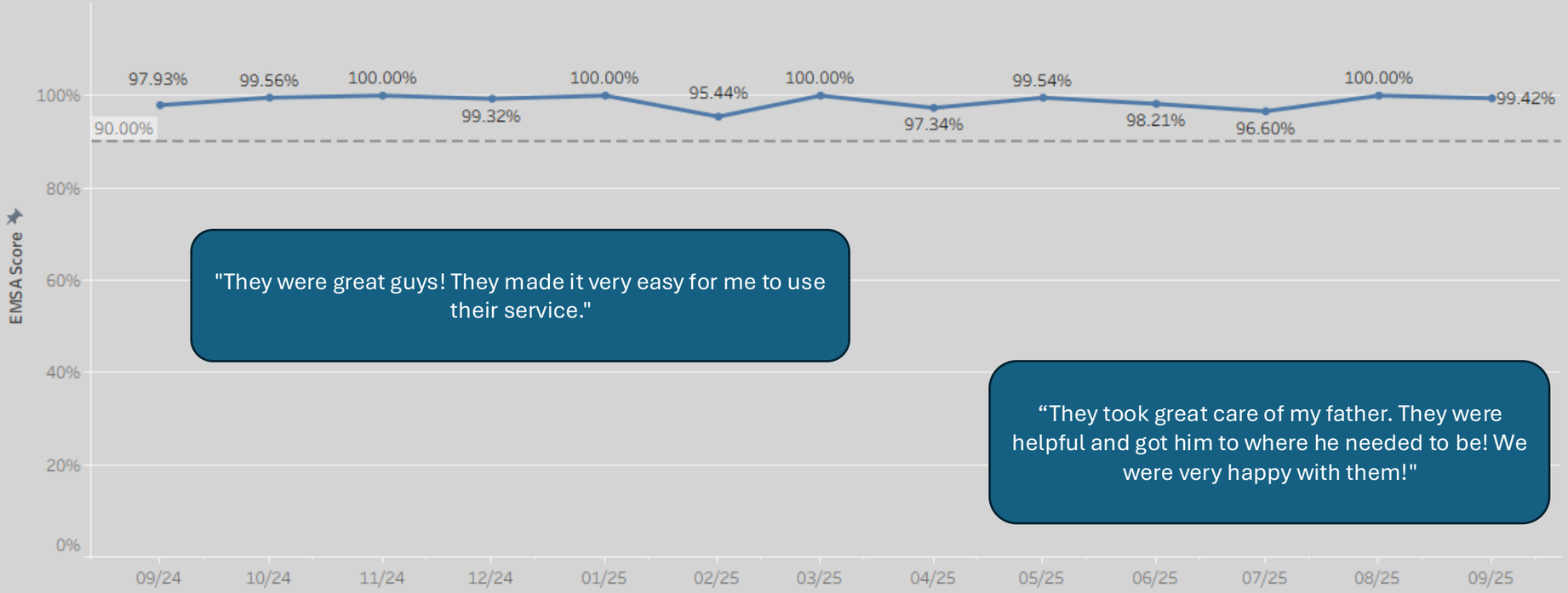
Overall Patient Satisfaction Eastern Division

September 2025

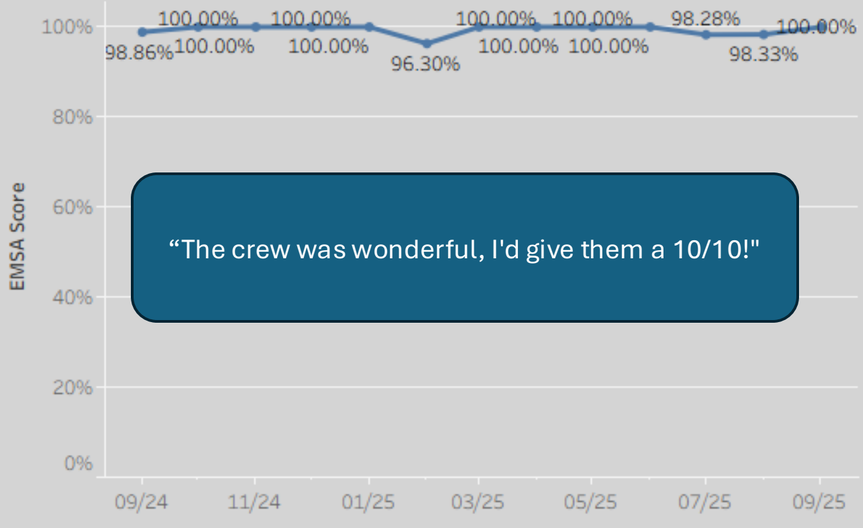


"They were great guys! They made it very easy for me to use their service."

“They took great care of my father. They were helpful and got him to where he needed to be! We were very happy with them!"

In September 2025, EMSA scored a 99.42 on Patient Satisfaction for the Eastern Division. These marks are slightly lower than the August score for Tulsa service area. EMSA scored a 100 on Dispatch Services, 100 on Care Provider, and 97.62 on Ambulance Services.

Dispatch Services

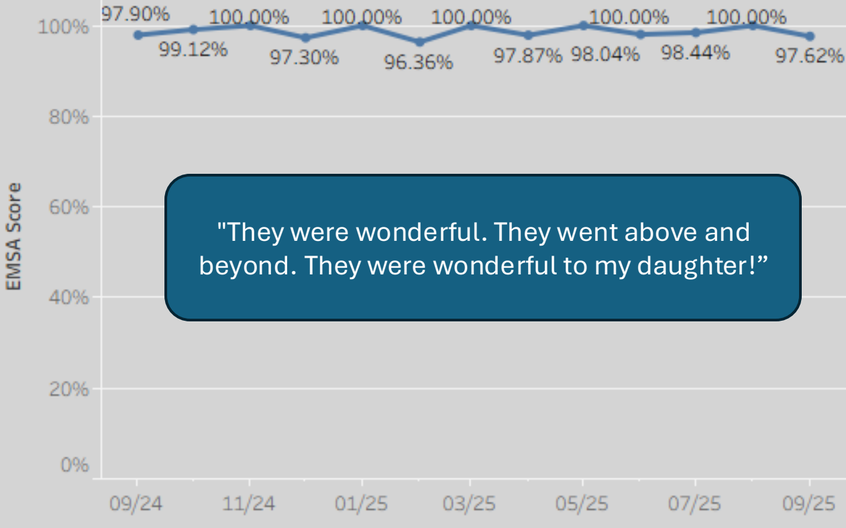


“The crew was wonderful, I'd give them a 10/10!"

Care Provider

“They were really good about explaining everything to me. It was great service!"

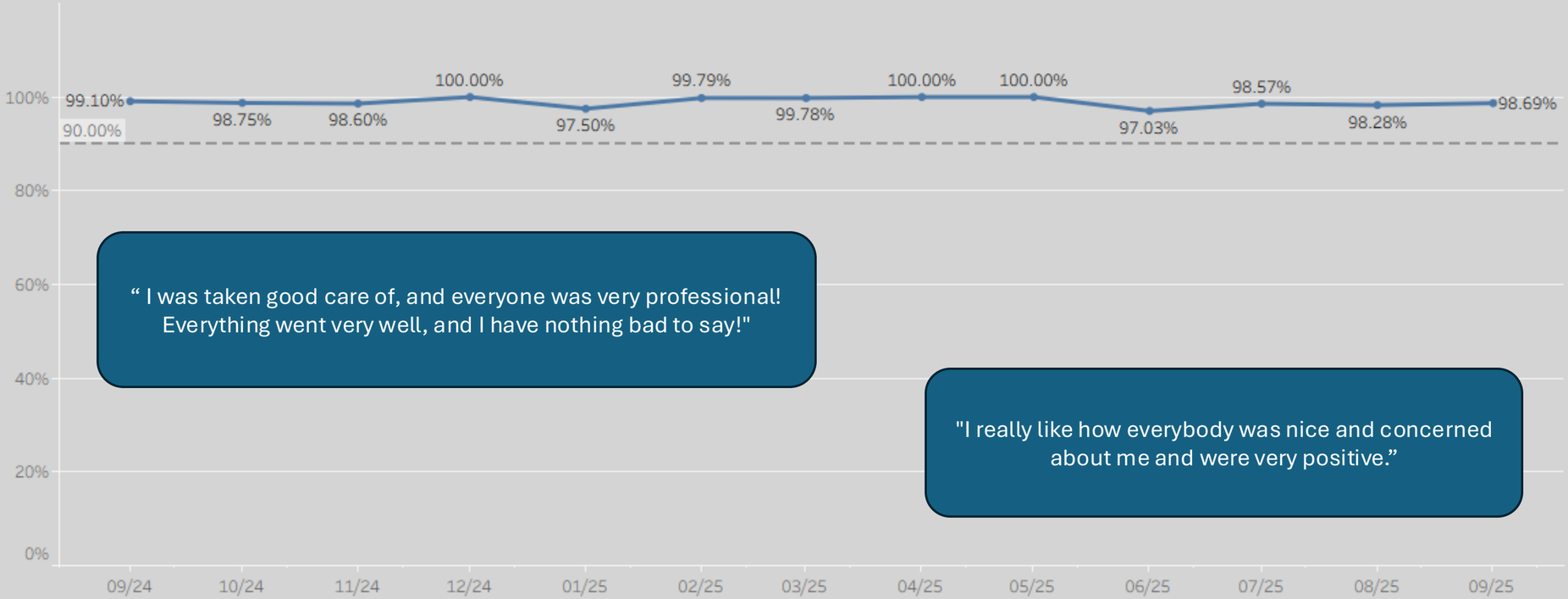
Ambulance Services



"They were wonderful. They went above and beyond. They were wonderful to my daughter!”

Overall Patient Satisfaction Western Division

September 2025



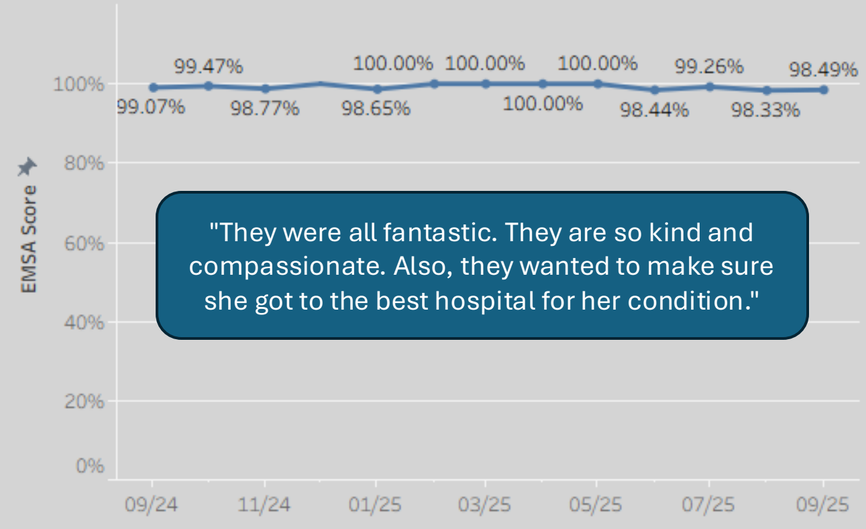
98.69%

“ I was taken good care of, and everyone was very professional! Everything went very well, and I have nothing bad to say!"

"I really like how everybody was nice and concerned about me and were very positive.”

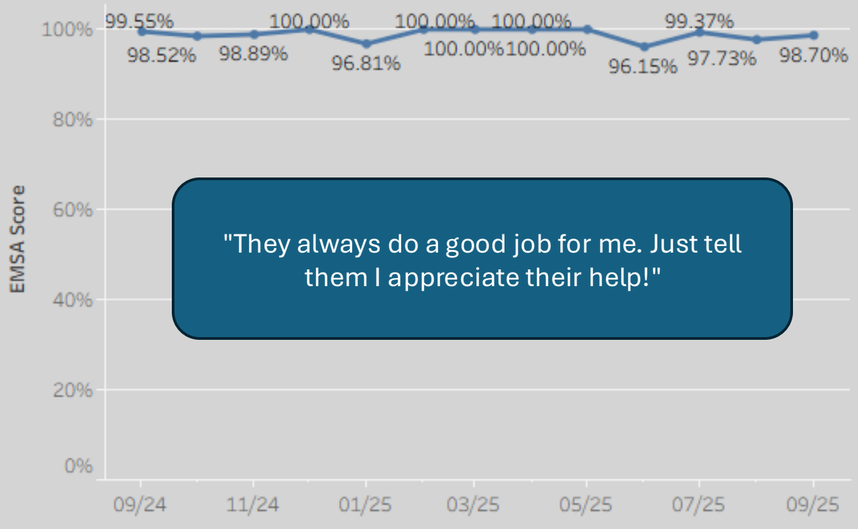
In September 2025, EMSA scored a 98.69 on Patient Satisfaction for the Western Division. This is slightly higher than the overall patient satisfaction score in August. The West scored a 98.49 on Dispatch Services, 98.70 on Care Provider, and 98.65 on Ambulance Services.

Dispatch Services



"They were all fantastic. They are so kind and compassionate. Also, they wanted to make sure she got to the best hospital for her condition."

Care Provider



"They always do a good job for me. Just tell them I appreciate their help!"

Ambulance Services

“They covered everything we needed covered and we talked about everything.”