

# San Marcos Hays County EMS

San Marcos, TX  
Client 6585



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## EMS System Report

April 1, 2017 to June 30, 2017

Your Score

**92.98**

Number of Your Patients in this Report

**181**

Number of Patients in this Report

**18,717**

Number of Transport Services in All

**141**





## Executive Summary

This report contains data from **181 San Marcos Hays County EMS** patients who returned a questionnaire between **04/01/2017** and **06/30/2017**.

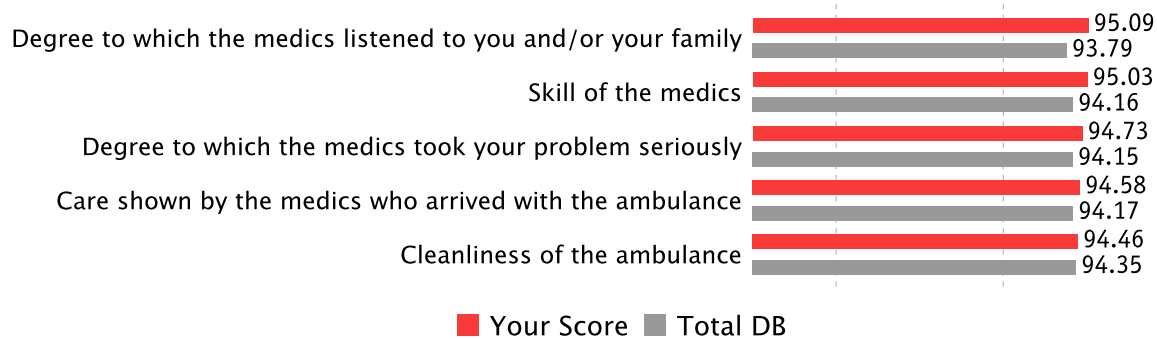
The overall mean score for the standard questions was **92.98**; this is a difference of **0.45** points from the overall EMS database score of **92.53**.

The current score of **92.98** is a change of **1.02** points from last period's score of **91.96**. This was the **46th** highest overall score for all companies in the database.

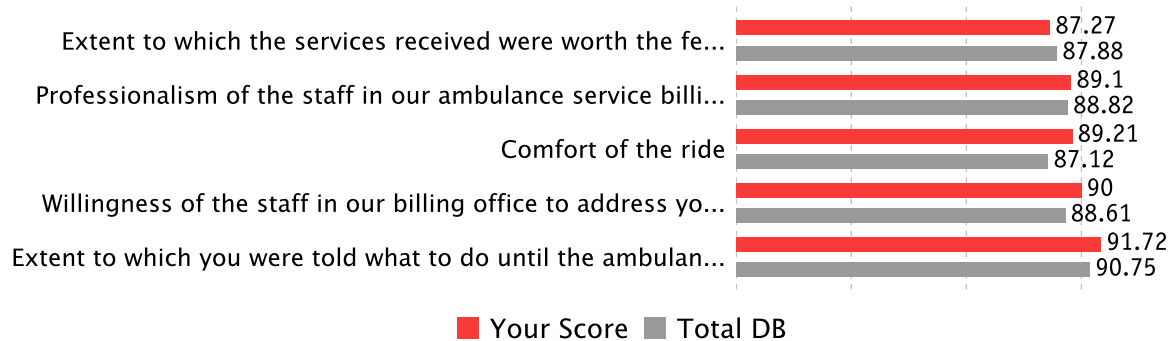
You are ranked **24th** for comparably sized companies in the system.

**77.38%** of responses to standard questions had a rating of Very Good, the highest rating. **98.70%** of all responses were positive.

### 5 Highest Scores



### 5 Lowest Scores

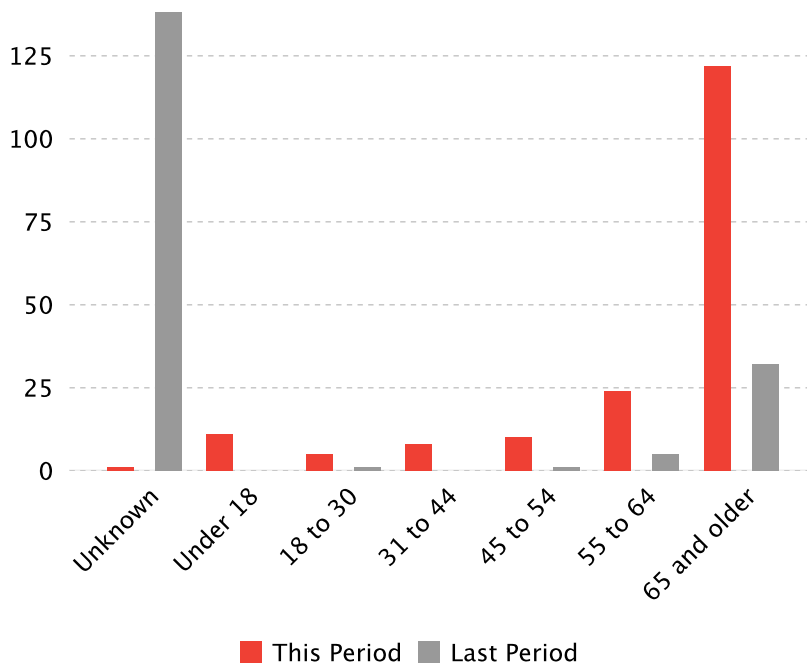




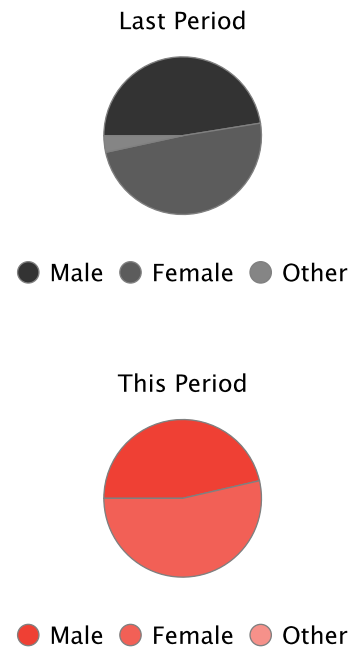
**Demographics** — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will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

	Last				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Unknown	138	70	63	5	1	0	1	0
Under 18		0	0	0	11	7	4	0
18 to 30	1	0	1	0	5	0	5	0
31 to 44		0	0	0	8	3	5	0
45 to 54	1	0	1	0	10	4	6	0
55 to 64	5	1	4	0	24	10	14	0
65 and older	32	13	18	1	122	60	62	0
<b>Total</b>	<b>177</b>	<b>84</b>	<b>87</b>	<b>6</b>	<b>181</b>	<b>84</b>	<b>97</b>	<b>0</b>

Age Ranges



Gender





### Dispatch Analysis

This analysis details the section results that concern dispatcher operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance 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 analysis details the section results that concern ambulance operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance 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 analysis details the section results that concern medic operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance 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 analysis details the section results that concern medic operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance 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 analysis details the section results that concern office operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance from the database score.

Professionalism of the staff in our ambulance service billing office



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



Overall Section Score







### Overall Assessment Analysis

This analysis details the section results that concern assessment of operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance 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



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	91.28	1.70	92.98	92.47
Concern shown by the person you called for ambulance service	91.33	1.11	92.44	92.41
Extent to which you were told what to do until the ambulance arrived	89.68	2.04	91.72	90.75

**Ambulance Analysis**

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	92.45	-0.68	91.77	92.19
Cleanliness of the ambulance	93.87	0.59	94.46	94.35
Comfort of the ride	88.30	0.91	89.21	87.12
Skill of the person driving the ambulance	93.13	1.24	94.37	93.76

**Medic Analysis**

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	94.25	0.33	94.58	94.17
Degree to which the medics took your problem seriously	94.41	0.32	94.73	94.15
Degree to which the medics listened to you and/or your family	93.74	1.35	95.09	93.79
Skill of the medics	93.74	1.29	95.03	94.16
Extent to which the medics kept you informed about your treatment	92.04	1.67	93.71	92.48
Extent to which medics included you in the treatment decisions (if	91.78	0.79	92.57	92.22
Degree to which the medics relieved your pain or discomfort	91.03	1.64	92.67	90.34
Medics' concern for your privacy	92.15	2.08	94.23	93.24
Extent to which medics cared for you as a person	93.95	0.09	94.04	94.24



**Question Analysis (Continued)**

**Billing Staff Assessment Analysis**

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our ambulance service billing office	80.95	8.15	89.10	88.82
Willingness of the staff in our billing office to address your needs	81.97	8.03	90.00	88.61

**Overall Assessment Analysis**

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	93.49	-0.26	93.23	93.53
Extent to which our staff eased your entry into the medical facility	93.69	-0.92	92.77	93.56
Appropriateness of Emergency Medical Transportation treatment	92.09	0.47	92.56	93.50
Extent to which the services received were worth the fees charged	86.14	1.13	87.27	87.88
Overall rating of the care provided by our Emergency Medical	92.82	0.49	93.31	93.60
Likelihood of recommending this ambulance service to others	93.39	-0.07	93.32	93.17



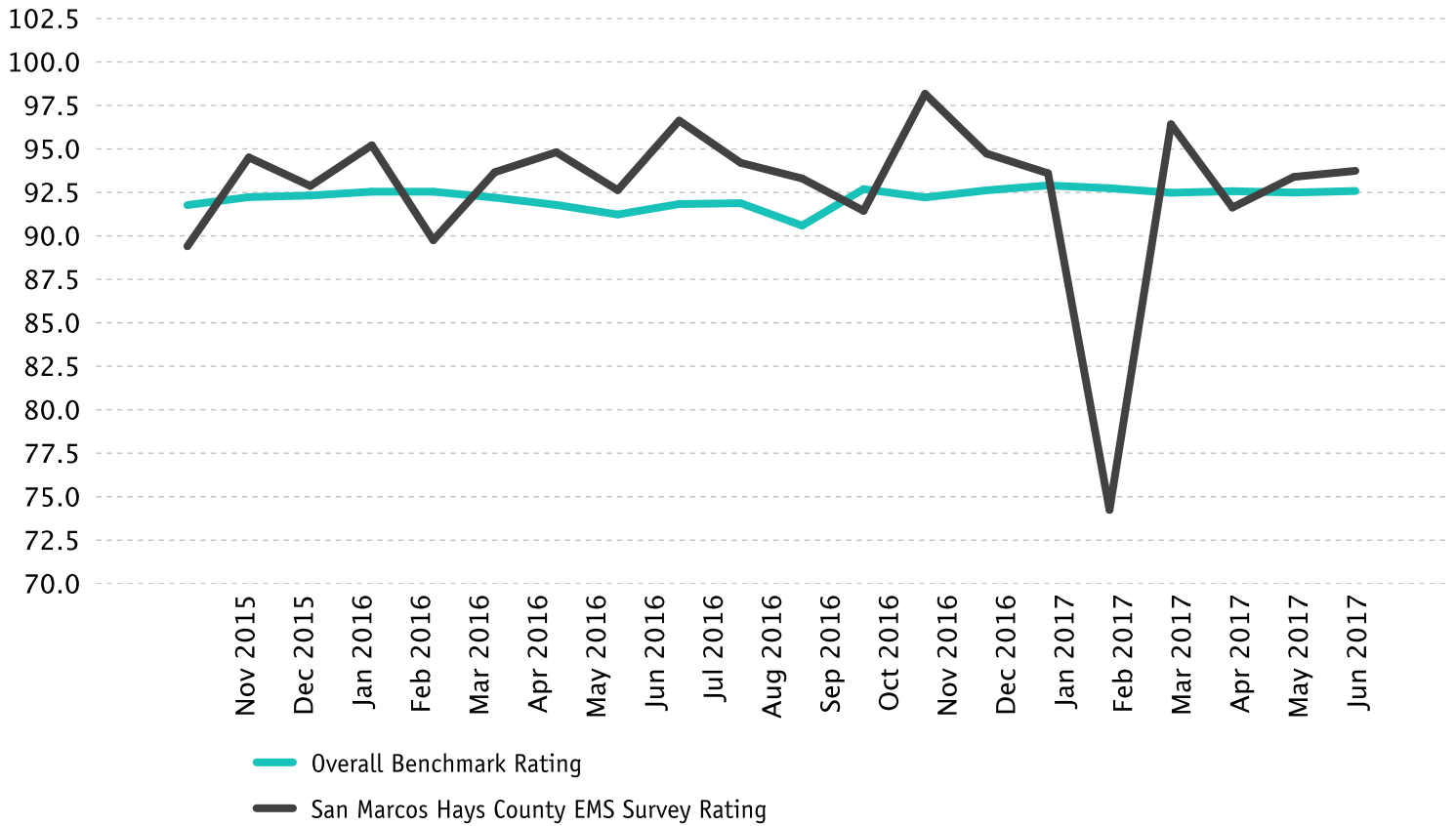
### Monthly Breakdown

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.

	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017
Helpfulness of the person you called for ambulance	91.43	97.73	92.68	92.86	90.35	100.0	96.53	94.79	70.82	93.25	92.88	94.05	92.34
Concern shown by the person you called for	93.94	97.50	93.13	94.20	94.17	100.0	96.53	94.01	72.29	94.15	90.65	93.45	93.15
Extent to which you were told what to do until the	90.15	100.0	92.09	91.35	91.13	100.0	95.71	92.80	67.88	93.33	91.67	93.29	90.68
Extent to which the ambulance arrived in a timely	87.50	95.83	92.94	94.76	94.29	91.67	91.86	93.27	78.76	96.36	91.83	93.52	90.44
Cleanliness of the ambulance	93.42	93.18	96.23	95.18	93.75	87.50	96.15	95.72	76.61	97.73	93.62	95.93	94.07
Comfort of the ride	88.22	91.67	92.61	91.38	87.50	75.00	91.89	90.00	69.72	93.18	89.67	88.75	89.15
Skill of the person driving the ambulance	91.24	95.83	95.71	95.18	93.75	100.0	95.95	94.86	76.61	97.09	94.44	95.12	93.75
Care shown by the medics who arrived with the	95.51	97.50	97.19	95.49	92.24	100.0	96.25	94.84	78.76	99.52	93.63	95.58	94.63
Degree to which the medics took your problem	94.87	97.22	96.00	94.07	91.70	100.0	95.63	95.41	79.95	98.56	93.16	94.89	95.85
Degree to which the medics listened to you and/or	95.27	100.0	95.27	93.22	90.83	100.0	95.63	95.01	78.76	97.96	93.75	94.44	96.59
Skill of the medics	93.95	100.0	96.79	95.34	90.83	100.0	96.25	95.06	79.95	97.12	93.63	94.32	96.59
Extent to which the medics kept you informed about	92.14	97.22	96.05	95.45	91.38	100.0	95.27	93.76	75.21	95.83	91.84	94.32	94.76
Extent to which medics included you in the treatment	91.97	100.0	94.53	93.75	89.04	100.0	94.44	93.86	73.69	95.26	91.11	90.68	95.09
Degree to which the medics relieved your pain or	90.94	94.44	93.23	92.31	91.04	100.0	92.33	91.90	73.83	96.95	89.67	93.29	94.44
Medics' concern for your privacy	93.78	97.50	94.88	93.52	92.59	100.0	95.51	93.32	75.20	97.34	93.37	94.32	94.84
Extent to which medics cared for you as a person	95.54	97.50	97.40	94.83	91.41	100.0	96.15	95.25	78.76	98.40	92.18	94.77	95.02
Professionalism of the staff in our ambulance service	85.00	93.75	90.15	89.84	87.50		89.77	85.48	50.40	88.13	82.95	91.67	91.18
Willingness of the staff in our billing office to address	87.50	93.75	88.24	89.52	91.18		88.64	85.00	50.40	94.44	86.67	90.63	91.18
How well did our staff work together to care for you	96.71	96.88	95.55	93.98	91.38	100.0	95.63	94.88	77.70	97.55	91.11	92.95	95.00
Extent to which our staff eased your entry into the	94.47	96.88	96.43	93.40	91.67	100.0	95.27	95.58	76.71	97.34	91.67	91.18	94.71
Appropriateness of Emergency Medical	94.12	97.22	94.33	93.75	91.30	100.0	95.14	92.42	76.61	97.78	92.11	92.36	93.00
Extent to which the services received were worth the	83.69	92.86	87.09	81.90	88.14	100.0	92.14	86.21	67.62	92.57	79.87	91.35	90.02
Overall rating of the care provided by our Emergency	95.95	96.88	94.88	92.65	90.42	100.0	95.63	94.01	72.63	98.96	91.30	92.76	95.26
Likelihood of recommending this ambulance service	95.03	96.88	90.57	94.23	93.27	100.0	94.74	95.23	73.83	97.92	93.18	92.57	93.87
Your Master Score	92.63	96.63	94.20	93.30	91.44	98.17	94.73	93.60	74.24	96.42	91.63	93.39	93.74
Your Total Responses	42	13	95	66	37	3	46	98	21	58	56	54	71



### Monthly tracking of Overall Survey Score





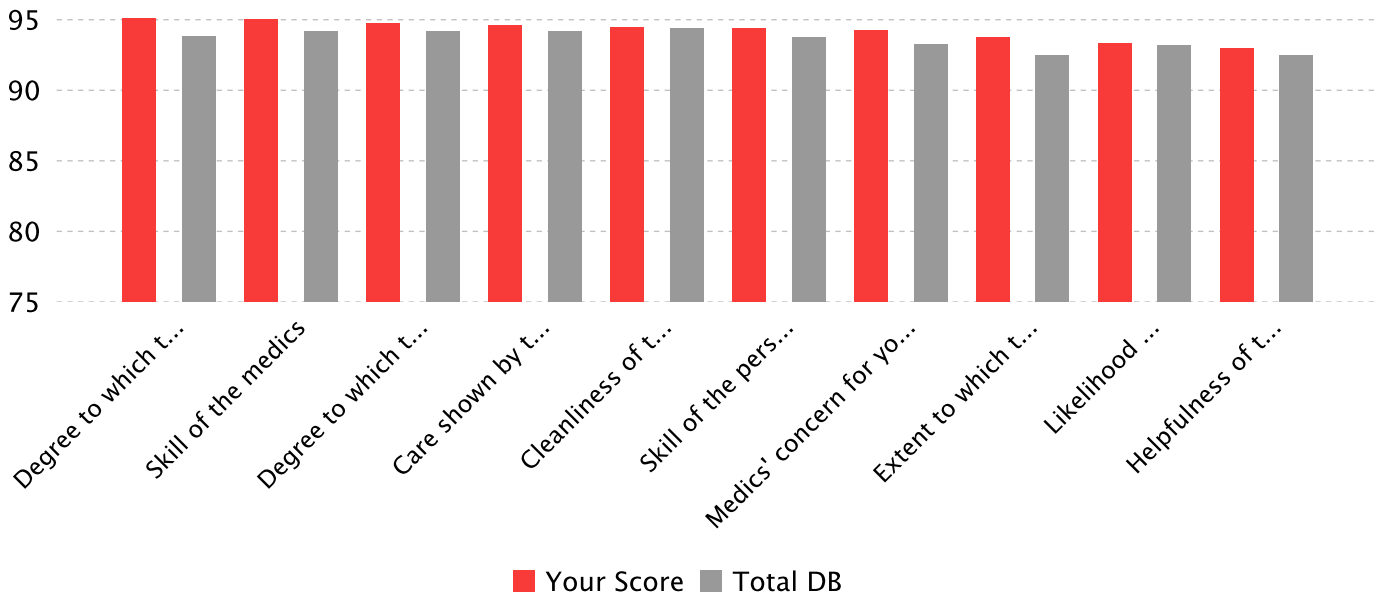
**Greatest Increase and Decrease in Scores by Question**

	<b>Last Period</b>	<b>This Period</b>	<b>Change</b>	<b>Total DB Score</b>
<b>Increases</b>				
Professionalism of the staff in our ambulance service billing office	80.95	89.10	8.15	88.82
Willingness of the staff in our billing office to address your needs	81.97	90.00	8.03	88.61
Medics' concern for your privacy	92.15	94.23	2.08	93.24
Extent to which you were told what to do until the ambulance arrived	89.68	91.72	2.04	90.75
Helpfulness of the person you called for ambulance service	91.28	92.98	1.70	92.47
Extent to which the medics kept you informed about your treatment	92.04	93.71	1.67	92.48
Degree to which the medics relieved your pain or discomfort	91.03	92.67	1.64	90.34
Degree to which the medics listened to you and/or your family	93.74	95.09	1.35	93.79
Skill of the medics	93.74	95.03	1.30	94.16
Skill of the person driving the ambulance	93.13	94.37	1.24	93.76
<b>Decreases</b>				
Extent to which our staff eased your entry into the medical facility	93.69	92.77	-0.92	93.56
Extent to which the ambulance arrived in a timely manner	92.45	91.77	-0.68	92.19
How well did our staff work together to care for you	93.49	93.23	-0.26	93.53
Likelihood of recommending this ambulance service to others	93.39	93.32	-0.07	93.17



**Greatest Scores Above Benchmarks by Question**

Highest Above Benchmark	This Period	Variance	Total DB Score
Degree to which the medics listened to you and/or your family	95.09	1.30	93.79
Skill of the medics	95.03	0.88	94.16
Degree to which the medics took your problem seriously	94.73	0.59	94.15
Care shown by the medics who arrived with the ambulance	94.58	0.41	94.17
Cleanliness of the ambulance	94.46	0.12	94.35
Skill of the person driving the ambulance	94.37	0.61	93.76
Medics' concern for your privacy	94.23	0.99	93.24
Extent to which the medics kept you informed about your treatment	93.71	1.23	92.48
Likelihood of recommending this ambulance service to others	93.32	0.15	93.17
Helpfulness of the person you called for ambulance service	92.98	0.51	92.47





**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

Question	Your	Correlation Coefficient
How well did our staff work together to care for you	93.23	.908452276
Appropriateness of Emergency Medical Transportation treatment	92.56	.888979615
Degree to which the medics listened to you and/or your family	95.09	.885884851
Degree to which the medics took your problem seriously	94.73	.879626543
Care shown by the medics who arrived with the ambulance	94.58	.869569845
Extent to which medics cared for you as a person	94.04	.858868732
Extent to which the medics kept you informed about your treatment	93.71	.858265192
Extent to which the services received were worth the fees charged	87.27	.855674834
Skill of the medics	95.03	.852877643
Extent to which our staff eased your entry into the medical facility	92.77	.841771048
Medics' concern for your privacy	94.23	.839547574
Extent to which medics included you in the treatment decisions (if applicable)	92.57	.821628624
Concern shown by the person you called for ambulance service	92.44	.820339179
Degree to which the medics relieved your pain or discomfort	92.67	.817920444
Skill of the person driving the ambulance	94.37	.802090389
Cleanliness of the ambulance	94.46	.779331877
Extent to which you were told what to do until the ambulance arrived	91.72	.764487617
Helpfulness of the person you called for ambulance service	92.98	.764262488
Willingness of the staff in our billing office to address your needs	90.00	.742228658
Extent to which the ambulance arrived in a timely manner	91.77	.68068065
Comfort of the ride	89.21	.620603605
Professionalism of the staff in our ambulance service billing office	89.10	.576031281





**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

	Your Company	Comparison Companies					
		A	B	C	D	E	F
Helpfulness of the person you called for ambulance	<b>92.98</b>	93.76	95.40	93.09	95.62	91.81	87.82
Concern shown by the person you called for ambulance	<b>92.44</b>	94.03	94.69	92.93	94.88	92.42	88.16
Extent to which you were told what to do until the	<b>91.72</b>	91.10	92.64	89.47	94.73	89.70	87.50
Extent to which the ambulance arrived in a timely	<b>91.77</b>	91.30	96.57	96.70	100.00	93.59	87.79
Cleanliness of the ambulance	<b>94.46</b>	93.83	97.14	97.12	100.00	95.25	93.29
Comfort of the ride	<b>89.21</b>	83.23	91.00	97.00	97.79	89.44	77.46
Skill of the person driving the ambulance	<b>94.37</b>	92.82	97.24	97.00	98.53	93.92	91.46
Care shown by the medics who arrived with the	<b>94.58</b>	94.24	97.94	96.94	100.00	95.13	92.05
Degree to which the medics took your problem seriously	<b>94.73</b>	94.84	97.31	96.94	100.00	93.92	90.34
Degree to which the medics listened to you and/or your	<b>95.09</b>	94.87	96.97	97.40	100.00	93.76	91.48
Skill of the medics	<b>95.03</b>	93.23	97.44	96.81	99.19	94.56	92.05
Extent to which the medics kept you informed about	<b>93.71</b>	92.89	97.02	96.20	98.33	95.77	89.29
Extent to which medics included you in the treatment	<b>92.57</b>	92.77	96.76	97.14	100.00	91.81	86.87
Degree to which the medics relieved your pain or	<b>92.67</b>	89.65	94.53	94.89	97.32	92.62	84.62
Medics' concern for your privacy	<b>94.23</b>	93.28	95.93	96.51	99.17	94.72	87.80
Extent to which medics cared for you as a person	<b>94.04</b>	94.29	97.70	96.88	100.00	94.19	92.44
Professionalism of the staff in our ambulance service	<b>89.10</b>	91.16	93.14	97.22	97.73	92.80	83.33
Willingness of the staff in our billing office to address	<b>90.00</b>	91.23	90.24	97.22	97.22	95.00	85.23
How well did our staff work together to care for you	<b>93.23</b>	93.72	97.43	96.81	97.50	93.85	87.80
Extent to which our staff eased your entry into the	<b>92.77</b>	93.80	97.88	97.28	98.28	95.89	88.69
Appropriateness of Emergency Medical Transportation	<b>92.56</b>	93.42	97.76	97.22	99.17	93.35	89.02
Extent to which the services received were worth the	<b>87.27</b>	89.08	95.88	96.88	98.15	88.69	79.05
Overall rating of the care provided by our Emergency	<b>93.31</b>	93.85	98.55	97.09	100.00	94.61	88.10
Likelihood of recommending this ambulance service to	<b>93.32</b>	93.89	98.66	97.83	99.11	94.19	87.50
<b>Overall score</b>	92.98	92.60	96.36	96.26	98.46	93.42	88.12
<b>National Rank</b>	46	52	10	12	5	38	94
<b>Comparable Size (Small) Company Rank</b>	24	25	5	6	1	21	40

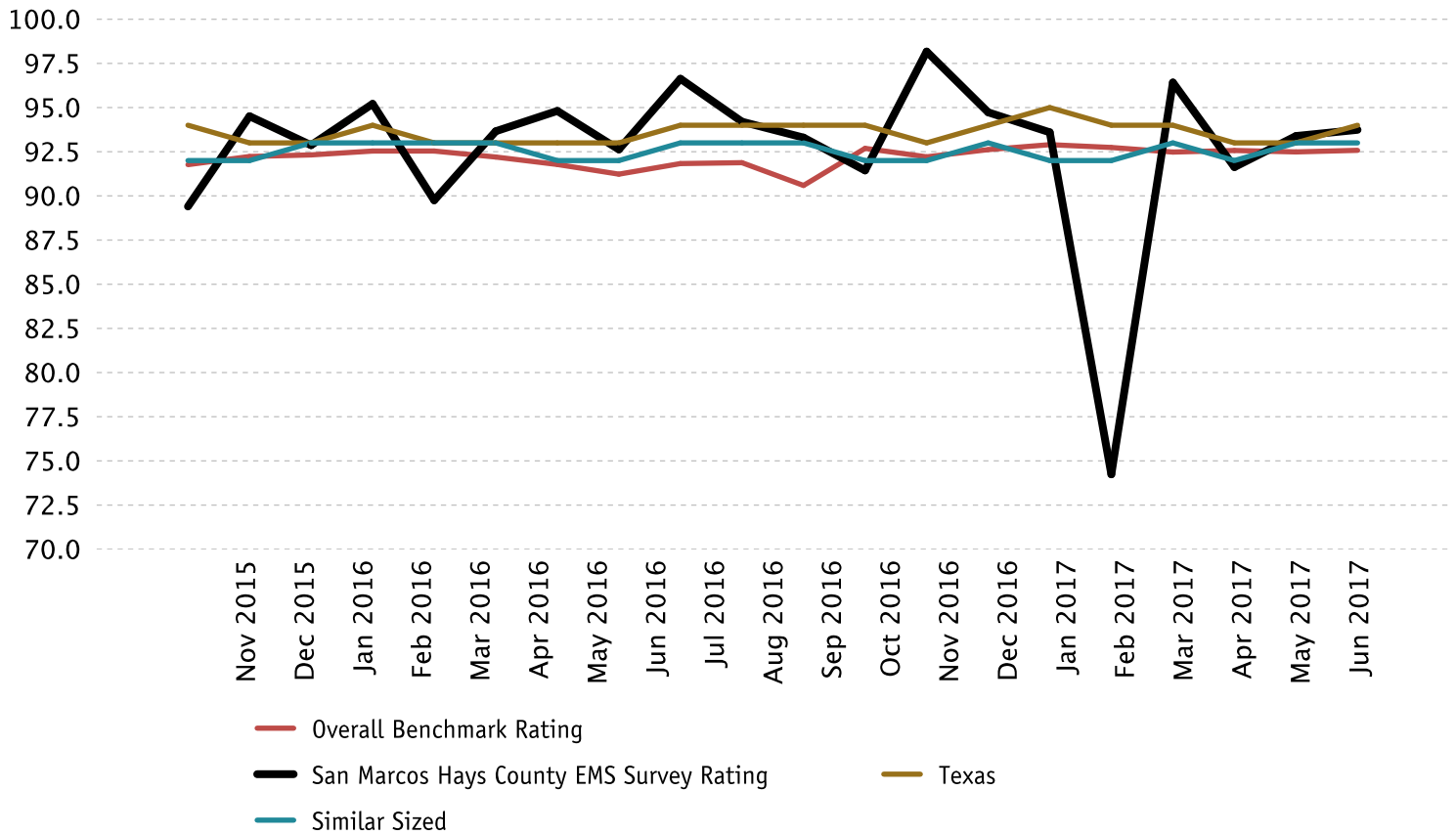


### Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas
<b>Total Score</b>	<b>92.98</b>	92.53	92.62	93.29
Medics' concern for your privacy	94.23	93.24	93.62	93.99
Helpfulness of the person you called for ambulance	92.98	92.47	92.77	93.42
Extent to which the medics kept you informed about	93.71	92.48	92.86	93.35
Skill of the medics	95.03	94.16	94.54	95.03
Degree to which the medics listened to you and/or	95.09	93.79	94.40	94.60
Extent to which our staff eased your entry into the	92.77	93.56	94.00	94.36
Extent to which you were told what to do until the	91.72	90.75	90.86	92.42
Care shown by the medics who arrived with the	94.58	94.17	94.67	95.03
Degree to which the medics relieved your pain or	92.67	90.34	91.34	91.19
Professionalism of the staff in our ambulance service	89.10	88.82	89.16	90.71
Comfort of the ride	89.21	87.12	86.77	88.61
Extent to which medics included you in the treatment	92.57	92.22	92.78	93.18
Extent to which the ambulance arrived in a timely	91.77	92.19	92.89	93.39
How well did our staff work together to care for you	93.23	93.53	93.60	94.20
Extent to which the services received were worth the	87.27	87.88	88.17	89.38
Extent to which medics cared for you as a person	94.04	94.24	94.37	94.90
Skill of the person driving the ambulance	94.37	93.76	94.17	94.46
Concern shown by the person you called for	92.44	92.41	92.70	93.27
Likelihood of recommending this ambulance service	93.32	93.17	93.57	94.36
Overall rating of the care provided by our Emergency	93.31	93.60	93.93	94.22
Appropriateness of Emergency Medical Transportation	92.56	93.50	93.78	94.29
Degree to which the medics took your problem	94.73	94.15	94.47	94.92
Cleanliness of the ambulance	94.46	94.35	94.72	95.37
Willingness of the staff in our billing office to address	90.00	88.61	88.86	90.36
<b>Number of Surveys for the period</b>	<b>181</b>			

San Marcos Hays County EMS  
**April 1, 2017 to June 30, 2017**

**Benchmark Trending Graphic** - Below are the monthly scores for your service. It details the overall score for each month as well as your subscribed benchmarks for that month.





**Cumulative**

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	Total DB
<b>Overall Facility Rating</b>	<b>92.82</b>	<b>91.78</b>
<b>Dispatch</b>	<b>92.35</b>	<b>91.56</b>
Helpfulness of the person you called for ambulance	92.39	92.30
Concern shown by the person you called for ambulance	92.94	92.03
Extent to which you were told what to do until the	91.71	90.36
<b>Ambulance</b>	<b>92.86</b>	<b>91.36</b>
Extent to which the ambulance arrived in a timely manner	92.36	91.69
Cleanliness of the ambulance	94.70	93.89
Comfort of the ride	90.06	87.08
Skill of the person driving the ambulance	94.30	92.79
<b>Medic</b>	<b>94.07</b>	<b>92.78</b>
Care shown by the medics who arrived with the	95.26	93.81
Degree to which the medics took your problem seriously	94.83	93.72
Degree to which the medics listened to you and/or your	94.47	93.41
Skill of the medics	95.05	93.86
Extent to which the medics kept you informed about your	93.41	91.95
Extent to which medics included you in the treatment	92.98	91.74
Degree to which the medics relieved your pain or	92.01	90.15
Medics' concern for your privacy	93.69	92.72



**Cumulative**

**(Continued)**

	Your	Total DB
<b>Overall Facility Rating</b>	<b>92.82</b>	<b>91.78</b>
<b>Medic</b>	<b>94.07</b>	<b>92.78</b>
Extent to which medics cared for you as a person	94.89	93.67
<b>Billing Staff Assessment</b>	<b>87.73</b>	<b>88.19</b>
Professionalism of the staff in our ambulance service	87.26	88.17
Willingness of the staff in our billing office to address	88.20	88.21
<b>Overall Assessment</b>	<b>92.87</b>	<b>91.86</b>
How well did our staff work together to care for you	94.31	92.90
Extent to which our staff eased your entry into the	94.08	93.06
Appropriateness of Emergency Medical Transportation	93.76	92.82
Extent to which the services received were worth the fees	87.33	86.79
Overall rating of the care provided by our Emergency	94.00	92.98
Likelihood of recommending this ambulance service to	93.74	92.60



### 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
<b>Overall Company Rating</b>	<b>16</b>	<b>28</b>	<b>81</b>	<b>640</b>	<b>2617</b>	<b>77.38%</b>	<b>75.87%</b>
<b>Dispatch</b>	<b>2</b>	<b>4</b>	<b>9</b>	<b>99</b>	<b>336</b>	<b>74.67%</b>	<b>73.88%</b>
Helpfulness of the person you called for ambulance service	1	1	3	30	118	77.12%	75.56%
Concern shown by the person you called for ambulance service	1	1	2	35	113	74.34%	74.93%
Extent to which you were told what to do until the ambulance arrived	0	2	4	34	105	72.41%	71.16%
<b>Ambulance</b>	<b>1</b>	<b>4</b>	<b>11</b>	<b>143</b>	<b>441</b>	<b>73.50%</b>	<b>74.24%</b>
Extent to which the ambulance arrived in a timely manner	1	0	5	42	122	71.76%	75.14%
Cleanliness of the ambulance	0	0	1	31	117	78.52%	79.59%
Comfort of the ride	0	3	5	41	90	64.75%	63.52%
Skill of the person driving the ambulance	0	1	0	29	112	78.87%	78.70%
<b>Medic</b>	<b>8</b>	<b>8</b>	<b>36</b>	<b>204</b>	<b>1151</b>	<b>81.81%</b>	<b>79.06%</b>
Care shown by the medics who arrived with the ambulance	2	1	1	22	135	83.85%	81.48%
Degree to which the medics took your problem seriously	2	1	3	17	138	85.71%	82.04%
Degree to which the medics listened to you and/or your family	0	1	5	19	138	84.66%	80.82%
Skill of the medics	0	1	4	21	135	83.85%	81.06%
Extent to which the medics kept you informed about your treatment	0	1	3	30	121	78.06%	76.68%



**Top Box Comparisons (Continued)**

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>16</b>	<b>28</b>	<b>81</b>	<b>640</b>	<b>2617</b>	<b>77.38%</b>	<b>75.87%</b>
Extent to which medics included you in the treatment decisions (if applicable)	2	1	5	21	112	79.43%	76.63%
Degree to which the medics relieved your pain or discomfort	0	2	6	26	116	77.33%	72.12%
Medics' concern for your privacy	0	0	5	26	125	80.13%	78.24%
Extent to which medics cared for you as a person	2	0	4	22	131	82.39%	82.51%
<b>Billing Staff Assessment</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>41</b>	<b>88</b>	<b>64.71%</b>	<b>63.87%</b>
Professionalism of the staff in our ambulance service billing office	1	0	3	21	46	64.79%	63.73%
Willingness of the staff in our billing office to address your needs	0	0	3	20	42	64.62%	64.01%
<b>Overall Assessment</b>	<b>4</b>	<b>12</b>	<b>19</b>	<b>153</b>	<b>601</b>	<b>76.17%</b>	<b>77.15%</b>
How well did our staff work together to care for you	0	2	2	29	111	77.08%	78.58%
Extent to which our staff eased your entry into the medical facility	0	0	4	29	95	74.22%	78.59%
Appropriateness of Emergency Medical Transportation treatment	1	1	3	26	100	76.34%	78.98%
Extent to which the services received were worth the fees charged	2	5	3	23	69	67.65%	67.23%
Overall rating of the care provided by our Emergency Medical Transportation service	0	2	3	26	111	78.17%	79.94%
Likelihood of recommending this ambulance service to others	1	2	4	20	115	80.99%	79.59%

## No Records for filters

We were unable to find any records that matched the filters you provided, please widen your search scope.

