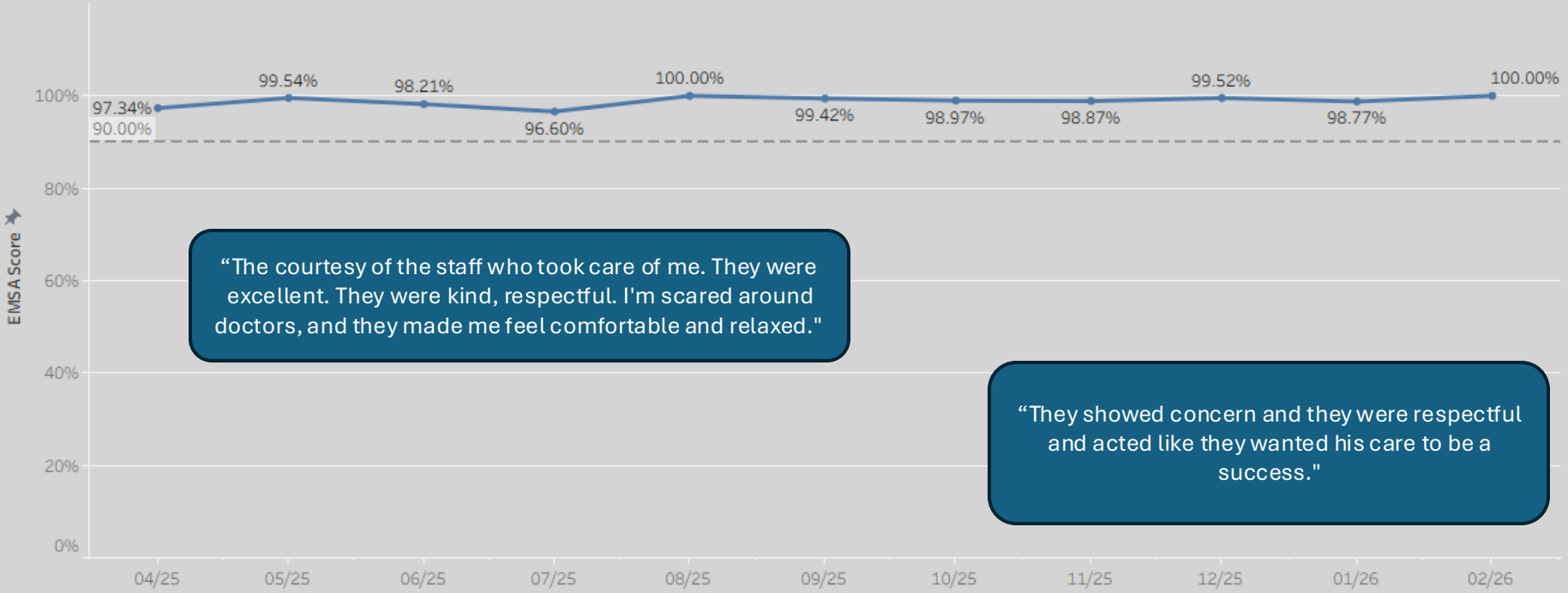
Overall Patient Satisfaction Eastern Division

February 2026



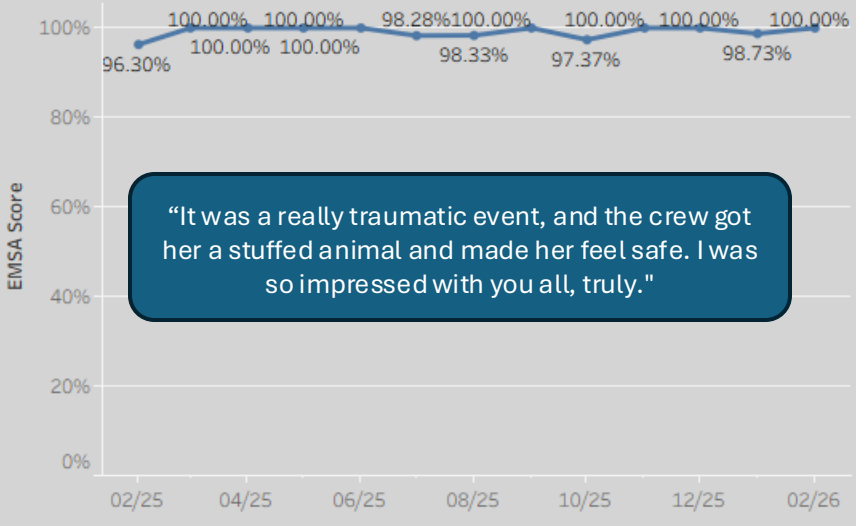
"The courtesy of the staff who took care of me. They were excellent. They were kind, respectful. I'm scared around doctors, and they made me feel comfortable and relaxed."

"They showed concern and they were respectful and acted like they wanted his care to be a success."

100%

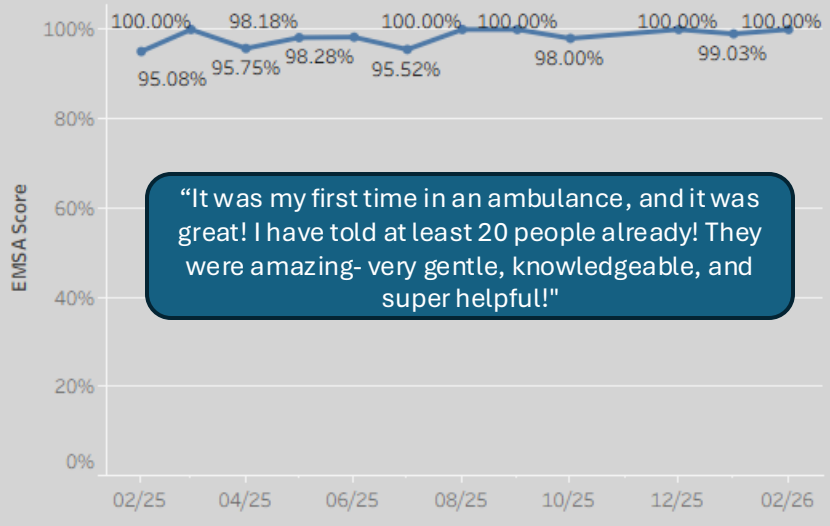
In February 2026, EMSA scored a perfect 100 on Patient Satisfaction in the Eastern Division. This perfect score is slightly higher than their patient satisfaction score in January. The Eastern Division scored 100 on Dispatch Services, Care Provider, and Ambulance Services.

Dispatch Services



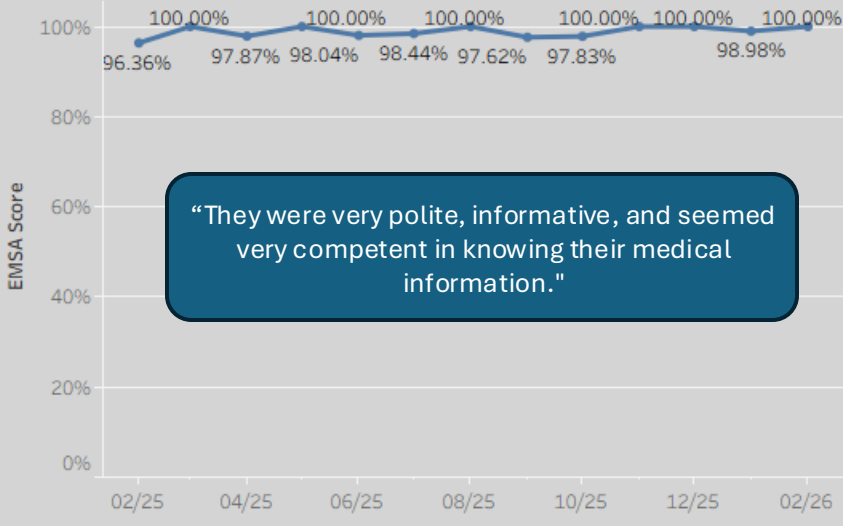
"It was a really traumatic event, and the crew got her a stuffed animal and made her feel safe. I was so impressed with you all, truly."

Care Provider



"It was my first time in an ambulance, and it was great! I have told at least 20 people already! They were amazing- very gentle, knowledgeable, and super helpful!"

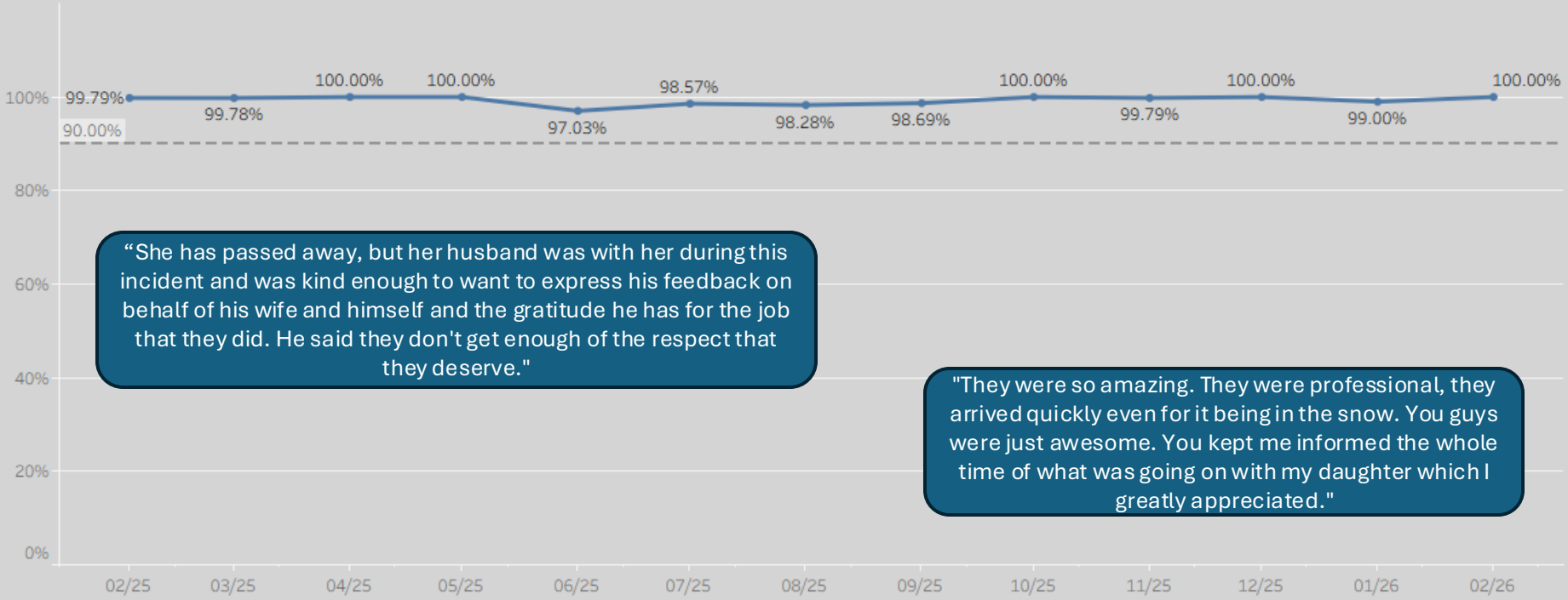
Ambulance Services



"They were very polite, informative, and seemed very competent in knowing their medical information."

Overall Patient Satisfaction Western Division

February 2026

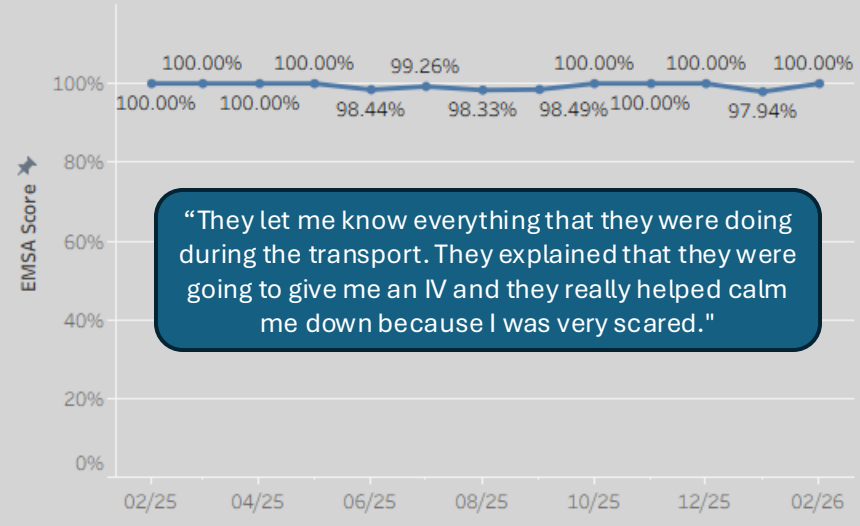


"She has passed away, but her husband was with her during this incident and was kind enough to want to express his feedback on behalf of his wife and himself and the gratitude he has for the job that they did. He said they don't get enough of the respect that they deserve."

"They were so amazing. They were professional, they arrived quickly even for it being in the snow. You guys were just awesome. You kept me informed the whole time of what was going on with my daughter which I greatly appreciated."

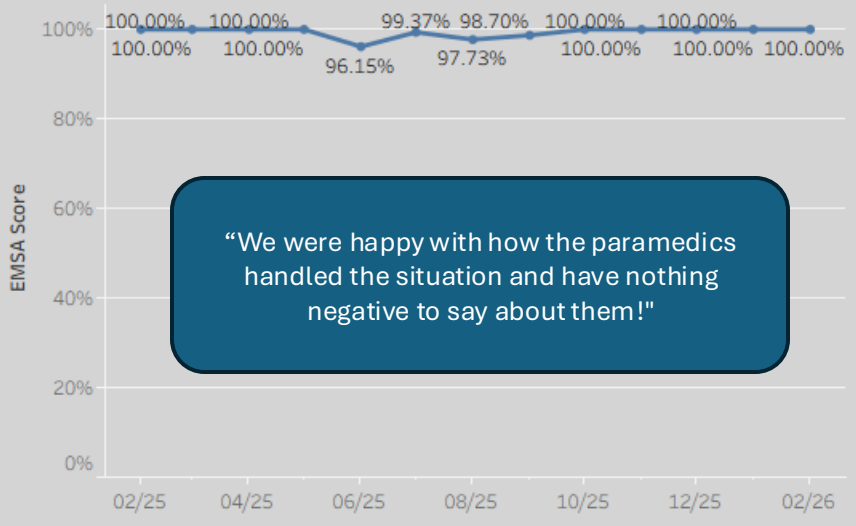
In February 2026, EMSA scored a perfect 100 on Patient Satisfaction for the Western Division. This perfect score is slightly higher than their patient satisfaction score in January. The Western Division scored 100 on Dispatch Services, Care Provider, and Ambulance Services.

Dispatch Services



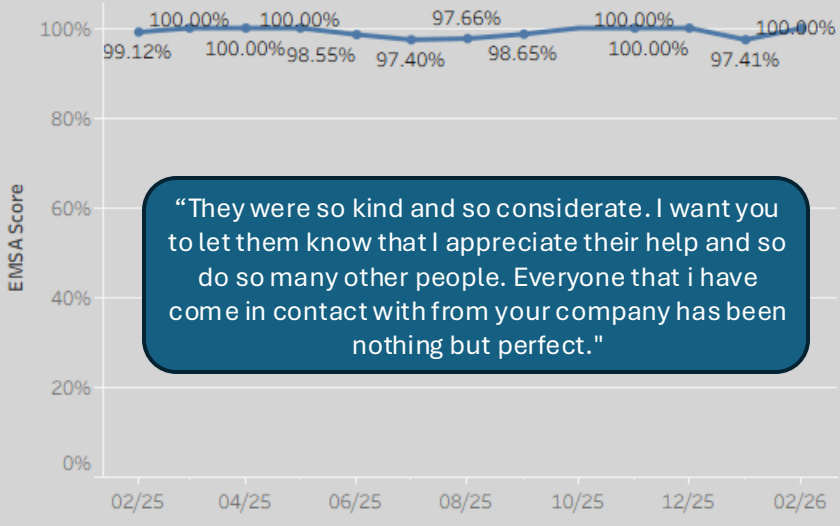
"They let me know everything that they were doing during the transport. They explained that they were going to give me an IV and they really helped calm me down because I was very scared."

Care Provider



"We were happy with how the paramedics handled the situation and have nothing negative to say about them!"

Ambulance Services



"They were so kind and so considerate. I want you to let them know that I appreciate their help and so do so many other people. Everyone that i have come in contact with from your company has been nothing but perfect."