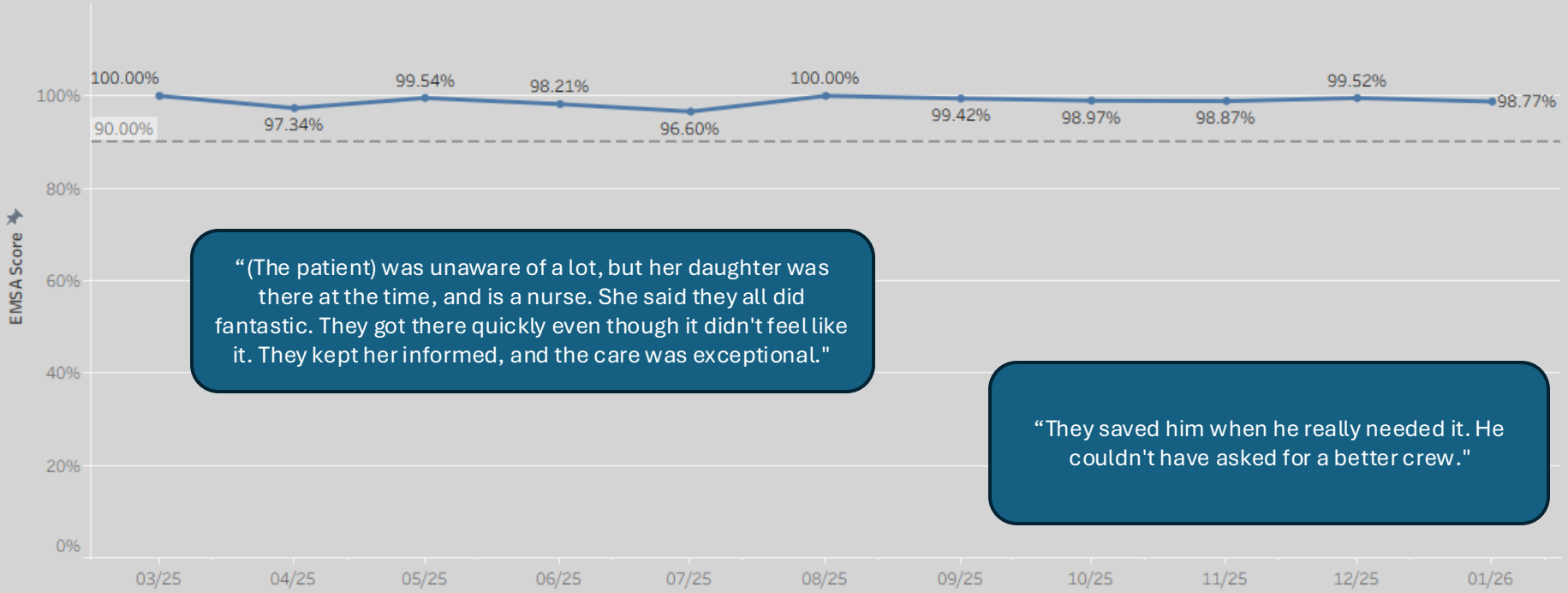
Overall Patient Satisfaction Eastern Division

January 2026



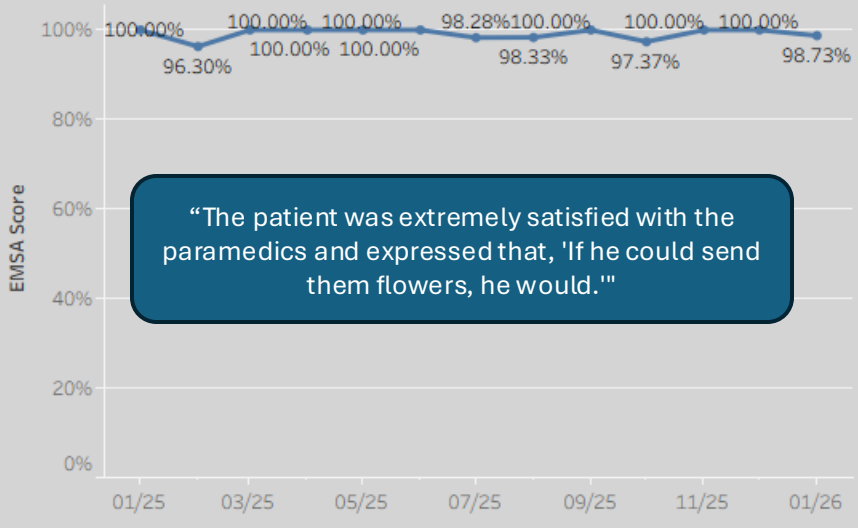
98.77%

"(The patient) was unaware of a lot, but her daughter was there at the time, and is a nurse. She said they all did fantastic. They got there quickly even though it didn't feel like it. They kept her informed, and the care was exceptional."

"They saved him when he really needed it. He couldn't have asked for a better crew."

In January 2026, EMSA scored a 98.77 on Patient Satisfaction for the Eastern Division. These marks are slightly lower than the December 2025 score for EMSA's Tulsa service area. EMSA scored a 98.73 on Dispatch Services, 99.03 on Care Provider, and 98.98 on Ambulance Services.

Dispatch Services



"The patient was extremely satisfied with the paramedics and expressed that, 'If he could send them flowers, he would.'"

Care Provider

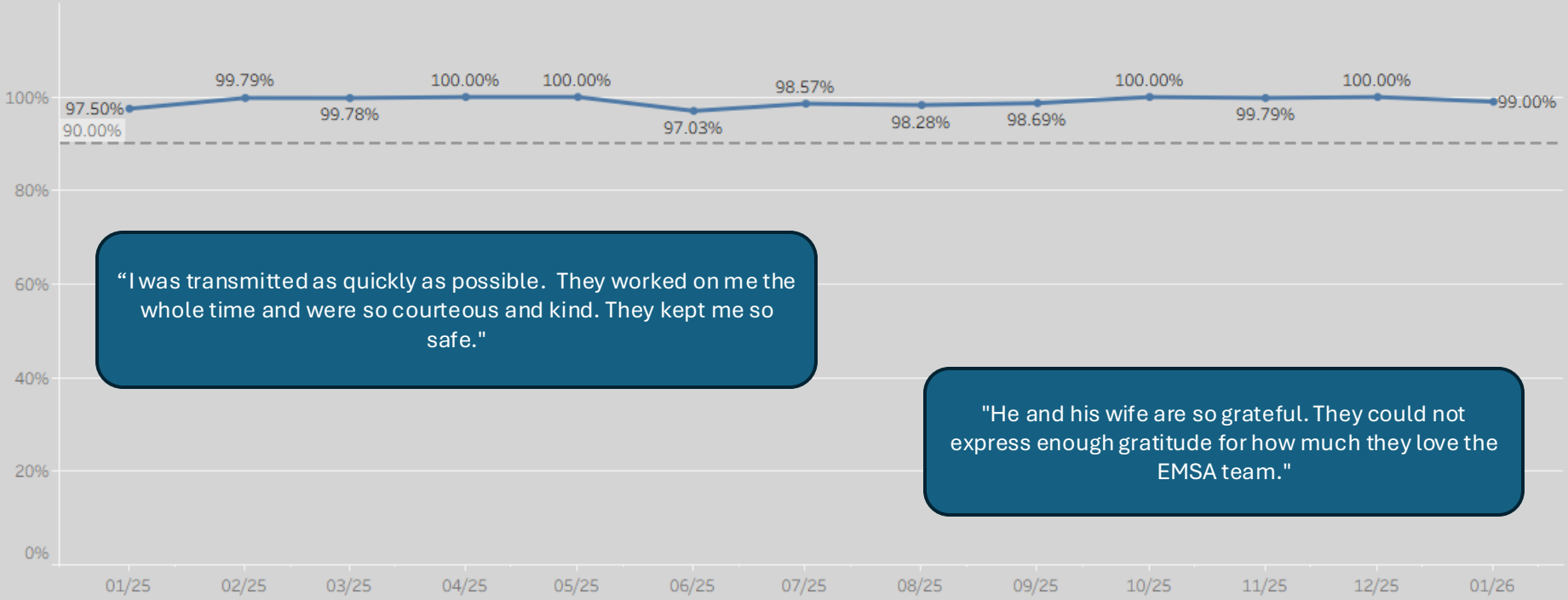
"They were considerate and calmed me down effectively when I had so much anxiety. They also gave me the care I needed and were all around very caring."

Ambulance Services

"They were great! I appreciate all their help. They made us feel very comfortable in a scary situation!"

Overall Patient Satisfaction Western Division

January 2026



"I was transmitted as quickly as possible. They worked on me the whole time and were so courteous and kind. They kept me so safe."

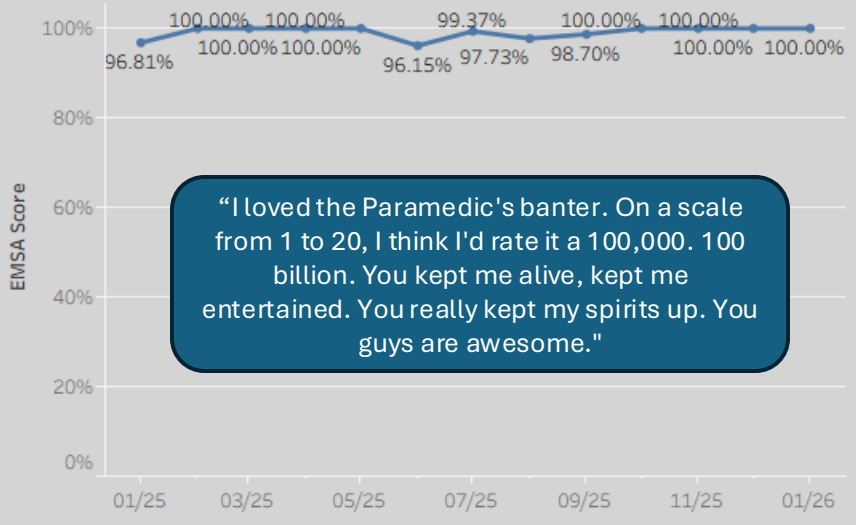
"He and his wife are so grateful. They could not express enough gratitude for how much they love the EMSA team."

In January 2026, EMSA scored a 99 on Patient Satisfaction for the Western Division. This score is slightly lower than their perfect patient satisfaction score in December 2025. The Western Division scored 97.94 on Dispatch Services, 100 on Care Provider, and 97.41 on Ambulance Services.

Dispatch Services

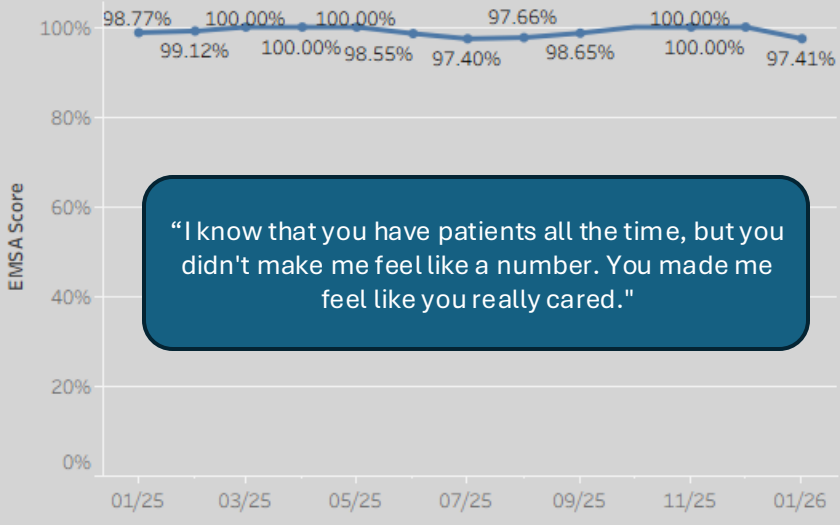
"Gosh they were wonderful. I very likely would tell family about them. The 911 call taking was great."

Care Provider



"I loved the Paramedic's banter. On a scale from 1 to 20, I think I'd rate it a 100,000. 100 billion. You kept me alive, kept me entertained. You really kept my spirits up. You guys are awesome."

Ambulance Services



"I know that you have patients all the time, but you didn't make me feel like a number. You made me feel like you really cared."