

San Juan Island

Friday Harbor, WA
Client 8901



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Patient Experience Report

October 1, 2021 to December 31, 2021

Your Score

97.45

Your Patients in this Report

50

Total Patients in this Report

18,779

Total EMS Organizations

188





Executive Summary

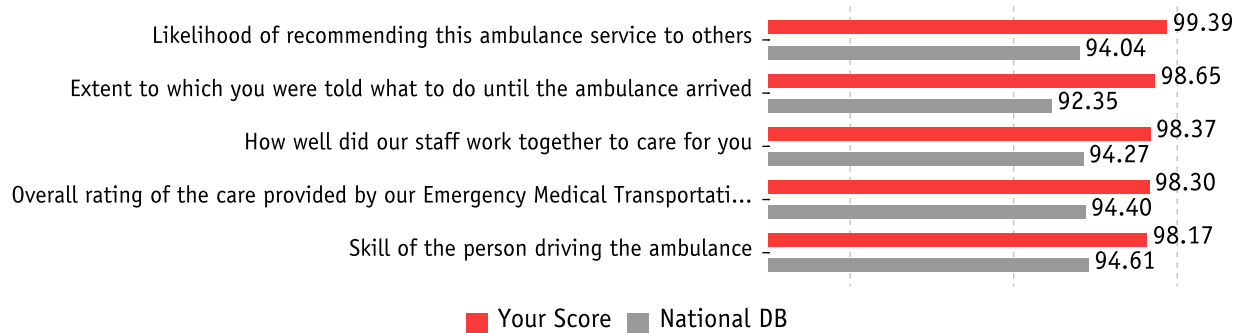
Your overall score for the time period selected is **97.45**. This is a difference of **-0.05** from your previous period's score of **97.50**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **90.22%**.

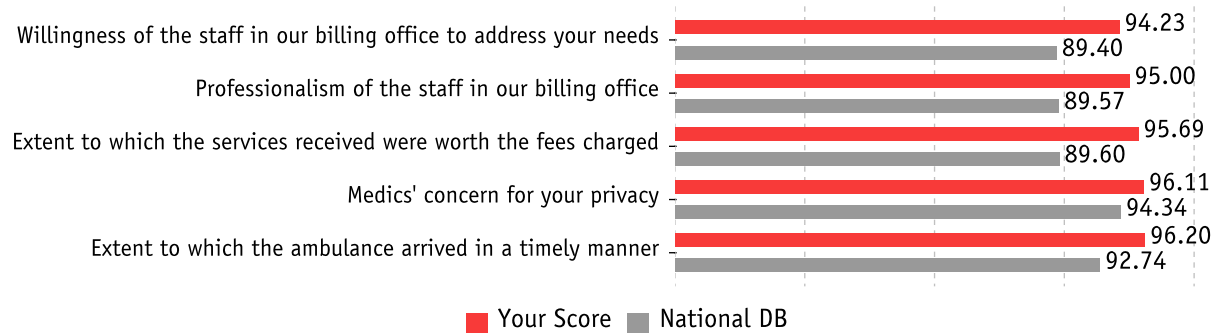
In addition, your rolling 12- month score of **97.70** is a difference of **4.45** from the national database score of **93.25**.

When compared to all organizations in the national database, your score of **97.70** is ranked **3rd** and **3rd** for comparably sized organizations.

5 Highest Scores



5 Lowest Scores





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	97.30	97.30	-0.00	93.77
Concern shown by the person you called for ambulance service	97.37	97.22	0.15	93.51
Extent to which you were told what to do until the ambulance arrived	98.65	96.05	2.60	92.35
Ambulance Composite	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	96.20	95.56	0.64	92.74
Cleanliness of the ambulance	97.62	98.21	-0.59	95.30
Comfort of the ride	96.95	95.12	1.83	88.59
Skill of the person driving the ambulance	98.17	98.08	0.09	94.61
Medic Composite	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	97.87	98.30	-0.43	95.30
Degree to which the medics took your problem seriously	97.87	98.89	-1.02	95.17
Degree to which the medics listened to you and/or your family	97.83	98.89	-1.06	94.84
Skill of the medics	96.81	98.33	-1.52	95.38
Extent to which the medics kept you informed about your treatment	97.83	98.30	-0.47	93.60
Extent to which medics included you in the treatment decisions (if applicable)	97.22	96.18	1.04	93.39
Degree to which the medics relieved your pain or discomfort	96.88	97.67	-0.79	91.73
Medics' concern for your privacy	96.11	97.67	-1.56	94.34
Extent to which medics cared for you as a person	97.34	98.89	-1.55	95.15
Billing Office Staff Composite	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	95.00	93.18	1.82	89.57
Willingness of the staff in our billing office to address your needs	94.23	94.05	0.18	89.40



Question Analysis (Continued)

Overall Experience Composite	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	98.37	98.26	0.11	94.27
Extent to which our staff eased your entry into the medical facility	98.08	98.21	-0.13	94.22
Appropriateness of Emergency Medical Transportation treatment	97.56	97.62	-0.06	94.29
Extent to which the services received were worth the fees charged	95.69	97.73	-2.04	89.60
Overall rating of the care provided by our Emergency Medical Transportation	98.30	98.26	0.04	94.40
Likelihood of recommending this ambulance service to others	99.39	97.56	1.83	94.04



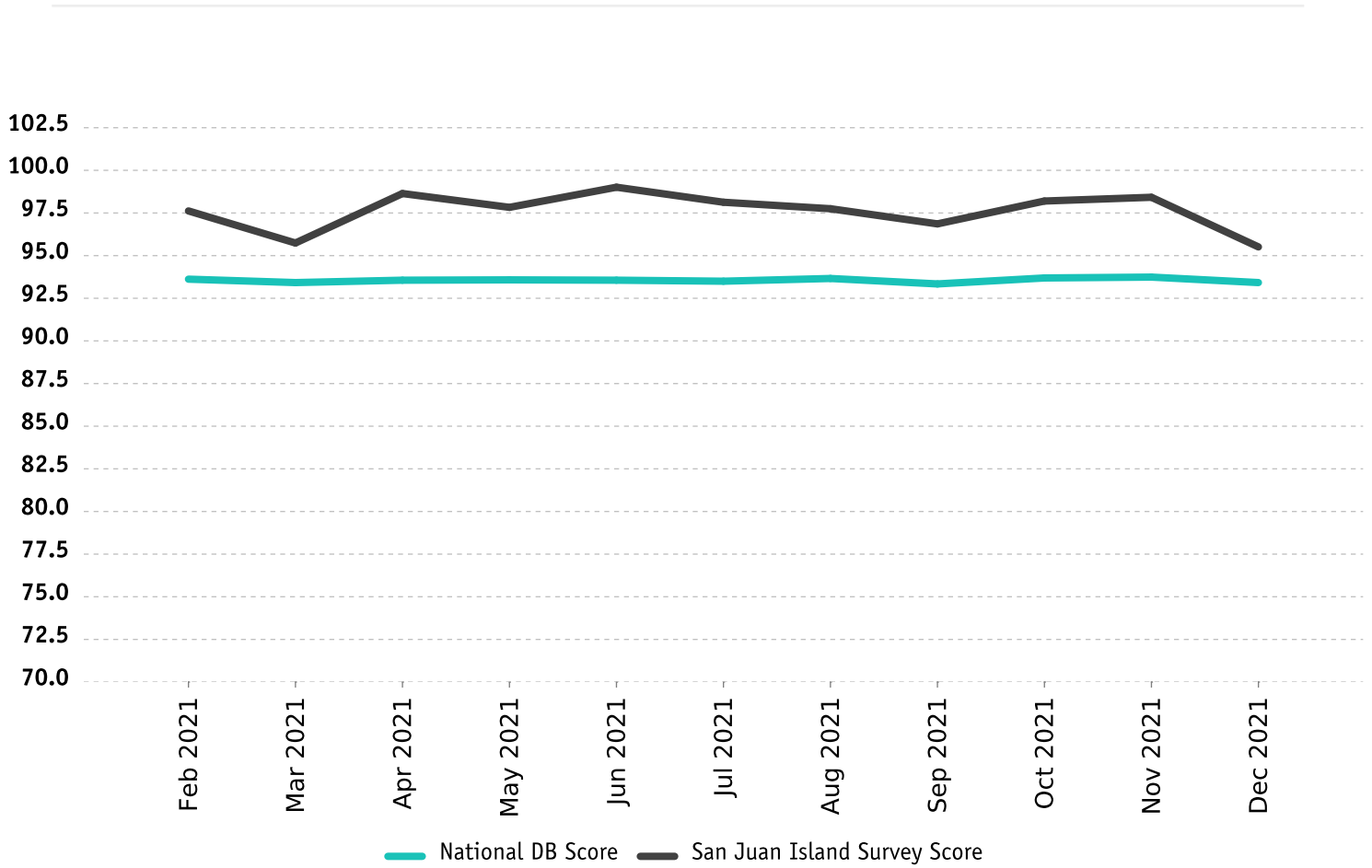
Monthly Breakdown

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

	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
Helpfulness of the person you called for ambulance service	100.00	100.00	100.00	97.73	97.73	97.50	97.50	97.06	97.50	98.53	95.00
Concern shown by the person you called for ambulance service	100.00	100.00	100.00	97.50	97.22	97.50	97.50	96.88	97.50	98.61	95.00
Extent to which you were told what to do until the ambulance arrived	100.00	100.00	90.00	95.45	96.88	97.73	93.18	96.88	97.50	98.61	100.00
Extent to which the ambulance arrived in a timely manner	100.00	91.67	97.73	98.21	96.15	94.23	96.43	95.83	93.18	96.25	98.33
Cleanliness of the ambulance	100.00	96.15	100.00	98.33	97.50	97.92	98.08	98.53	100.00	97.37	96.15
Comfort of the ride	100.00	89.58	100.00	98.33	93.75	91.67	98.08	95.31	100.00	96.05	96.15
Skill of the person driving the ambulance	100.00	91.67	100.00	98.33	96.88	97.92	97.92	98.33	100.00	100.00	94.23
Care shown by the medics who arrived with the ambulance	100.00	96.67	98.08	98.44	100.00	100.00	98.21	97.06	100.00	98.81	95.00
Degree to which the medics took your problem seriously	100.00	96.67	98.08	98.44	100.00	100.00	98.21	98.61	100.00	98.81	95.00
Degree to which the medics listened to you and/or your family	100.00	96.67	98.21	98.44	100.00	100.00	98.21	98.61	100.00	98.75	95.00
Skill of the medics	100.00	96.67	100.00	98.44	100.00	100.00	98.21	97.22	95.45	98.81	95.00
Extent to which the medics kept you informed about your treatment	75.00	96.43	100.00	96.43	100.00	100.00	98.21	97.06	100.00	98.75	95.00
Extent to which medics included you in the treatment decisions (if	75.00	92.31	100.00	98.08	100.00	100.00	98.08	92.25	100.00	98.21	93.75
Degree to which the medics relieved your pain or discomfort	100.00	95.83	96.15	96.43	100.00	100.00	100.00	94.44	97.22	98.68	93.75
Medics' concern for your privacy	100.00	94.64	97.92	98.44	100.00	100.00	98.21	95.83	92.50	98.75	95.00
Extent to which medics cared for you as a person	100.00	96.43	98.21	98.44	100.00	100.00	98.21	98.61	97.73	98.81	95.00
Professionalism of the staff in our billing office		95.83	100.00	95.83	100.00	87.50	94.44	94.44	91.67	100.00	92.86
Willingness of the staff in our billing office to address your needs		95.83	100.00	95.83	100.00	87.50	97.22	93.75	91.67	100.00	91.67
How well did our staff work together to care for you	100.00	95.00	98.08	98.33	100.00	100.00	98.08	97.22	100.00	98.81	96.67
Extent to which our staff eased your entry into the medical facility	100.00	94.23	97.50	98.08	97.22	97.92	98.08	98.53	100.00	98.61	96.15
Appropriateness of Emergency Medical Transportation treatment	100.00	96.15	100.00	98.33	100.00	100.00	98.08	95.59	96.88	98.75	96.15
Extent to which the services received were worth the fees charged		97.22	100.00	95.45	100.00	97.22	97.73	98.08	100.00	94.64	93.75
Overall rating of the care provided by our Emergency Medical Transportation	100.00	96.67	100.00	98.21	100.00	97.92	98.08	98.61	100.00	98.75	96.67
Likelihood of recommending this ambulance service to others	100.00	96.67	100.00	98.33	100.00	97.92	97.92	97.06	100.00	100.00	97.92
Overall Score	97.62	95.74	98.64	97.83	99.01	98.13	97.75	96.86	98.20	98.42	95.51
Respondents	1	17	14	17	14	14	16	21	12	22	16



Monthly Overall Survey Score





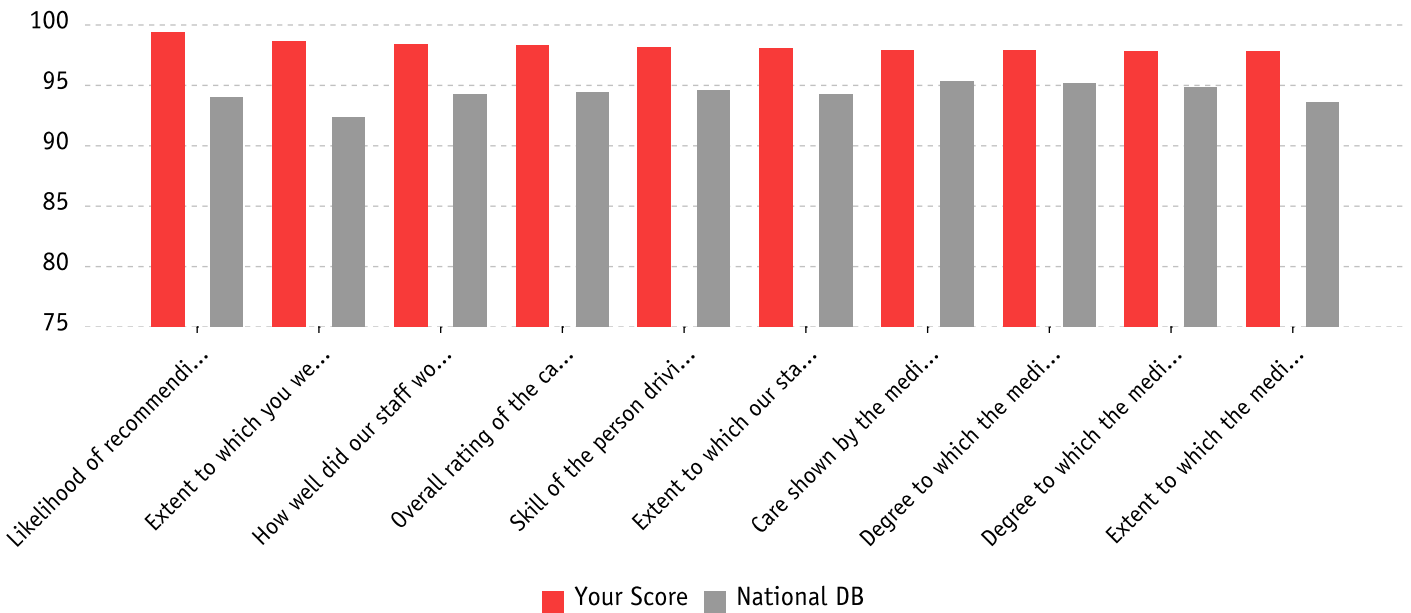
Greatest Increase and Decrease in Scores by Question

Increases	Current	Previous	(+/-)	National DB
Extent to which you were told what to do until the ambulance arrived	98.65	96.05	2.60	92.35
Likelihood of recommending this ambulance service to others	99.39	97.56	1.83	94.04
Comfort of the ride	96.95	95.12	1.83	88.59
Professionalism of the staff in our billing office	95.00	93.18	1.82	89.57
Extent to which medics included you in the treatment decisions (if applicable)	97.22	96.18	1.04	93.39
Extent to which the ambulance arrived in a timely manner	96.20	95.56	0.64	92.74
Willingness of the staff in our billing office to address your needs	94.23	94.05	0.18	89.40
Concern shown by the person you called for ambulance service	97.37	97.22	0.15	93.51
How well did our staff work together to care for you	98.37	98.26	0.11	94.27
Skill of the person driving the ambulance	98.17	98.08	0.09	94.61
Decreases	Current	Previous	(+/-)	National DB
Extent to which the services received were worth the fees charged	95.69	97.73	-2.04	89.60
Medics' concern for your privacy	96.11	97.67	-1.56	94.34
Extent to which medics cared for you as a person	97.34	98.89	-1.55	95.15
Skill of the medics	96.81	98.33	-1.52	95.38
Degree to which the medics listened to you and/or your family	97.83	98.89	-1.06	94.84
Degree to which the medics took your problem seriously	97.87	98.89	-1.02	95.17
Degree to which the medics relieved your pain or discomfort	96.88	97.67	-0.80	91.73
Cleanliness of the ambulance	97.62	98.21	-0.60	95.30
Extent to which the medics kept you informed about your treatment	97.83	98.30	-0.47	93.60
Care shown by the medics who arrived with the ambulance	97.87	98.30	-0.42	95.30



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	Current	(+/-)	National DB
Likelihood of recommending this ambulance service to others	99.39	5.35	94.04
Extent to which you were told what to do until the ambulance arrived	98.65	6.30	92.35
How well did our staff work together to care for you	98.37	4.10	94.27
Overall rating of the care provided by our Emergency Medical Transportation service	98.30	3.90	94.40
Skill of the person driving the ambulance	98.17	3.56	94.61
Extent to which our staff eased your entry into the medical facility	98.08	3.86	94.22
Care shown by the medics who arrived with the ambulance	97.87	2.57	95.30
Degree to which the medics took your problem seriously	97.87	2.70	95.17
Degree to which the medics listened to you and/or your family	97.83	2.99	94.84
Extent to which the medics kept you informed about your treatment	97.83	4.23	93.60





Highest and Lowest Scores

Highest Scores	Current	Previous	(+/-)	National DB
Likelihood of recommending this ambulance service to others	99.39	97.56	1.83	94.04
Extent to which you were told what to do until the ambulance arrived	98.65	96.05	2.60	92.35
How well did our staff work together to care for you	98.37	98.26	0.11	94.27
Overall rating of the care provided by our Emergency Medical Transportation service	98.30	98.26	0.04	94.40
Skill of the person driving the ambulance	98.17	98.08	0.09	94.61
Lowest Scores	Current	Previous	(+/-)	National DB
Willingness of the staff in our billing office to address your needs	94.23	94.05	0.18	89.40
Professionalism of the staff in our billing office	95.00	93.18	1.82	89.57
Extent to which the services received were worth the fees charged	95.69	97.73	-2.04	89.60
Medics' concern for your privacy	96.11	97.67	-1.56	94.34
Extent to which the ambulance arrived in a timely manner	96.20	95.56	0.64	92.74



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
Professionalism of the staff in our billing office	95.00	.974369095
Willingness of the staff in our billing office to address your needs	94.23	.973816293
Extent to which medics included you in the treatment decisions (if applicable)	97.22	.964174418
Extent to which the medics kept you informed about your treatment	97.83	.963331608
Degree to which the medics listened to you and/or your family	97.83	.963331608
Care shown by the medics who arrived with the ambulance	97.87	.963313876
Degree to which the medics took your problem seriously	97.87	.963313876
Degree to which the medics relieved your pain or discomfort	96.88	.909051259
Extent to which medics cared for you as a person	97.34	.900942367
Concern shown by the person you called for ambulance service	97.37	.89998792
Helpfulness of the person you called for ambulance service	97.30	.899660423
Skill of the medics	96.81	.87683081
How well did our staff work together to care for you	98.37	.869341116
Extent to which our staff eased your entry into the medical facility	98.08	.868464771
Appropriateness of Emergency Medical Transportation treatment	97.56	.807706173
Skill of the person driving the ambulance	98.17	.806924036
Cleanliness of the ambulance	97.62	.784552258
Medics' concern for your privacy	96.11	.723828095
Comfort of the ride	96.95	.70702869
Extent to which the services received were worth the fees charged	95.69	.627412516
Extent to which you were told what to do until the ambulance arrived	98.65	.519218778
Extent to which the ambulance arrived in a timely manner	96.20	.257570366



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	97.30	92.86	95.85	94.87	86.22	93.42	89.71
Concern shown by the person you called for ambulance service	97.37	92.86	95.95	94.41	85.94	94.34	89.71
Extent to which you were told what to do until the ambulance	98.65	92.19	95.14	94.40	84.06	92.13	89.71
Extent to which the ambulance arrived in a timely manner	96.20	93.18	98.42	96.16	85.52	94.49	86.90
Cleanliness of the ambulance	97.62	93.45	98.03	97.09	91.23	97.81	92.86
Comfort of the ride	96.95	80.14	92.99	91.09	86.57	92.11	83.38
Skill of the person driving the ambulance	98.17	91.48	96.91	96.49	90.91	94.74	92.86
Care shown by the medics who arrived with the ambulance	97.87	95.35	99.18	97.46	91.67	96.88	95.59
Degree to which the medics took your problem seriously	97.87	96.43	98.37	96.55	90.42	96.43	94.12
Degree to which the medics listened to you and/or your family	97.83	95.83	98.63	95.97	90.25	94.21	92.65
Skill of the medics	96.81	96.43	97.53	97.29	91.23	96.43	94.12
Extent to which the medics kept you informed about your	97.83	93.29	95.88	95.39	90.09	95.91	92.65
Extent to which medics included you in the treatment decisions (if	97.22	91.05	97.18	95.57	87.02	95.10	95.00
Degree to which the medics relieved your pain or discomfort	96.88	91.03	95.07	93.50	87.75	93.63	90.63
Medics' concern for your privacy	96.11	94.64	97.09	96.41	90.91	95.37	92.19
Extent to which medics cared for you as a person	97.34	95.24	96.92	96.86	91.52	98.18	94.12
Professionalism of the staff in our billing office	95.00	89.29	94.57	92.11	85.14	97.00	79.17
Willingness of the staff in our billing office to address your needs	94.23	91.25	95.24	92.65	85.42	98.86	79.17
How well did our staff work together to care for you	98.37	94.87	97.59	96.51	90.79	97.17	93.75
Extent to which our staff eased your entry into the medical facility	98.08	92.76	98.00	95.97	91.67	98.04	89.71
Appropriateness of Emergency Medical Transportation treatment	97.56	95.51	98.08	96.37	91.82	96.43	92.65
Extent to which the services received were worth the fees charged	95.69	86.61	0	92.82	87.23	95.45	89.29
Overall rating of the care provided by our Emergency Medical	98.30	92.50	98.55	96.35	90.35	97.22	94.12
Likelihood of recommending this ambulance service to others	99.39	94.23	0	95.52	90.02	98.08	92.65
Overall score	97.45	92.77	97.04	95.60	89.11	95.69	91.25



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Washington
Helpfulness of the person you called for ambulance service	97.30	93.77	94.09	95.02
Concern shown by the person you called for ambulance service	97.37	93.51	93.87	94.64
Extent to which you were told what to do until the ambulance	98.65	92.35	92.56	94.73
Extent to which the ambulance arrived in a timely manner	96.20	92.74	93.84	95.96
Cleanliness of the ambulance	97.62	95.30	95.74	96.88
Comfort of the ride	96.95	88.59	89.29	91.79
Skill of the person driving the ambulance	98.17	94.61	95.06	96.66
Care shown by the medics who arrived with the ambulance	97.87	95.30	95.88	97.52
Degree to which the medics took your problem seriously	97.87	95.17	95.62	96.73
Degree to which the medics listened to you and/or your family	97.83	94.84	95.24	96.23
Skill of the medics	96.81	95.38	95.87	97.18
Extent to which the medics kept you informed about your	97.83	93.60	94.20	95.66
Extent to which medics included you in the treatment decisions	97.22	93.39	94.10	95.55
Degree to which the medics relieved your pain or discomfort	96.88	91.73	92.22	93.84
Medics' concern for your privacy	96.11	94.34	94.97	96.27
Extent to which medics cared for you as a person	97.34	95.15	95.70	97.00
Professionalism of the staff in our billing office	95.00	89.57	89.61	92.54
Willingness of the staff in our billing office to address your	94.23	89.40	89.60	92.89
How well did our staff work together to care for you	98.37	94.27	94.90	96.80
Extent to which our staff eased your entry into the medical	98.08	94.22	94.77	96.19
Appropriateness of Emergency Medical Transportation treatment	97.56	94.29	94.88	96.53
Extent to which the services received were worth the fees	95.69	89.60	90.69	93.12
Overall rating of the care provided by our Emergency Medical	98.30	94.40	94.90	96.67
Likelihood of recommending this ambulance service to others	99.39	94.04	94.67	95.96
Overall Score	97.45	93.32	93.84	95.52



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	Washington
Number of organizations in compare group		188	86	3
Minimum Score	98.12	1.00	8.00	47.18
Maximum Score	98.86	98.86	98.86	98.86
Mean Score	97.69	93.54	94.13	98.39
Your Percentile		98th	96th	N/A
Your Rank		3	3	N/A

- 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	95.96	92.35
Dispatch	95.63	92.16
Helpfulness of the person you called for ambulance service	96.20	92.79
Concern shown by the person you called for ambulance service	96.18	92.55
Extent to which you were told what to do until the ambulance	94.50	91.13
Ambulance	96.28	91.98
Extent to which the ambulance arrived in a timely manner	96.25	92.17
Cleanliness of the ambulance	97.63	94.43
Comfort of the ride	94.40	87.56
Skill of the person driving the ambulance	96.83	93.76
Medic	96.94	93.3
Care shown by the medics who arrived with the ambulance	97.76	94.30
Degree to which the medics took your problem seriously	97.88	94.22
Degree to which the medics listened to you and/or your family	97.26	93.91
Skill of the medics	97.64	94.32
Extent to which the medics kept you informed about your treatment	96.65	92.53
Extent to which medics included you in the treatment decisions (if	96.07	92.30
Degree to which the medics relieved your pain or discomfort	95.37	90.62
Medics' concern for your privacy	96.08	93.30
Extent to which medics cared for you as a person	97.72	94.19
Billing Office Staff	91.3	88.7


Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	95.96	92.35
Billing Office Staff	91.3	88.7
Professionalism of the staff in our billing office	91.10	88.67
Willingness of the staff in our billing office to address your needs	91.49	88.74
Overall Experience	95.99	92.47
How well did our staff work together to care for you	96.94	93.44
Extent to which our staff eased your entry into the medical facility	96.85	93.57
Appropriateness of Emergency Medical Transportation treatment	96.57	93.35
Extent to which the services received were worth the fees charged	91.44	87.82
Overall rating of the care provided by our Emergency Medical	97.33	93.52
Likelihood of recommending this ambulance service to others	96.80	93.14



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	0	0	4	89	858	90.22%	79.22%
Dispatch	0	0	0	10	102	91.07%	78.03%
Helpfulness of the person you called for ambulance service	0	0	0	4	33	89.19%	79.64%
Concern shown by the person you called for ambulance service	0	0	0	4	34	89.47%	78.52%
Extent to which you were told what to do until the ambulance arrived	0	0	0	2	35	94.59%	75.93%
Ambulance	0	0	0	19	151	88.82%	77.37%
Extent to which the ambulance arrived in a timely manner	0	0	0	7	39	84.78%	77.36%
Cleanliness of the ambulance	0	0	0	4	38	90.48%	83.05%
Comfort of the ride	0	0	0	5	36	87.80%	67.51%
Skill of the person driving the ambulance	0	0	0	3	38	92.68%	81.56%
Medic	0	0	1	41	359	89.53%	82.63%
Care shown by the medics who arrived with the ambulance	0	0	0	4	43	91.49%	85.14%
Degree to which the medics took your problem seriously	0	0	0	4	43	91.49%	85.41%
Degree to which the medics listened to you and/or your family	0	0	0	4	42	91.30%	84.52%
Skill of the medics	0	0	0	6	41	87.23%	85.20%
Extent to which the medics kept you informed about your treatment	0	0	0	4	42	91.30%	80.32%


Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	0	0	4	89	858	90.22%	79.22%
Extent to which medics included you in the treatment decisions (if applicable)	0	0	0	4	32	88.89%	80.28%
Degree to which the medics relieved your pain or discomfort	0	0	0	5	35	87.50%	75.99%
Medics' concern for your privacy	0	0	1	5	39	86.67%	81.49%
Extent to which medics cared for you as a person	0	0	0	5	42	89.36%	85.31%
Billing Office Staff	0	0	2	2	24	85.71%	66.71%
Professionalism of the staff in our billing office	0	0	1	1	13	86.67%	66.61%
Willingness of the staff in our billing office to address your needs	0	0	1	1	11	84.62%	66.81%
Overall Experience	0	0	1	17	222	92.50%	80.11%
How well did our staff work together to care for you	0	0	0	3	43	93.48%	81.43%
Extent to which our staff eased your entry into the medical facility	0	0	0	3	36	92.31%	81.32%
Appropriateness of Emergency Medical Transportation treatment	0	0	0	4	37	90.24%	81.70%
Extent to which the services received were worth the fees charged	0	0	1	3	25	86.21%	71.25%
Overall rating of the care provided by our Emergency Medical Transportation service	0	0	0	3	41	93.18%	82.46%
Likelihood of recommending this ambulance service to others	0	0	0	1	40	97.56%	82.53%