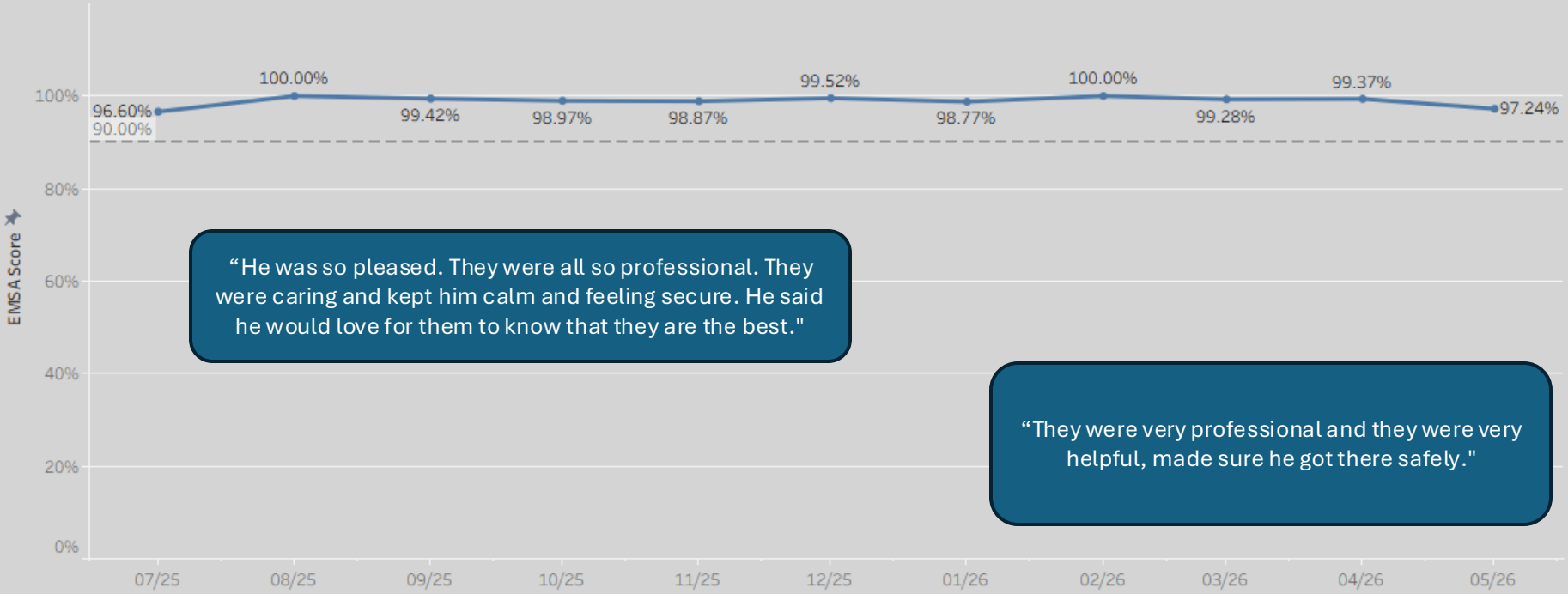
Overall Patient Satisfaction Eastern Division

May 2026



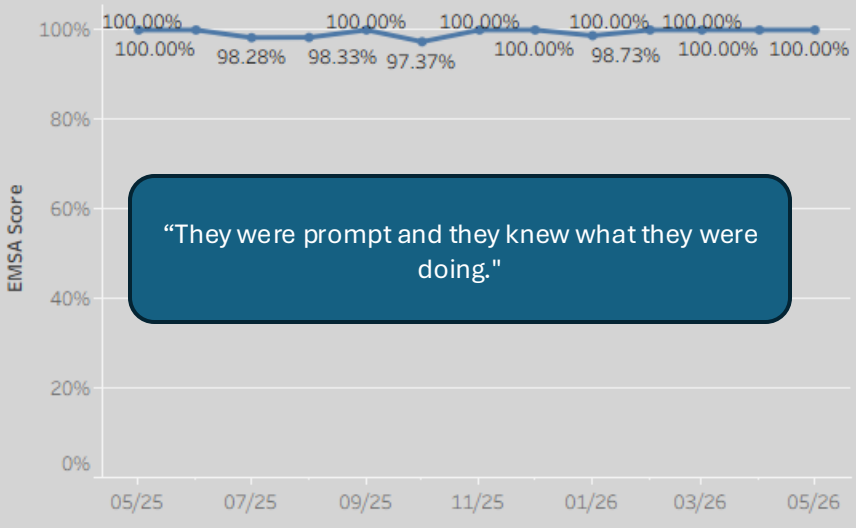
"He was so pleased. They were all so professional. They were caring and kept him calm and feeling secure. He said he would love for them to know that they are the best."

"They were very professional and they were very helpful, made sure he got there safely."

97.24%

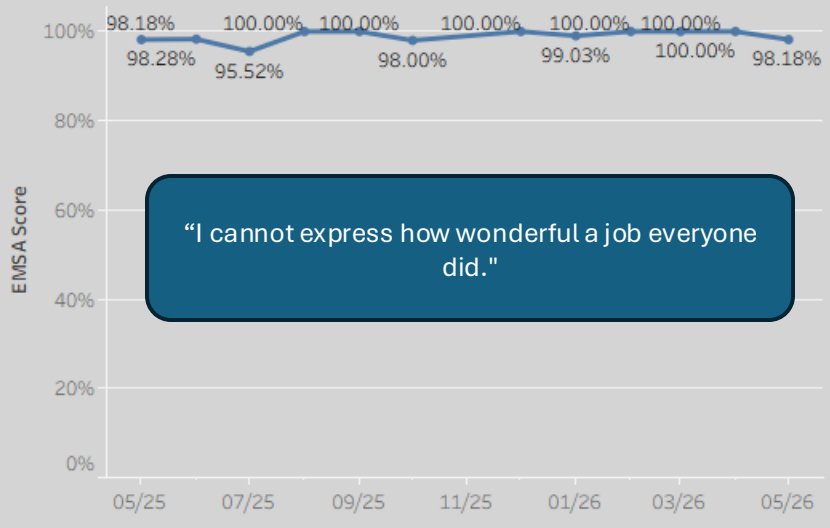
In May 2026, EMSA scored a 97.24 on Patient Satisfaction in the Eastern Division. This score is slightly lower than the East's patient satisfaction score in April. The Eastern Division scored 100 on Dispatch Services, 98.18 on Care Provider, and 98.08 on Ambulance Services.

Dispatch Services



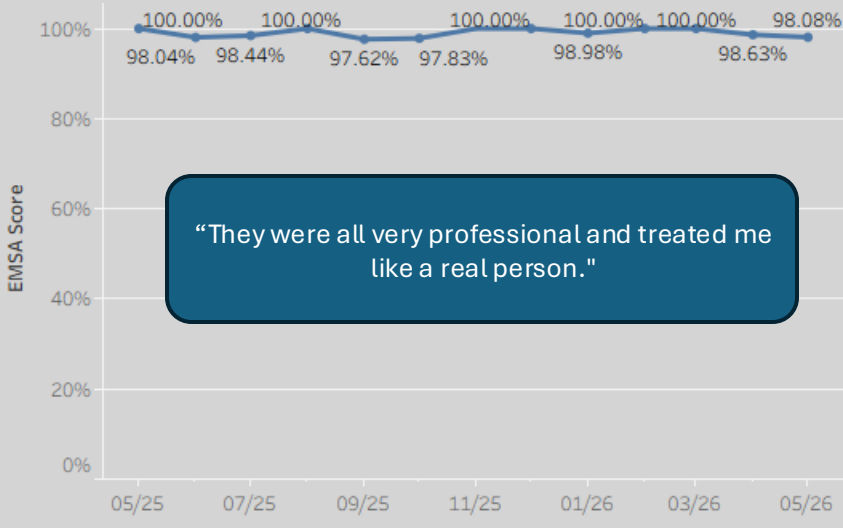
"They were prompt and they knew what they were doing."

Care Provider



"I cannot express how wonderful a job everyone did."

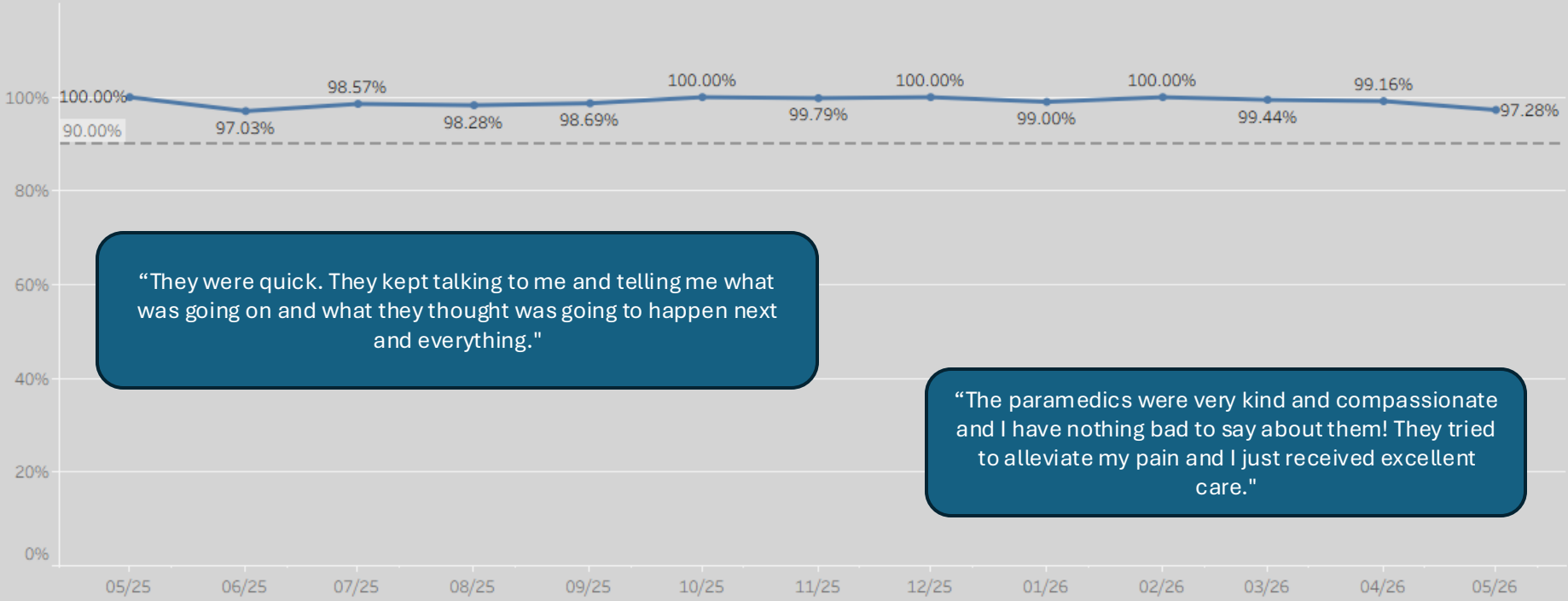
Ambulance Services



"They were all very professional and treated me like a real person."

Overall Patient Satisfaction Western Division

May 2026

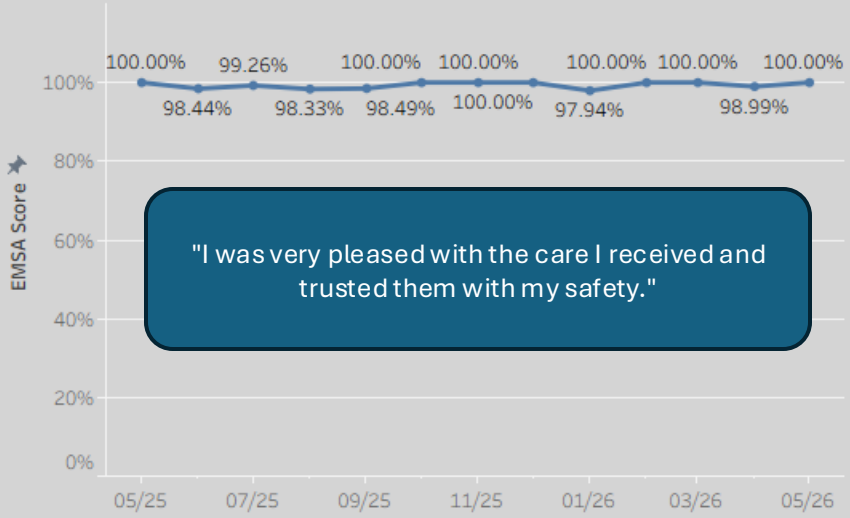


"They were quick. They kept talking to me and telling me what was going on and what they thought was going to happen next and everything."

"The paramedics were very kind and compassionate and I have nothing bad to say about them! They tried to alleviate my pain and I just received excellent care."

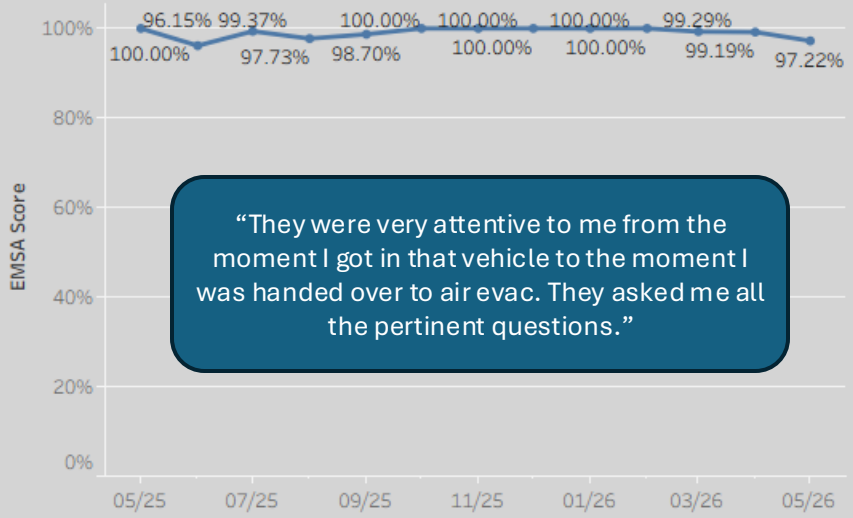
In May 2026, EMSA scored a 97.28 on Patient Satisfaction for the Western Division. This score is slightly lower than their patient satisfaction score in April. The Western Division scored 100 on Dispatch Services, 98.88 on Ambulance Services, and a 97.22 on Care Provider.

Dispatch Services



"I was very pleased with the care I received and trusted them with my safety."

Care Provider



"They were very attentive to me from the moment I got in that vehicle to the moment I was handed over to air evac. They asked me all the pertinent questions."

Ambulance Services

"They really helped me calm down and explained the instructions very clearly over the phone. They were very nice in person too."