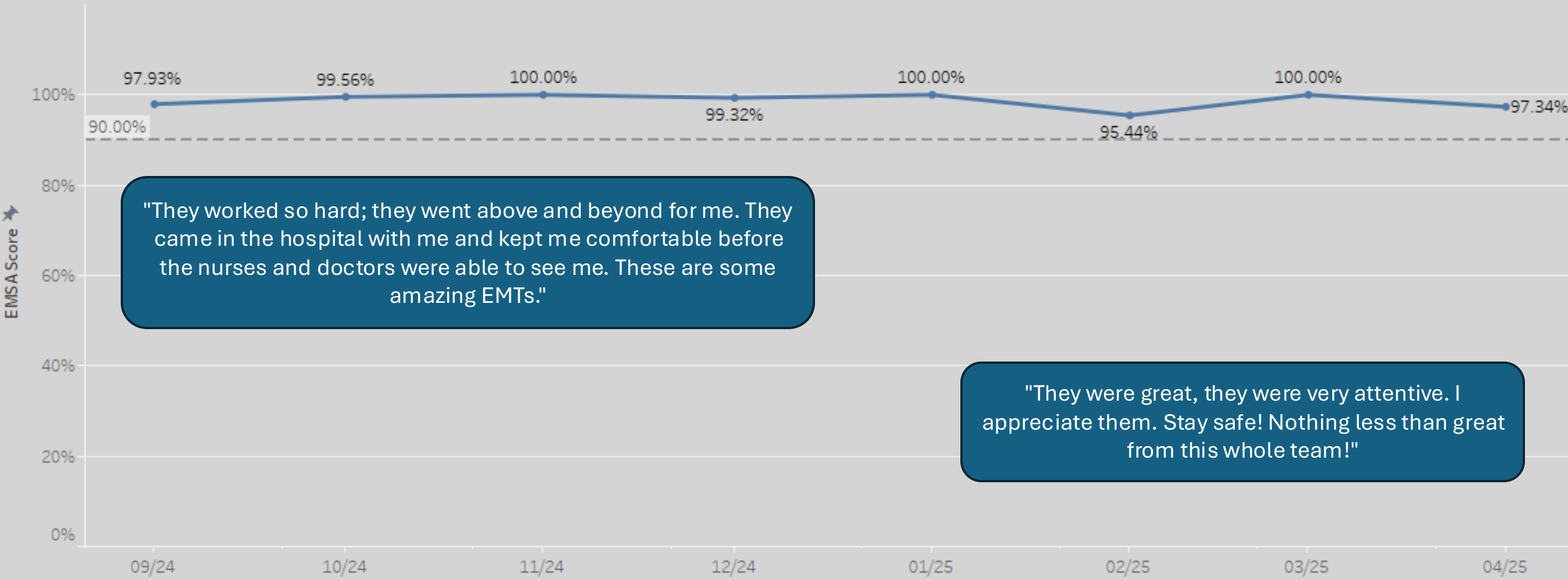
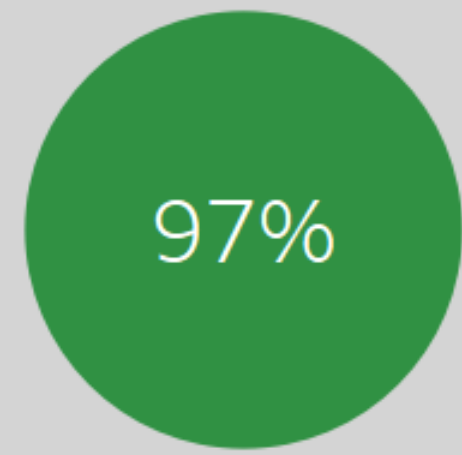


Patient Satisfaction April 2025



Overall Patient Satisfaction Eastern Division

April 2025

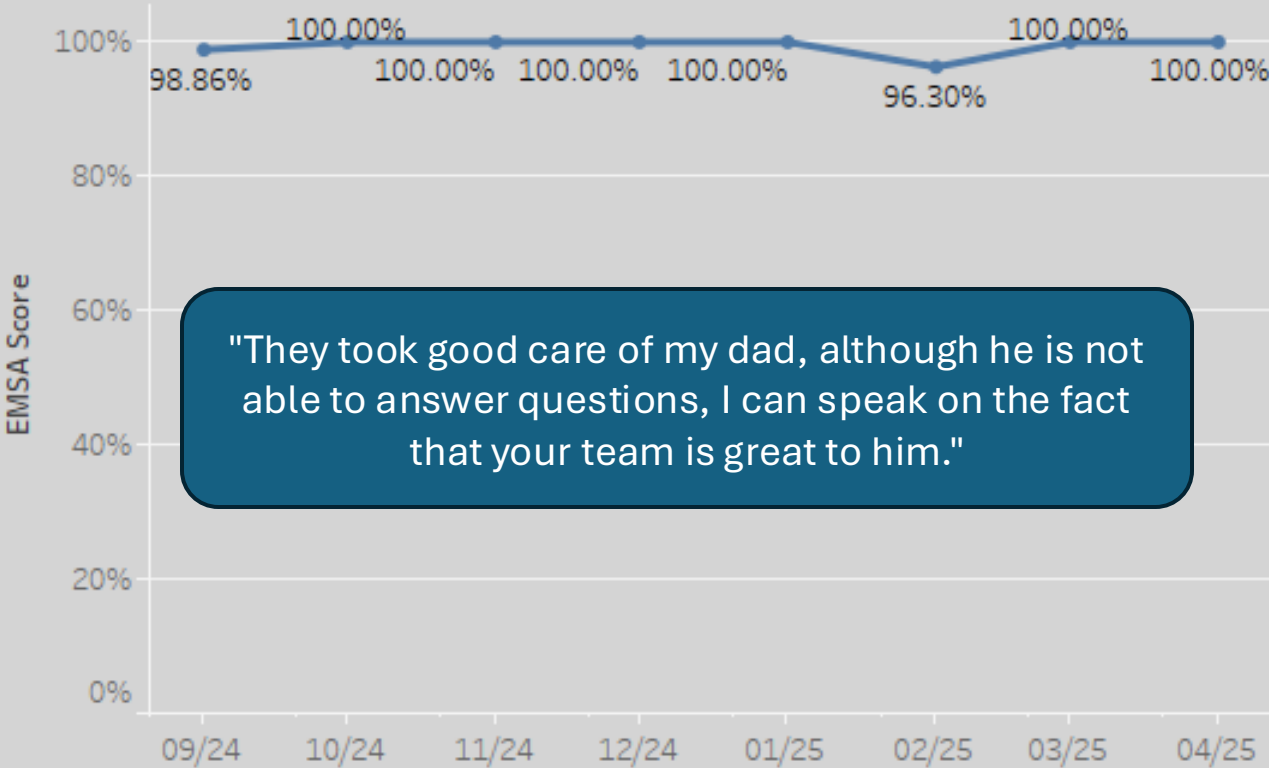


"They worked so hard; they went above and beyond for me. They came in the hospital with me and kept me comfortable before the nurses and doctors were able to see me. These are some amazing EMTs."

"They were great, they were very attentive. I appreciate them. Stay safe! Nothing less than great from this whole team!"

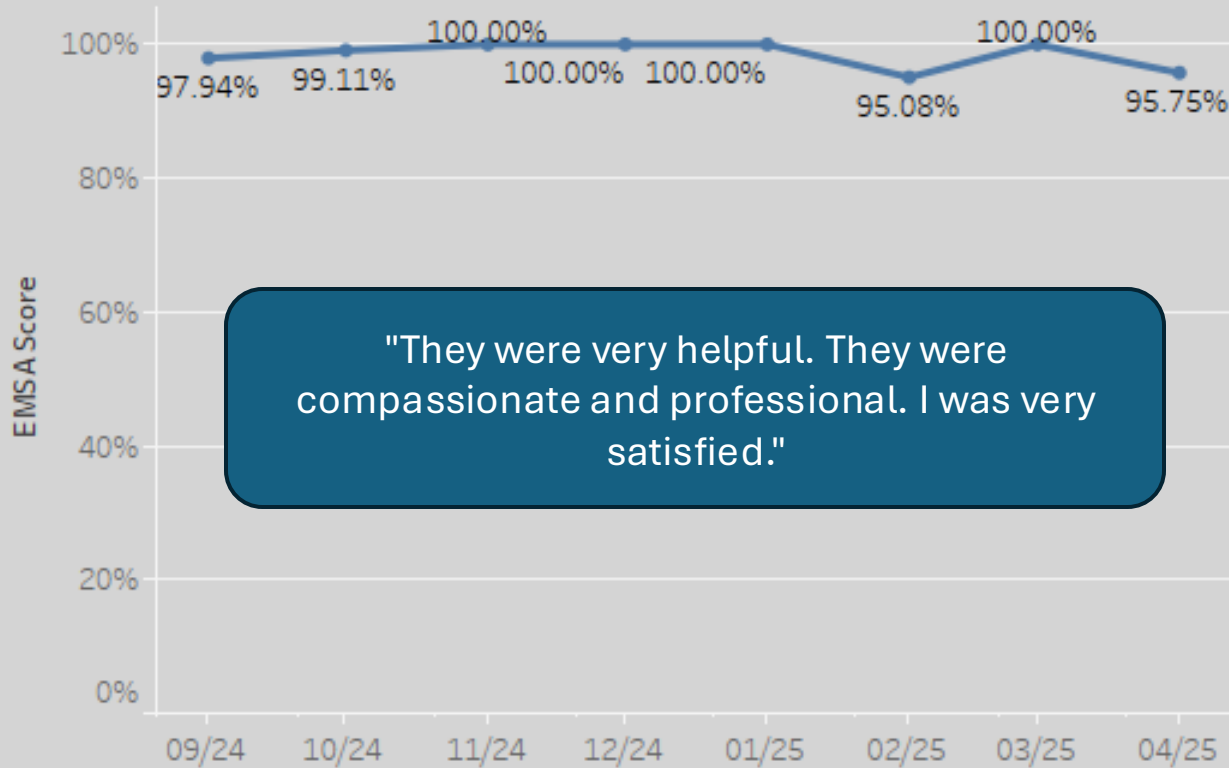
In April 2025, EMSA scored a 97.34% on Patient Satisfaction for the Eastern Division. These marks were slightly lower than the perfect score in our Tulsa service area for March. EMSA scored a 100% on Dispatch Services, 95.75% on Care Provider, and 97.87% on ambulance services..

Dispatch Services



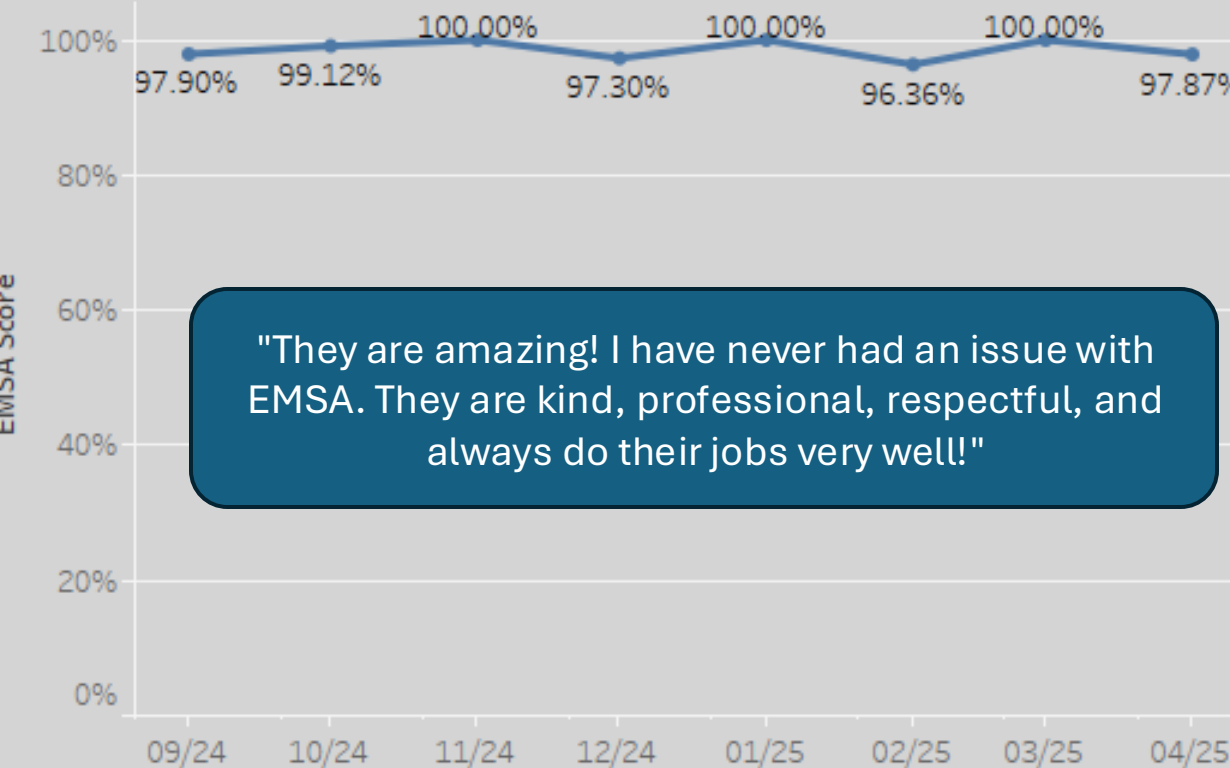
"They took good care of my dad, although he is not able to answer questions, I can speak on the fact that your team is great to him."

Care Provider



"They were very helpful. They were compassionate and professional. I was very satisfied."

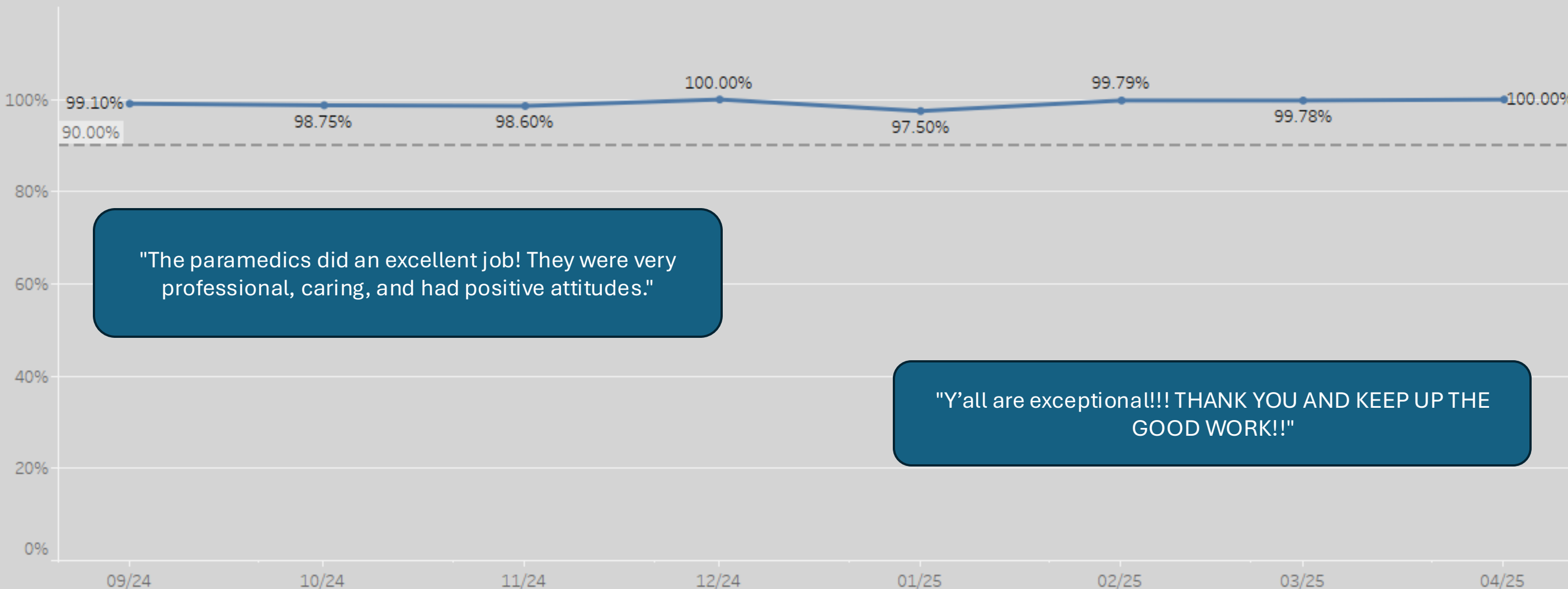
Ambulance Services



"They are amazing! I have never had an issue with EMSA. They are kind, professional, respectful, and always do their jobs very well!"

Overall Patient Satisfaction Western Division

April 2025



"The paramedics did an excellent job! They were very professional, caring, and had positive attitudes."

"Y'all are exceptional!!! THANK YOU AND KEEP UP THE GOOD WORK!!!"

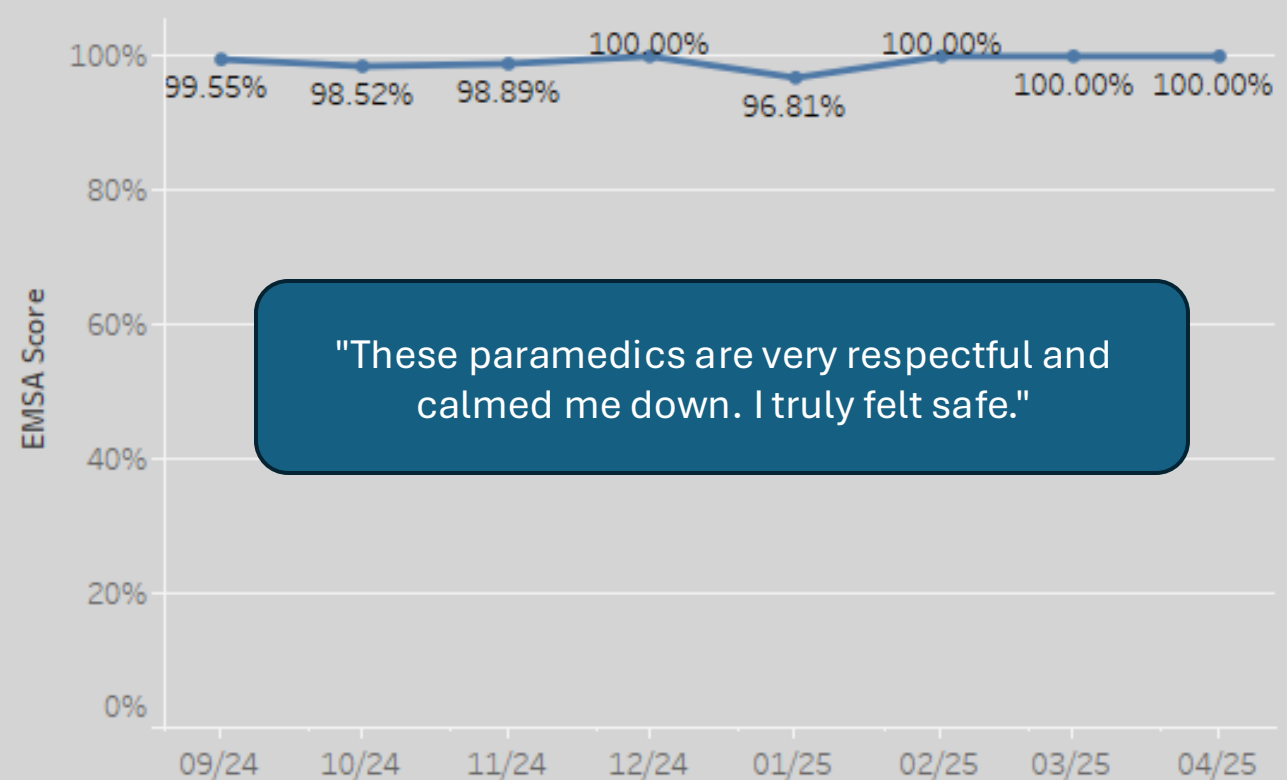
In April 2025, EMSA scored a 100% on Patient Satisfaction for the Western Division. This perfect composite score is higher than March 2025's responses in EMSA's OKC service area. EMSA scored a 100% on Dispatch Services, 100% on Care Provider, and 100% on ambulance services.

Dispatch Services



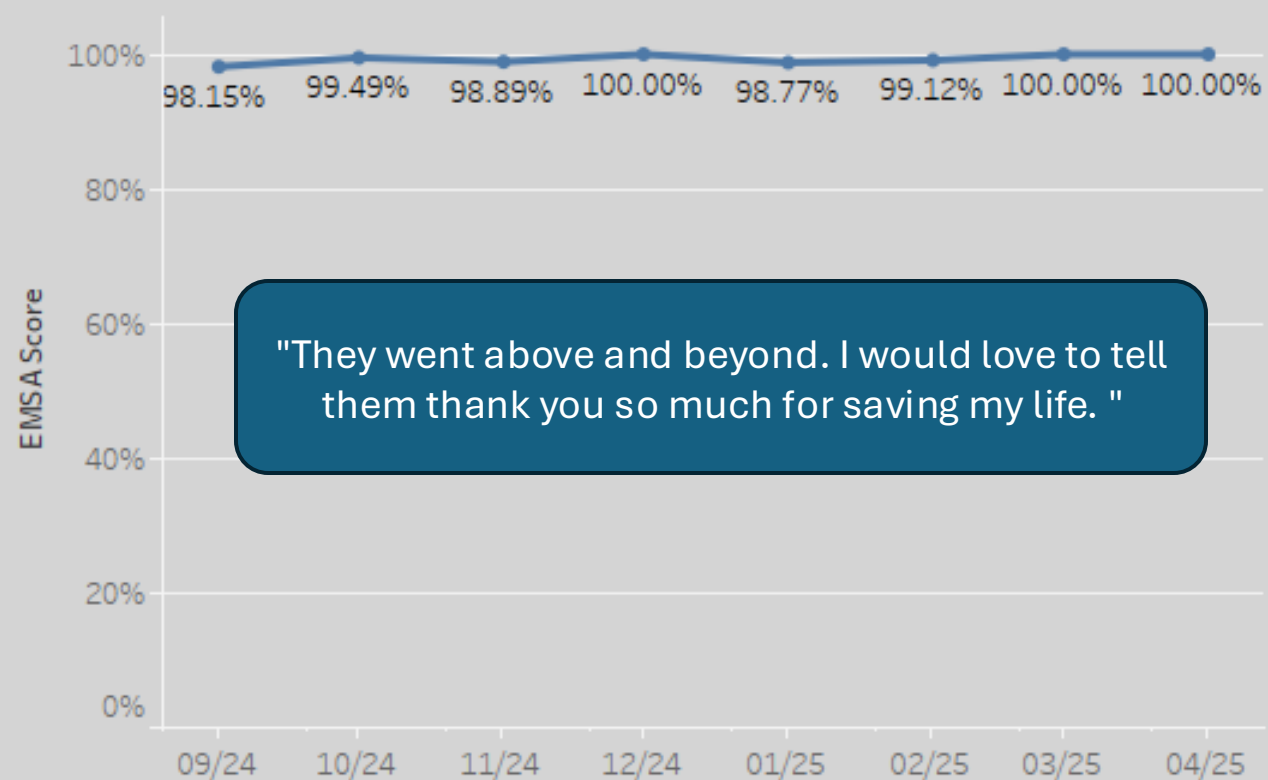
"They were amazing. Thank you all very much for everything you've done for me - you are terrific! "

Care Provider



"These paramedics are very respectful and calmed me down. I truly felt safe."

Ambulance Services



"They went above and beyond. I would love to tell them thank you so much for saving my life. "