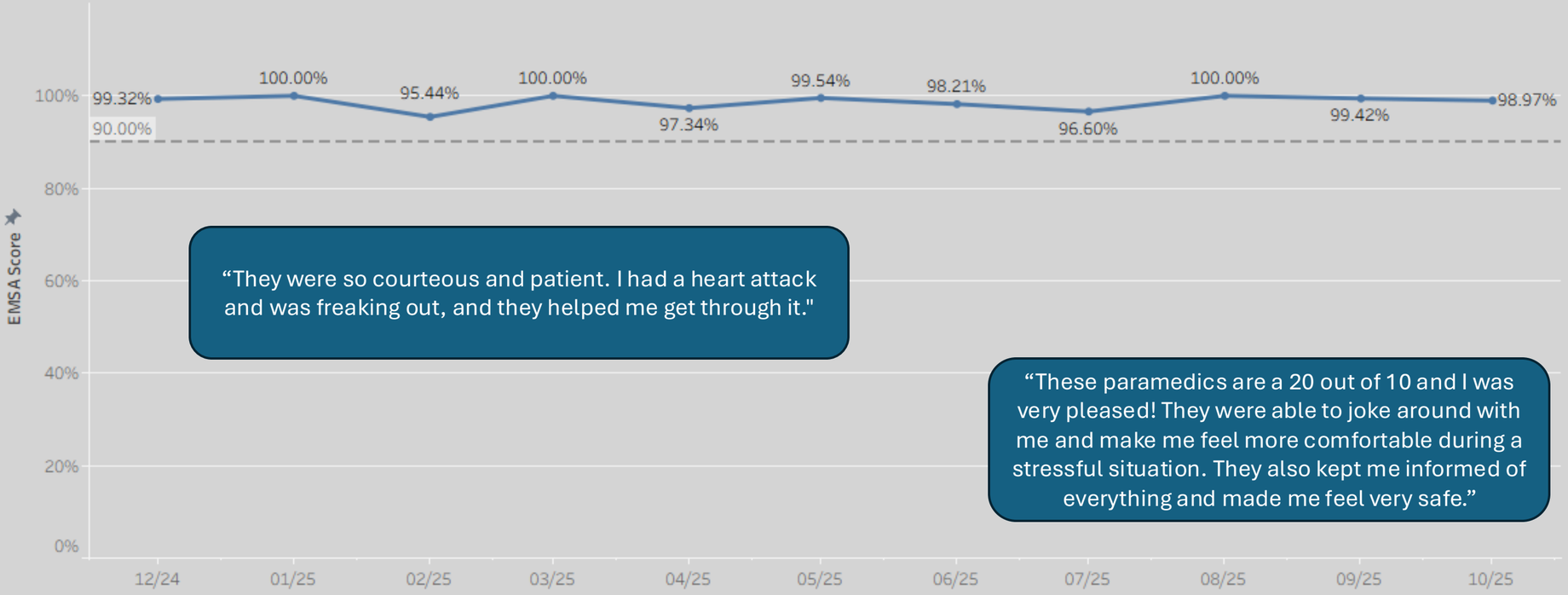
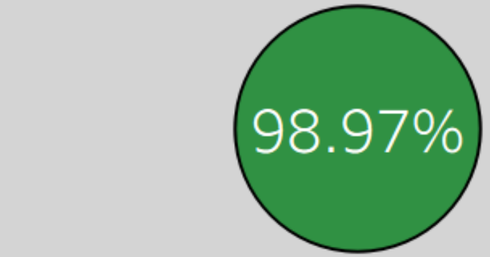
Overall Patient Satisfaction Eastern Division

October 2025



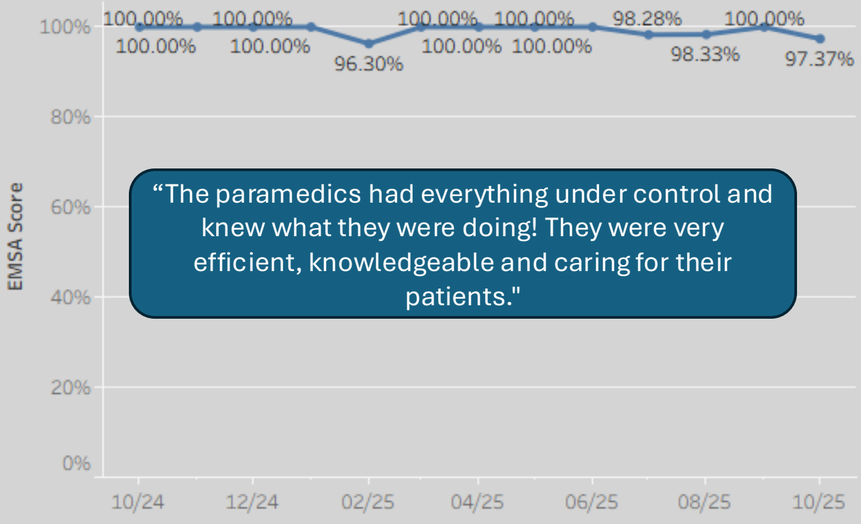
"They were so courteous and patient. I had a heart attack and was freaking out, and they helped me get through it."

"These paramedics are a 20 out of 10 and I was very pleased! They were able to joke around with me and make me feel more comfortable during a stressful situation. They also kept me informed of everything and made me feel very safe."



In October 2025, EMSA scored a 98.97 on Patient Satisfaction for the Eastern Division. These marks are slightly lower than the September score for EMSA's Tulsa service area. EMSA scored a 97.37 on Dispatch Services, 98 on Care Provider, and 97.83 on Ambulance Services.

Dispatch Services

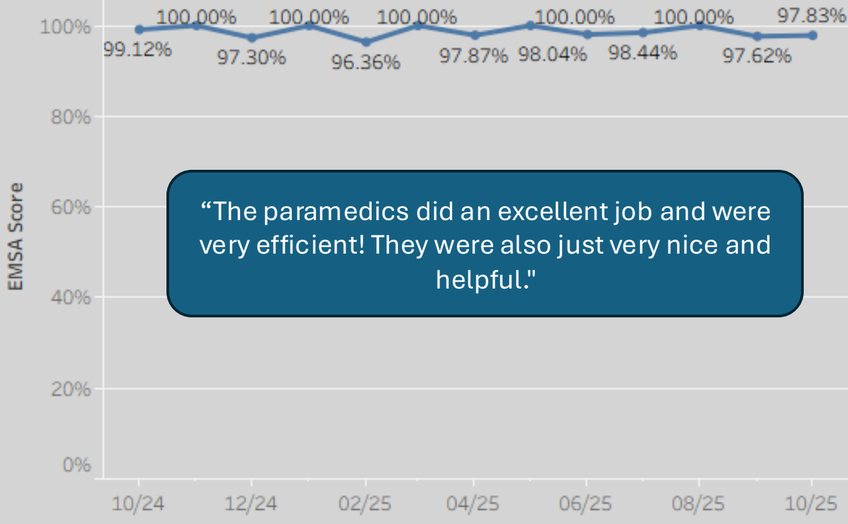


"The paramedics had everything under control and knew what they were doing! They were very efficient, knowledgeable and caring for their patients."

Care Provider

"They were wonderful. Very friendly, great at explaining, and very conscientious of everything they were doing."

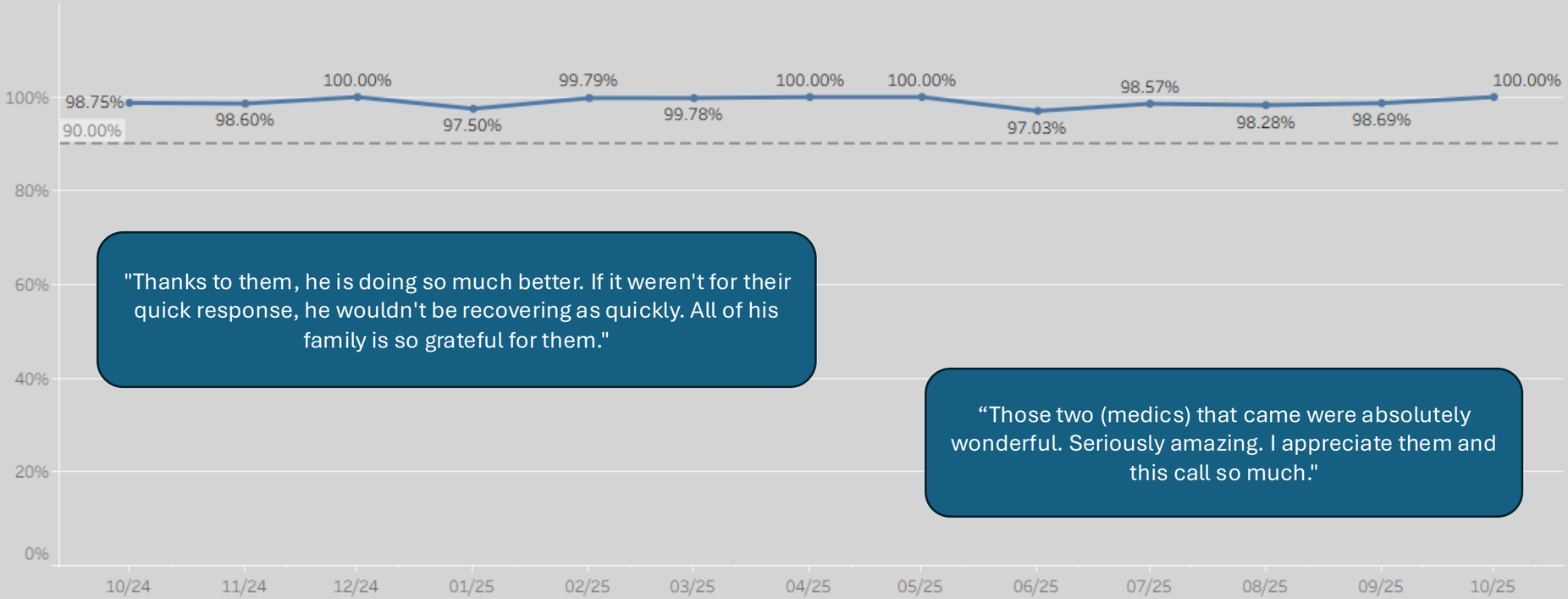
Ambulance Services



"The paramedics did an excellent job and were very efficient! They were also just very nice and helpful."

Overall Patient Satisfaction Western Division

October 2025



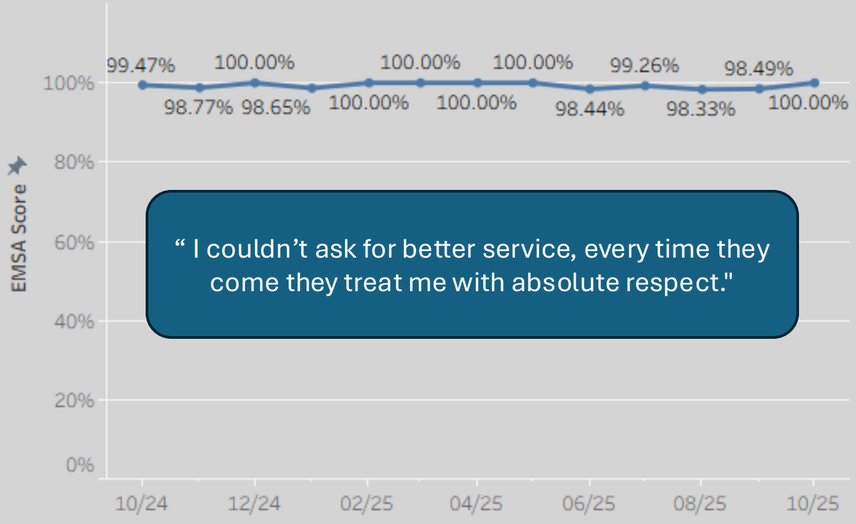
"Thanks to them, he is doing so much better. If it weren't for their quick response, he wouldn't be recovering as quickly. All of his family is so grateful for them."

“Those two (medics) that came were absolutely wonderful. Seriously amazing. I appreciate them and this call so much."

100%

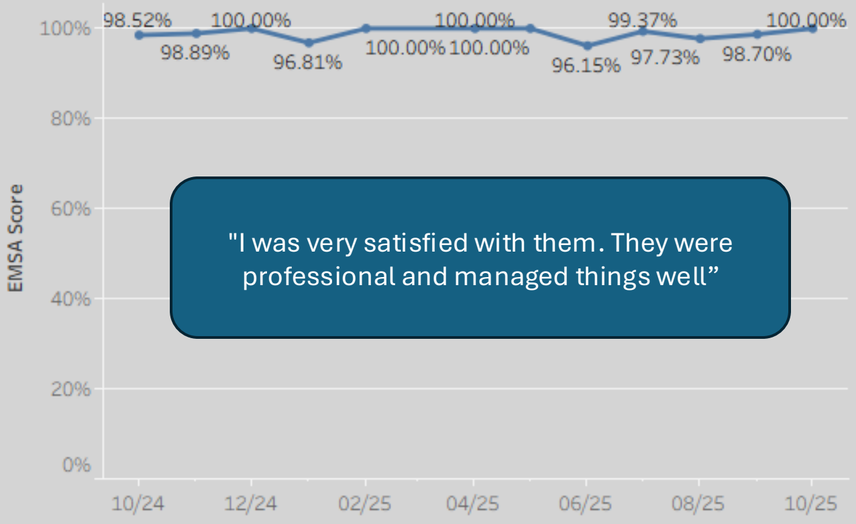
In October 2025, EMSA scored a perfect 100 on Patient Satisfaction for the Western Division. This is slightly higher than the overall patient satisfaction score in September. The West scored 100 on Dispatch Services, Care Provider, and Ambulance Services.

Dispatch Services



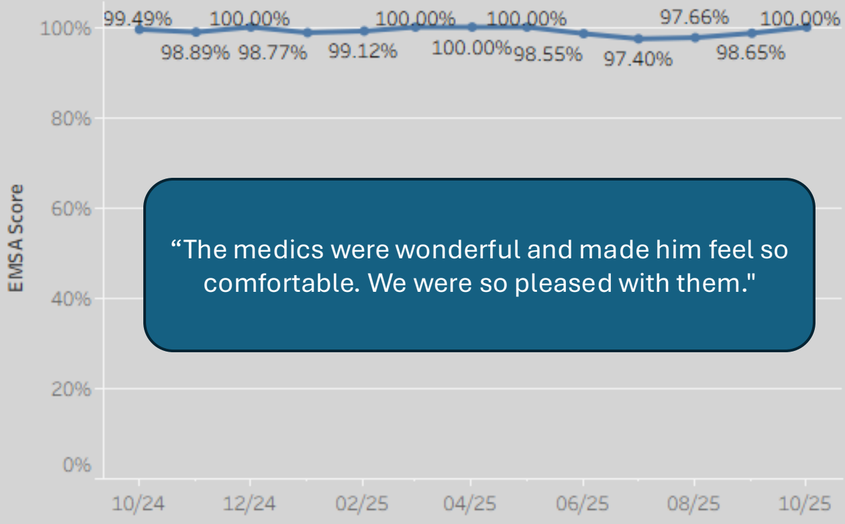
“ I couldn’t ask for better service, every time they come they treat me with absolute respect."

Care Provider



"I was very satisfied with them. They were professional and managed things well”

Ambulance Services



“The medics were wonderful and made him feel so comfortable. We were so pleased with them."