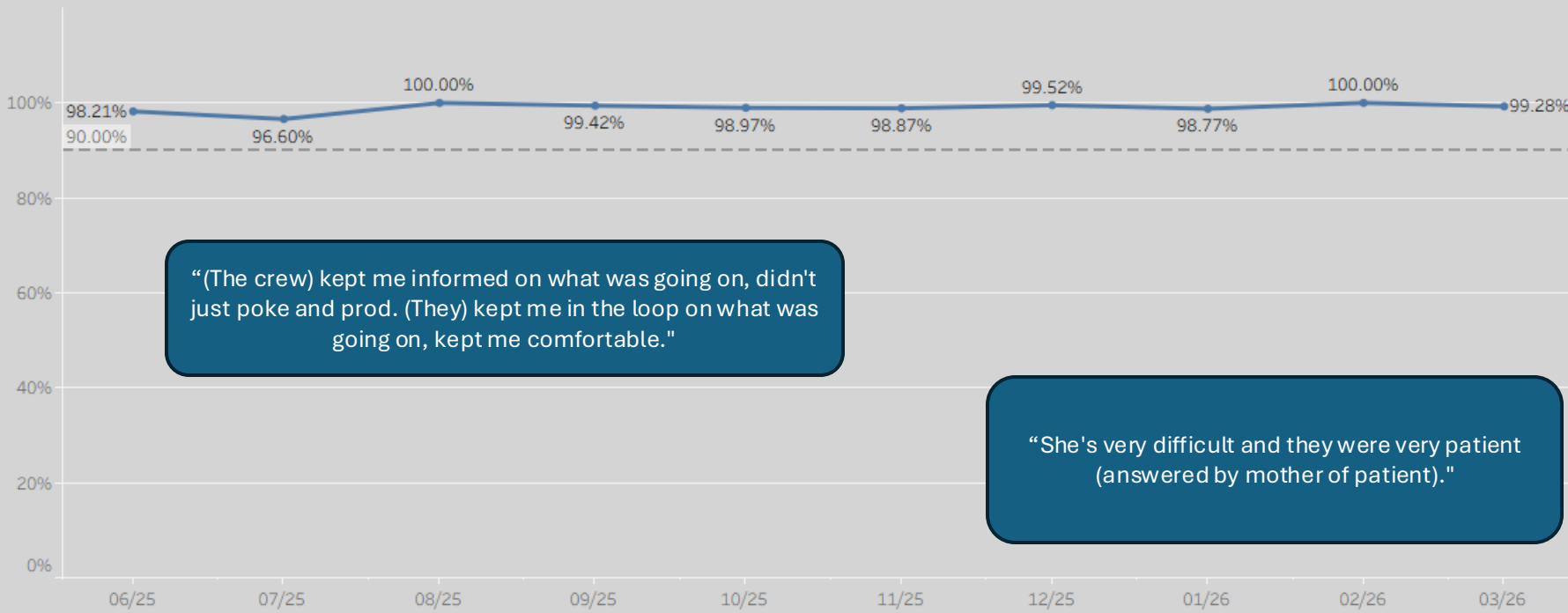


# Overall Patient Satisfaction Eastern Division

March 2026

99.28%

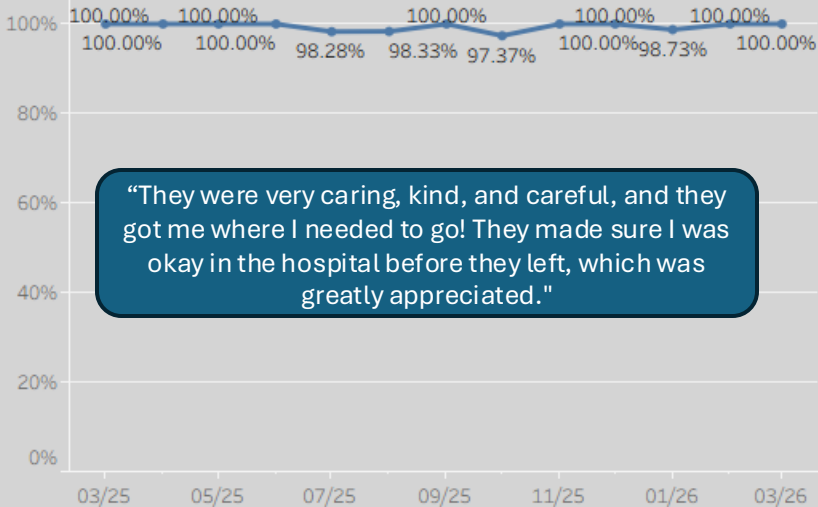
In March 2026, EMSA scored a 99.28 on Patient Satisfaction in the Eastern Division. This score is slightly lower than their patient satisfaction score in February. The Eastern Division scored 100 on Dispatch Services, Care Provider, and Ambulance Services. Patients scored EMSA at 98.63 on keeping them informed about their care and a 98.61 on managing the patient's condition.



“(The crew) kept me informed on what was going on, didn't just poke and prod. (They) kept me in the loop on what was going on, kept me comfortable.”

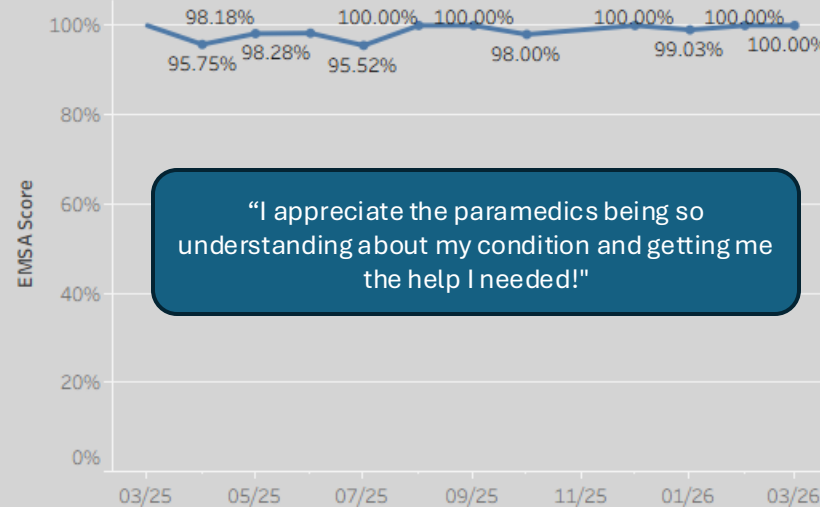
“She's very difficult and they were very patient (answered by mother of patient).”

## Dispatch Services



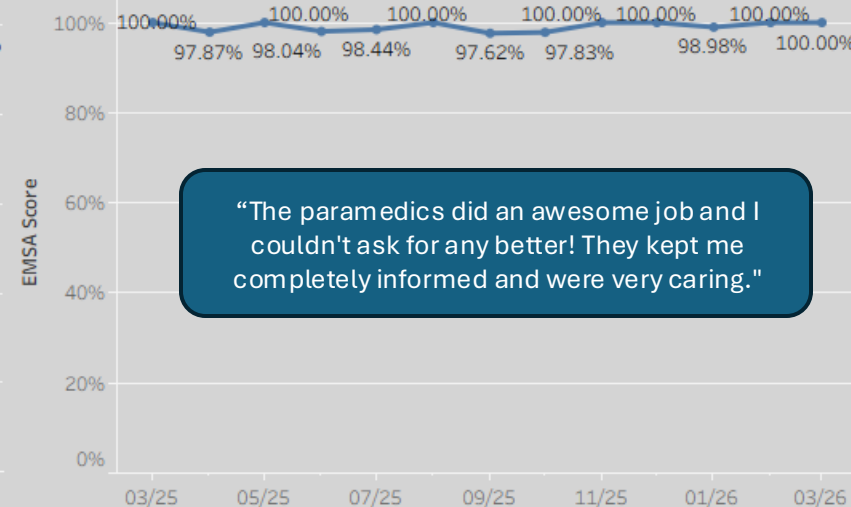
“They were very caring, kind, and careful, and they got me where I needed to go! They made sure I was okay in the hospital before they left, which was greatly appreciated.”

## Care Provider



“I appreciate the paramedics being so understanding about my condition and getting me the help I needed!”

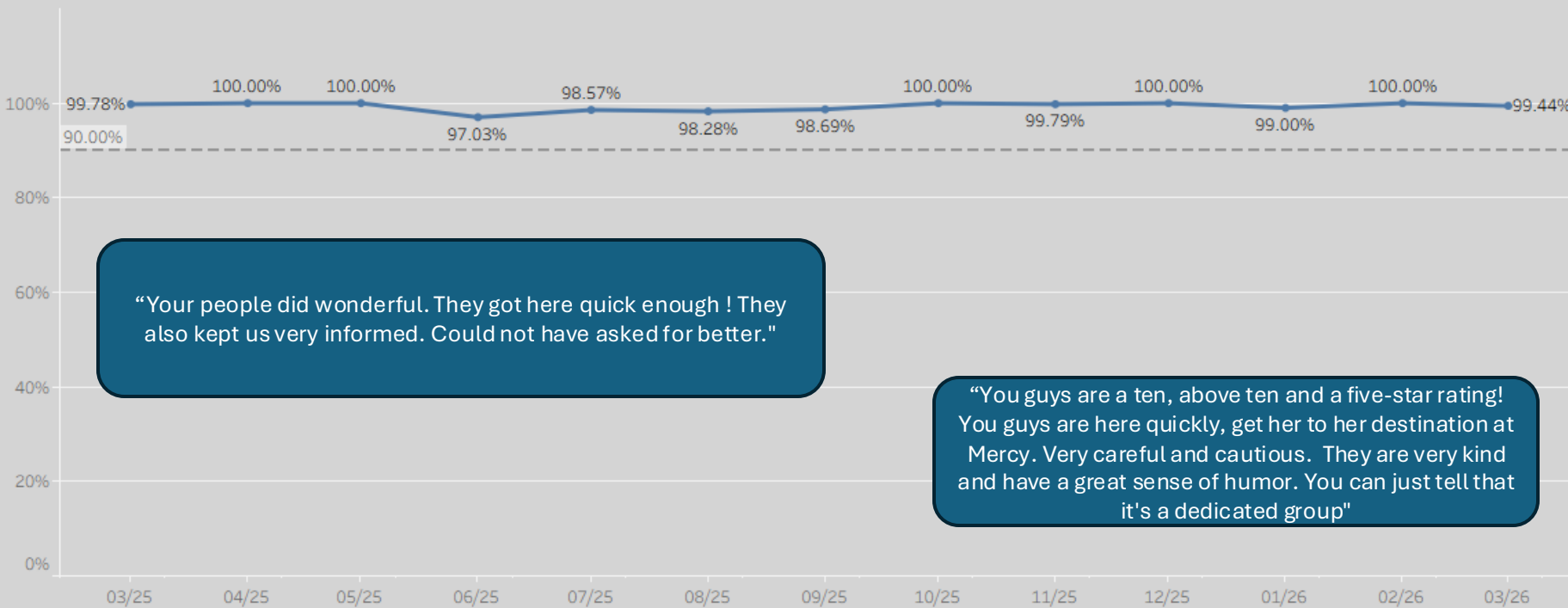
## Ambulance Services



“The paramedics did an awesome job and I couldn't ask for any better! They kept me completely informed and were very caring.”

# Overall Patient Satisfaction Western Division

March 2026



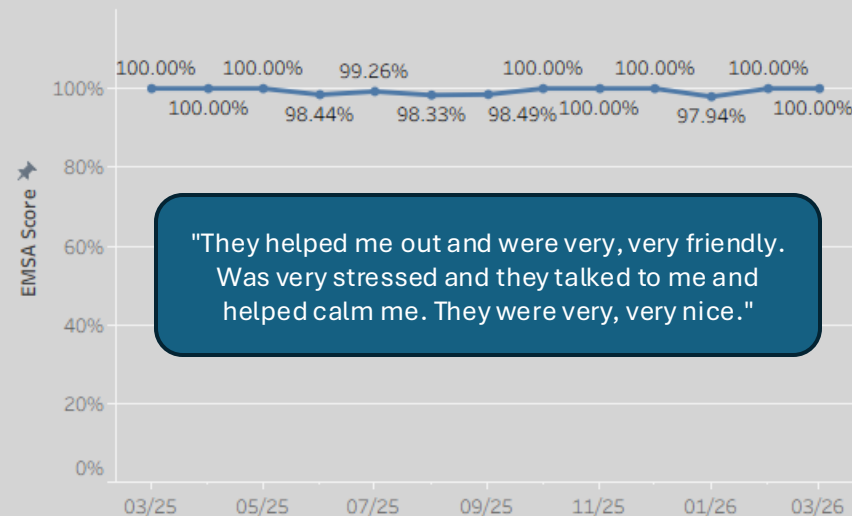
99.44%

"Your people did wonderful. They got here quick enough ! They also kept us very informed. Could not have asked for better."

"You guys are a ten, above ten and a five-star rating! You guys are here quickly, get her to her destination at Mercy. Very careful and cautious. They are very kind and have a great sense of humor. You can just tell that it's a dedicated group"

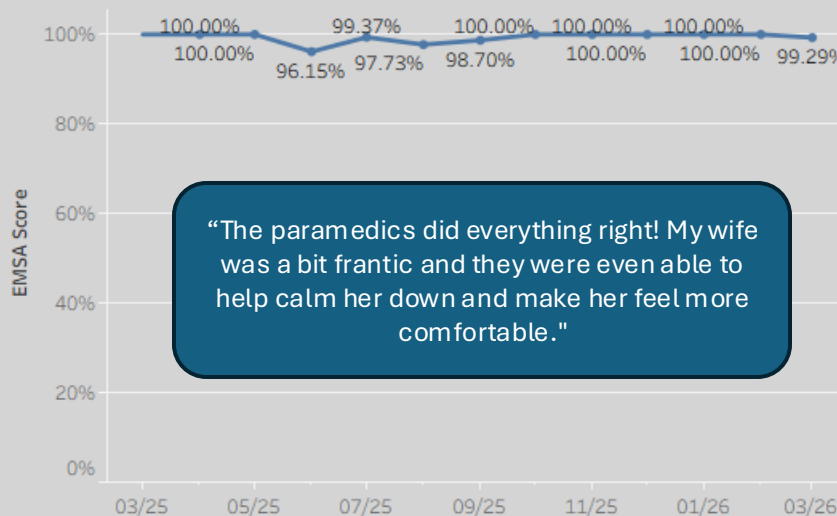
In March 2026, EMSA scored a 99.44 on Patient Satisfaction for the Western Division. This score is slightly lower than their perfect patient satisfaction score in February. The Western Division scored 100 on Dispatch Services and Ambulance Services and 99.29 on Care Provider.

## Dispatch Services



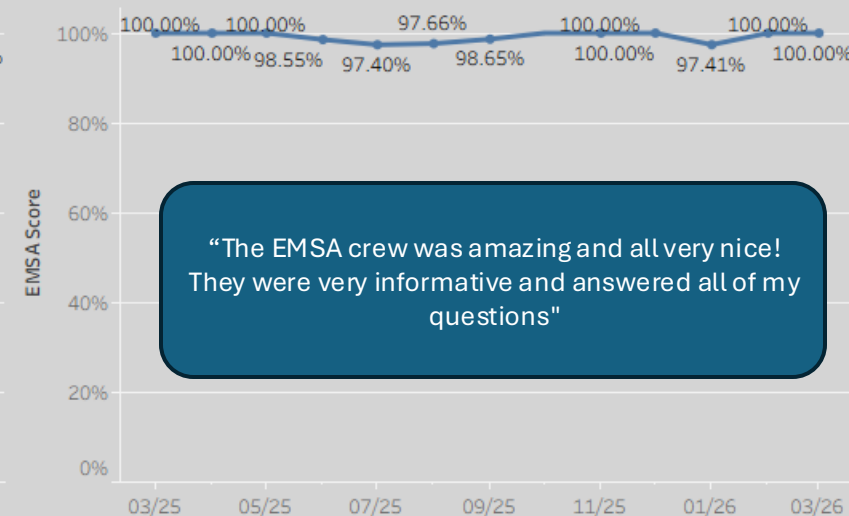
"They helped me out and were very, very friendly. Was very stressed and they talked to me and helped calm me. They were very, very nice."

## Care Provider



"The paramedics did everything right! My wife was a bit frantic and they were even able to help calm her down and make her feel more comfortable."

## Ambulance Services



"The EMSA crew was amazing and all very nice! They were very informative and answered all of my questions"