95.88
Skill of the medics	95.09	92.96	94.96	96.93	97.12	93.08	96.73	96.96	97.95	93.10	95.18	94.30	95.70
Extent to which the medics kept you informed about your	93.29	91.37	94.83	95.62	95.17	90.93	95.14	95.66	95.14	90.26	93.04	95.43	92.91
Extent to which medics included you in the treatment decisions	95.47	92.93	92.51	93.85	94.48	93.05	93.75	94.77	94.07	90.33	93.59	93.21	94.02
Degree to which the medics relieved your pain or discomfort	89.98	90.78	88.40	90.57	90.86	84.36	90.61	94.11	93.87	88.49	90.67	90.98	91.12
Medics' concern for your privacy	96.46	93.95	93.70	97.12	97.71	94.74	97.40	96.78	98.13	93.05	95.07	97.35	95.83
Extent to which medics cared for you as a person	95.65	93.94	94.46	96.03	97.62	90.73	96.75	96.33	97.51	92.77	94.56	93.58	96.52
Professionalism of the staff in our billing office	89.67	95.83	96.43	94.23	93.18	100.00	100.00	96.43		100.00	91.67	100.00	
Willingness of the staff in our billing office to address your	91.75	91.67	96.43	94.23	93.18	100.00	100.00	96.43		100.00	100.00	100.00	
How well did our staff work together to care for you	95.61	94.28	94.75	96.79	96.88	94.91	96.87	96.88	97.91	94.73	95.61	96.88	96.73
Extent to which our staff eased your entry into the medical	96.13	96.14	96.20	97.52	97.62	95.67	98.22	97.58	98.49	96.98	95.38	97.76	98.64
Appropriateness of Emergency Medical Transportation treatment	97.92	94.96	95.68	97.19	95.90	93.64	96.61	96.36	97.18	94.09	94.37	94.88	93.97
Extent to which the services received were worth the fees	89.25	89.17	91.97	92.24	100.00	75.20	100.00	81.42	25.00	100.00	98.21	95.83	83.33
Overall rating of the care provided by our Emergency Medical	94.28	94.81	94.79	96.65	95.48	92.85	97.90	96.04	98.96	92.76	94.49	95.23	95.33
Likelihood of recommending this ambulance service to others	95.30	94.73	95.35	96.29	97.99	92.62	98.22	95.33	99.54	95.17	95.46	95.61	96.08
Your Master Score	94.80	93.09	93.72	95.85	96.25	91.73	95.61	95.87	96.83	92.93	94.40	94.72	95.07
Your Total Responses	125	125	125	125	125	125	125	125	125	125	125	125	125



Monthly tracking of Overall Survey Score





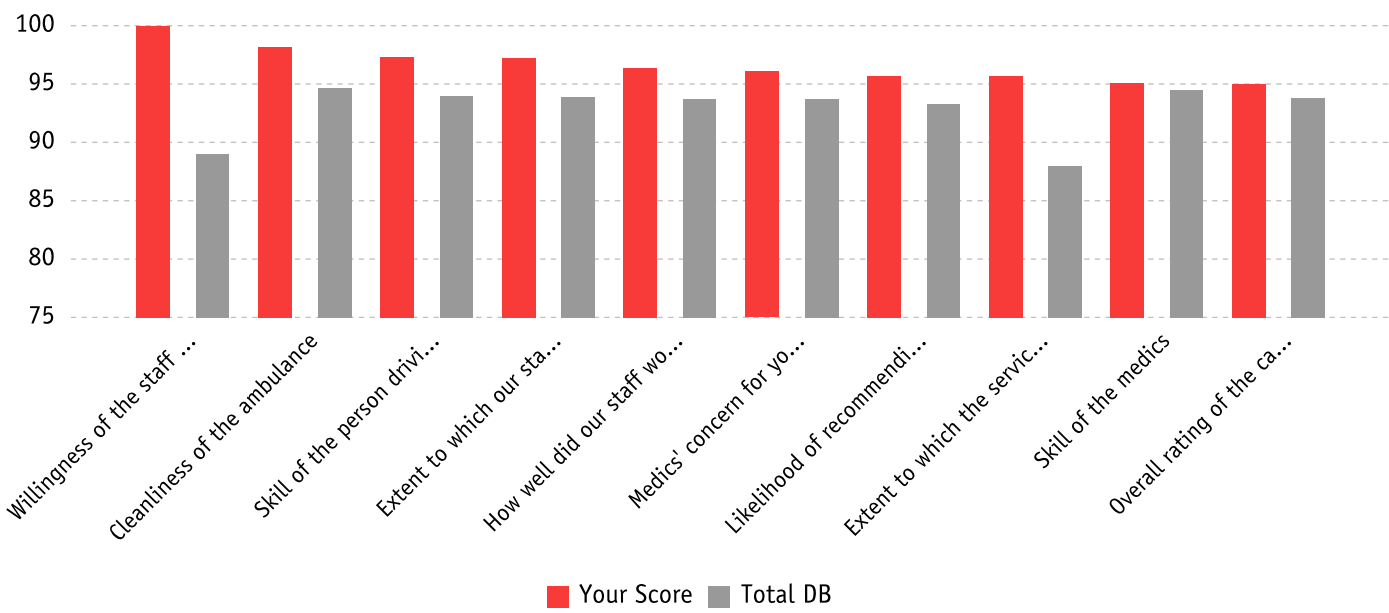
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Extent to which the services received were worth the fees charged	83.44	95.65	12.21	87.99
Willingness of the staff in our billing office to address your needs	97.22	100.00	2.78	89.03
Comfort of the ride	87.18	89.02	1.85	87.40
Skill of the person driving the ambulance	95.73	97.28	1.55	94.00
Extent to which medics included you in the treatment decisions (if applicable)	93.16	93.55	0.39	92.43
Extent to which the medics kept you informed about your treatment	93.77	93.81	0.04	92.68
Concern shown by the person you called for ambulance service	93.54	93.56	0.03	92.67
Medics' concern for your privacy	96.05	96.08	0.02	93.69
Decreases				
Professionalism of the staff in our billing office	97.22	93.75	-3.47	89.01
Helpfulness of the person you called for ambulance service	95.14	92.83	-2.31	92.76
Extent to which the ambulance arrived in a timely manner	96.02	94.14	-1.88	92.20
Appropriateness of Emergency Medical Transportation treatment	95.94	94.41	-1.54	93.56
Degree to which the medics relieved your pain or discomfort	92.30	90.92	-1.37	90.68
Degree to which the medics took your problem seriously	96.05	94.92	-1.13	94.46
Likelihood of recommending this ambulance service to others	96.74	95.72	-1.02	93.32
Skill of the medics	96.03	95.06	-0.97	94.47
Overall rating of the care provided by our Emergency Medical Transportation service	95.94	95.02	-0.93	93.79
Degree to which the medics listened to you and/or your family	95.55	94.70	-0.85	94.08



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Willingness of the staff in our billing office to address your needs	100.00	10.97	89.03
Cleanliness of the ambulance	98.15	3.46	94.69
Skill of the person driving the ambulance	97.28	3.29	94.00
Extent to which our staff eased your entry into the medical facility	97.24	3.33	93.92
How well did our staff work together to care for you	96.41	2.70	93.71
Medics' concern for your privacy	96.08	2.39	93.69
Likelihood of recommending this ambulance service to others	95.72	2.40	93.32
Extent to which the services received were worth the fees charged	95.65	7.67	87.99
Skill of the medics	95.06	0.59	94.47
Overall rating of the care provided by our Emergency Medical Transportation service	95.02	1.23	93.79





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
Appropriateness of Emergency Medical Transportation treatment	94.41	.942797261
Skill of the medics	95.06	.90146073
Extent to which medics cared for you as a person	94.90	.899946289
Care shown by the medics who arrived with the ambulance	94.52	.8910702
Extent to which medics included you in the treatment decisions (if applicable)	93.55	.890298804
Degree to which the medics took your problem seriously	94.92	.889714548
Degree to which the medics listened to you and/or your family	94.70	.879162795
Extent to which the medics kept you informed about your treatment	93.81	.875063331
Degree to which the medics relieved your pain or discomfort	90.92	.843982651
Extent to which you were told what to do until the ambulance arrived	93.45	.843305963
How well did our staff work together to care for you	96.41	.816854464
Medics' concern for your privacy	96.08	.805678628
Professionalism of the staff in our billing office	93.75	.790433333
Concern shown by the person you called for ambulance service	93.56	.78026386
Extent to which our staff eased your entry into the medical facility	97.24	.753509134
Helpfulness of the person you called for ambulance service	92.83	.736996403
Extent to which the ambulance arrived in a timely manner	94.14	.681624383
Cleanliness of the ambulance	98.15	.578685054
Skill of the person driving the ambulance	97.28	.576922639
Comfort of the ride	89.02	.525264372
Extent to which the services received were worth the fees charged	95.65	.433708846



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	92.83	91.43	90.16	92.44	91.83	92.83	93.55
Concern shown by the person you called for ambulance service	93.56	91.82	90.15	92.12	91.17	93.03	92.65
Extent to which you were told what to do until the ambulance	93.45	89.10	88.53	91.03	89.93	92.84	91.47
Extent to which the ambulance arrived in a timely manner	94.14	88.96	88.53	92.45	90.40	92.32	91.62
Cleanliness of the ambulance	98.15	93.46	94.01	94.07	93.33	94.90	95.43
Comfort of the ride	89.02	84.62	85.87	86.67	88.58	88.84	88.06
Skill of the person driving the ambulance	97.28	92.36	93.43	93.52	92.06	94.01	94.08
Care shown by the medics who arrived with the ambulance	94.52	93.15	94.04	94.26	93.50	94.27	94.60
Degree to which the medics took your problem seriously	94.92	93.08	93.63	93.96	93.16	94.32	94.29
Degree to which the medics listened to you and/or your family	94.70	93.57	92.93	93.96	93.19	94.39	94.16
Skill of the medics	95.06	92.71	93.77	93.98	93.19	94.60	94.20
Extent to which the medics kept you informed about your	93.81	91.44	90.42	92.12	91.97	92.82	93.11
Extent to which medics included you in the treatment decisions (if	93.55	91.60	90.09	91.86	92.77	92.95	93.25
Degree to which the medics relieved your pain or discomfort	90.92	88.68	89.00	89.90	88.59	91.18	91.69
Medics' concern for your privacy	96.08	92.16	92.60	92.97	92.68	93.24	93.65
Extent to which medics cared for you as a person	94.90	93.41	93.98	94.11	93.43	94.01	94.54
Professionalism of the staff in our billing office	93.75	89.30	86.75	88.71	88.27	90.27	89.55
Willingness of the staff in our billing office to address your needs	100.00	88.67	86.58	88.18	87.12	90.40	89.66
How well did our staff work together to care for you	96.41	92.23	92.91	92.87	92.78	93.56	93.87
Extent to which our staff eased your entry into the medical facility	97.24	92.49	93.38	93.92	93.54	94.22	94.07
Appropriateness of Emergency Medical Transportation treatment	94.41	92.62	92.11	93.31	93.37	93.74	93.47
Extent to which the services received were worth the fees charged	95.65	86.78	86.66	88.89	88.95	87.73	89.39
Overall rating of the care provided by our Emergency Medical	95.02	92.42	92.70	93.55	93.31	93.68	94.32
Likelihood of recommending this ambulance service to others	95.72	92.92	92.80	93.25	91.93	93.35	93.85
Overall score	94.73	91.35	91.30	92.41	91.81	92.95	93.07
National Rank	22	68	72	57	65	48	45
Comparable Size (Large) Company Rank	2	18	20	12	17	9	8



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
Total Score	94.73	92.80	92.44	93.82	92.10
Helpfulness of the person you called for ambulance service	92.83	92.76	92.54	93.84	92.28
Concern shown by the person you called for ambulance service	93.56	92.67	92.47	93.99	92.19
Extent to which you were told what to do until the ambulance	93.45	91.30	90.96	93.19	90.61
Extent to which the ambulance arrived in a timely manner	94.14	92.20	92.11	94.05	91.49
Cleanliness of the ambulance	98.15	94.69	94.71	95.88	94.47
Comfort of the ride	89.02	87.40	87.47	90.47	86.39
Skill of the person driving the ambulance	97.28	94.00	93.94	95.03	93.67
Care shown by the medics who arrived with the ambulance	94.52	94.51	94.44	95.26	94.12
Degree to which the medics took your problem seriously	94.92	94.46	94.44	95.32	94.14
Degree to which the medics listened to you and/or your family	94.70	94.08	94.10	94.96	93.76
Skill of the medics	95.06	94.47	94.40	95.36	94.19
Extent to which the medics kept you informed about your	93.81	92.68	92.48	93.75	92.27
Extent to which medics included you in the treatment decisions	93.55	92.43	92.25	93.80	91.81
Degree to which the medics relieved your pain or discomfort	90.92	90.68	90.37	92.21	89.97
Medics' concern for your privacy	96.08	93.69	93.62	94.77	93.32
Extent to which medics cared for you as a person	94.90	94.49	94.42	95.36	94.16
Professionalism of the staff in our billing office	93.75	89.01	88.96	90.39	88.77
Willingness of the staff in our billing office to address your	100.00	89.03	88.85	90.10	88.73
How well did our staff work together to care for you	96.41	93.71	93.63	95.06	93.36
Extent to which our staff eased your entry into the medical	97.24	93.92	94.00	95.05	93.73
Appropriateness of Emergency Medical Transportation treatment	94.41	93.56	93.56	94.71	93.20
Extent to which the services received were worth the fees	95.65	87.99	87.84	89.51	87.43
Overall rating of the care provided by our Emergency Medical	95.02	93.79	93.65	94.75	93.42
Likelihood of recommending this ambulance service to others	95.72	93.32	93.27	94.90	92.94
Number of Surveys for the period	375				



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	92.67	91.92
Dispatch	92.39	91.7
Helpfulness of the person you called for ambulance service	92.62	92.40
Concern shown by the person you called for ambulance service	92.67	92.16
Extent to which you were told what to do until the ambulance	91.88	90.54
Ambulance	92.59	91.48
Extent to which the ambulance arrived in a timely manner	93.28	91.80
Cleanliness of the ambulance	95.33	94.03
Comfort of the ride	88.06	87.14
Skill of the person driving the ambulance	93.70	92.96
Medic	93.47	92.91
Care shown by the medics who arrived with the ambulance	94.20	93.93
Degree to which the medics took your problem seriously	94.29	93.85
Degree to which the medics listened to you and/or your family	94.01	93.56
Skill of the medics	94.58	93.97
Extent to which the medics kept you informed about your treatment	92.92	92.09
Extent to which medics included you in the treatment decisions (if	92.67	91.86
Degree to which the medics relieved your pain or discomfort	89.91	90.22
Medics' concern for your privacy	94.27	92.86
Extent to which medics cared for you as a person	94.37	93.81
Billing Staff Assessment	87.74	88.34



Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	92.67	91.92
Billing Staff Assessment	87.74	88.34
Professionalism of the staff in our billing office	87.71	88.28
Willingness of the staff in our billing office to address your needs	87.77	88.40
Overall Assessment	93.32	92.03
How well did our staff work together to care for you	94.44	93.04
Extent to which our staff eased your entry into the medical facility	94.32	93.22
Appropriateness of Emergency Medical Transportation treatment	94.23	92.97
Extent to which the services received were worth the fees charged	88.46	87.08
Overall rating of the care provided by our Emergency Medical	94.20	93.12
Likelihood of recommending this ambulance service to others	94.26	92.74



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	115	57	112	499	5614	87.76%	76.74%
Dispatch	8	2	7	47	303	82.56%	75.07%
Helpfulness of the person you called for ambulance service	4	0	3	14	104	83.20%	76.63%
Concern shown by the person you called for ambulance service	2	1	2	17	102	82.26%	75.67%
Extent to which you were told what to do until the ambulance arrived	2	1	2	16	97	82.20%	72.92%
Ambulance	10	7	37	129	1028	84.89%	75.09%
Extent to which the ambulance arrived in a timely manner	3	4	11	35	292	84.64%	75.49%
Cleanliness of the ambulance	2	0	1	11	269	95.05%	80.88%
Comfort of the ride	4	2	21	67	204	68.46%	64.35%
Skill of the person driving the ambulance	1	1	4	16	263	92.28%	79.61%
Medic	71	32	48	210	2669	88.09%	79.98%
Care shown by the medics who arrived with the ambulance	9	2	8	23	326	88.59%	82.55%
Degree to which the medics took your problem seriously	9	4	5	18	336	90.32%	83.00%
Degree to which the medics listened to you and/or your family	10	2	4	24	326	89.07%	81.86%
Skill of the medics	7	5	4	21	326	89.81%	82.25%
Extent to which the medics kept you informed about your treatment	8	3	3	41	299	84.46%	77.31%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	115	57	112	499	5614	87.76%	76.74%
Extent to which medics included you in the treatment decisions (if applicable)	5	3	1	19	165	85.49%	77.51%
Degree to which the medics relieved your pain or discomfort	11	3	15	30	251	80.97%	72.85%
Medics' concern for your privacy	4	4	2	22	311	90.67%	79.31%
Extent to which medics cared for you as a person	8	6	6	12	329	91.14%	83.14%
Billing Staff Assessment	0	0	0	1	7	87.50%	64.54%
Professionalism of the staff in our billing office	0	0	0	1	3	75.00%	64.24%
Willingness of the staff in our billing office to address your needs	0	0	0	0	4	100.00%	64.84%
Overall Assessment	26	16	20	112	1607	90.23%	77.87%
How well did our staff work together to care for you	4	3	4	19	331	91.69%	79.45%
Extent to which our staff eased your entry into the medical facility	4	2	1	13	314	94.01%	79.85%
Appropriateness of Emergency Medical Transportation treatment	6	4	7	27	299	87.17%	79.26%
Extent to which the services received were worth the fees charged	0	0	1	2	20	86.96%	67.78%
Overall rating of the care provided by our Emergency Medical Transportation service	6	5	4	26	324	88.77%	80.54%
Likelihood of recommending this ambulance service to others	6	2	3	25	319	89.86%	80.34%