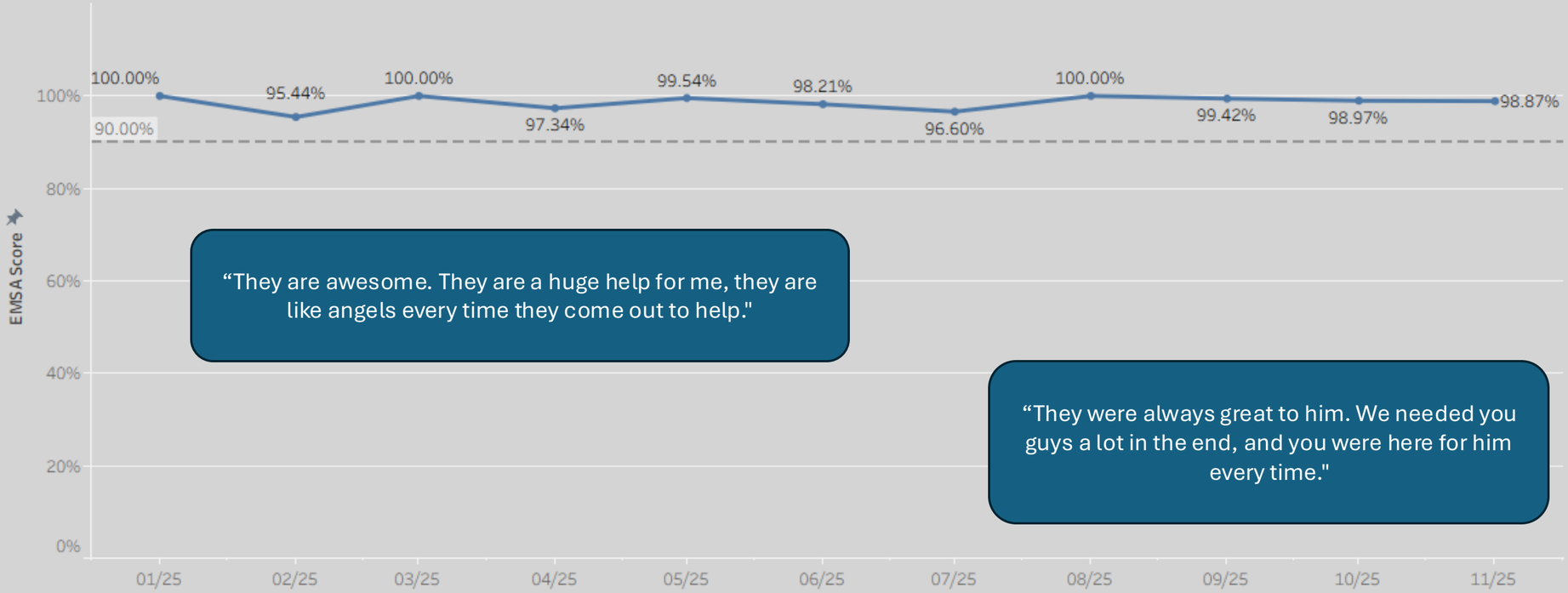
Overall Patient Satisfaction Eastern Division

November 2025



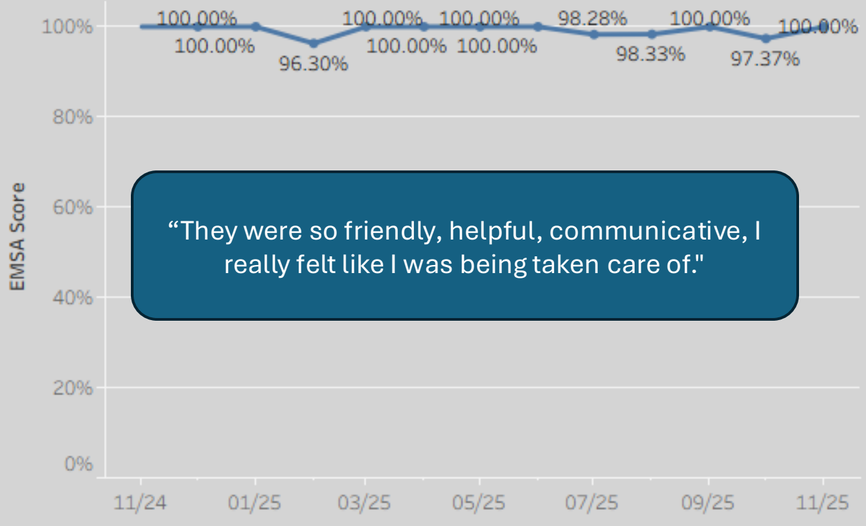
98.87%

"They are awesome. They are a huge help for me, they are like angels every time they come out to help."

"They were always great to him. We needed you guys a lot in the end, and you were here for him every time."

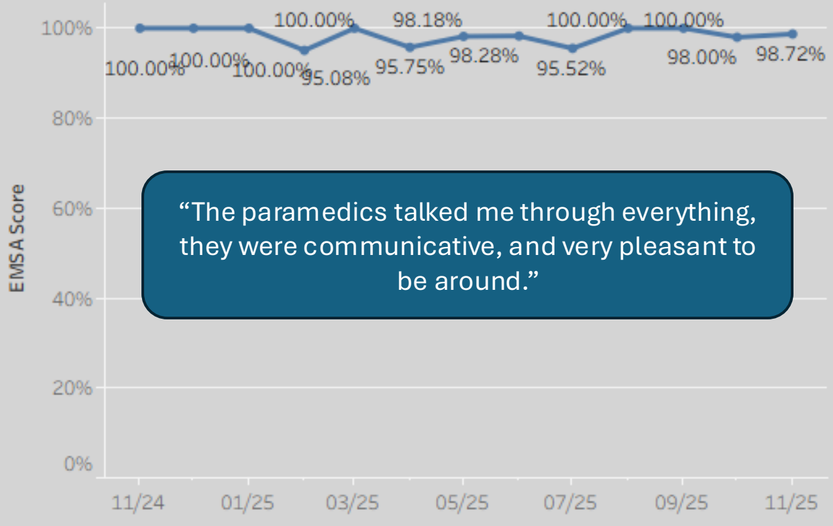
In November 2025, EMSA scored a 98.97 on Patient Satisfaction for the Eastern Division. These marks are slightly higher than the October score for EMSA's Tulsa service area. EMSA scored a 100 on Dispatch Services, 98.72 on Care Provider, and 100 on Ambulance Services.

Dispatch Services



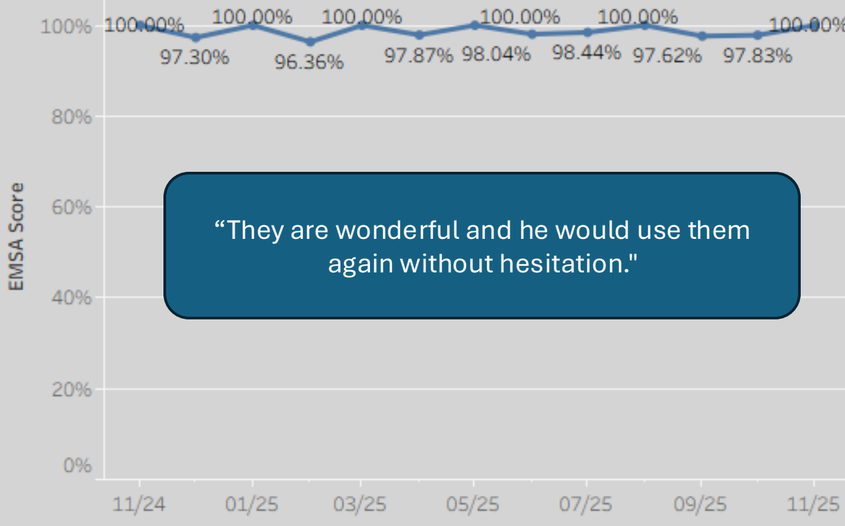
"They were so friendly, helpful, communicative, I really felt like I was being taken care of."

Care Provider



"The paramedics talked me through everything, they were communicative, and very pleasant to be around."

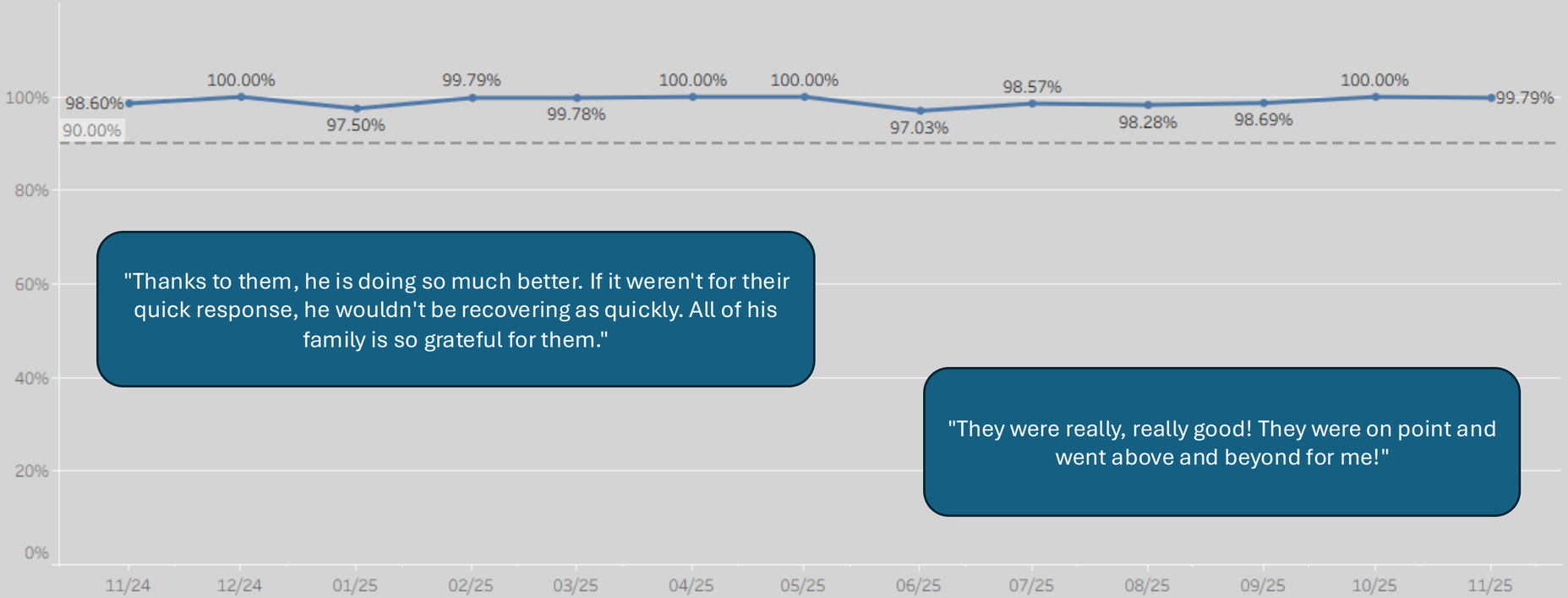
Ambulance Services



"They are wonderful and he would use them again without hesitation."

Overall Patient Satisfaction Western Division

November 2025

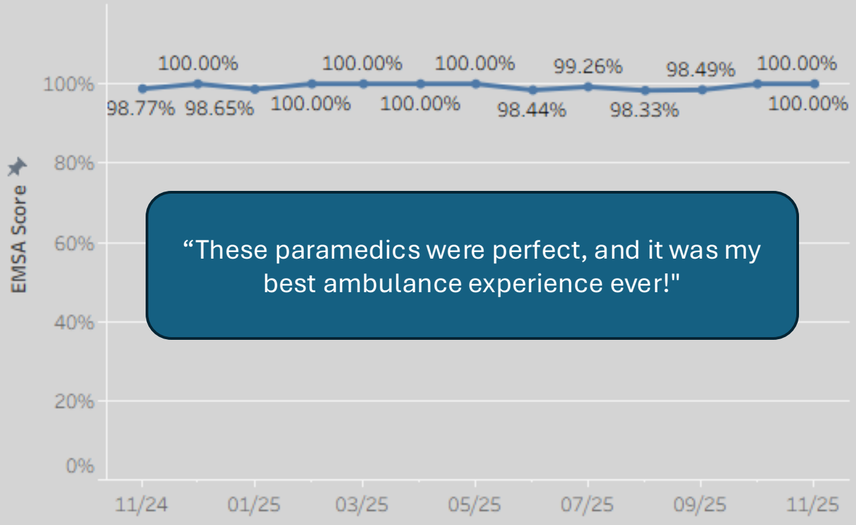


"Thanks to them, he is doing so much better. If it weren't for their quick response, he wouldn't be recovering as quickly. All of his family is so grateful for them."

"They were really, really good! They were on point and went above and beyond for me!"

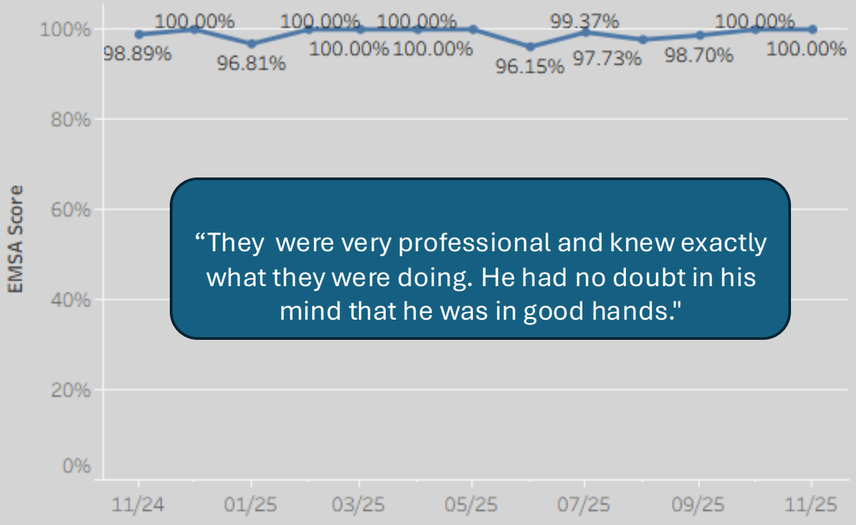
In November 2025, EMSA scored a 99.79 on Patient Satisfaction for the Western Division. This score is only .21 points lower than their perfect overall patient satisfaction score in October. The West had a perfect score on Dispatch Services, Care Provider, and Ambulance Services and scored a 99.17 on how medics managed the patient's condition.

Dispatch Services



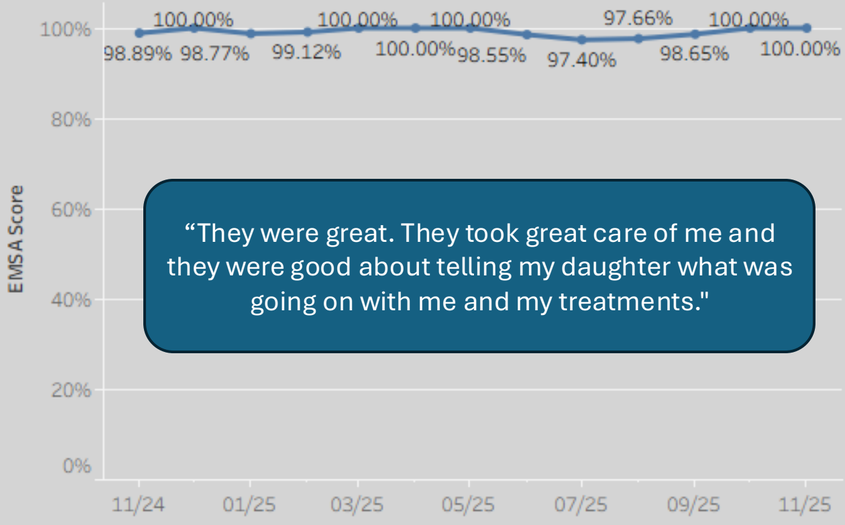
"These paramedics were perfect, and it was my best ambulance experience ever!"

Care Provider



"They were very professional and knew exactly what they were doing. He had no doubt in his mind that he was in good hands."

Ambulance Services



"They were great. They took great care of me and they were good about telling my daughter what was going on with me and my treatments."