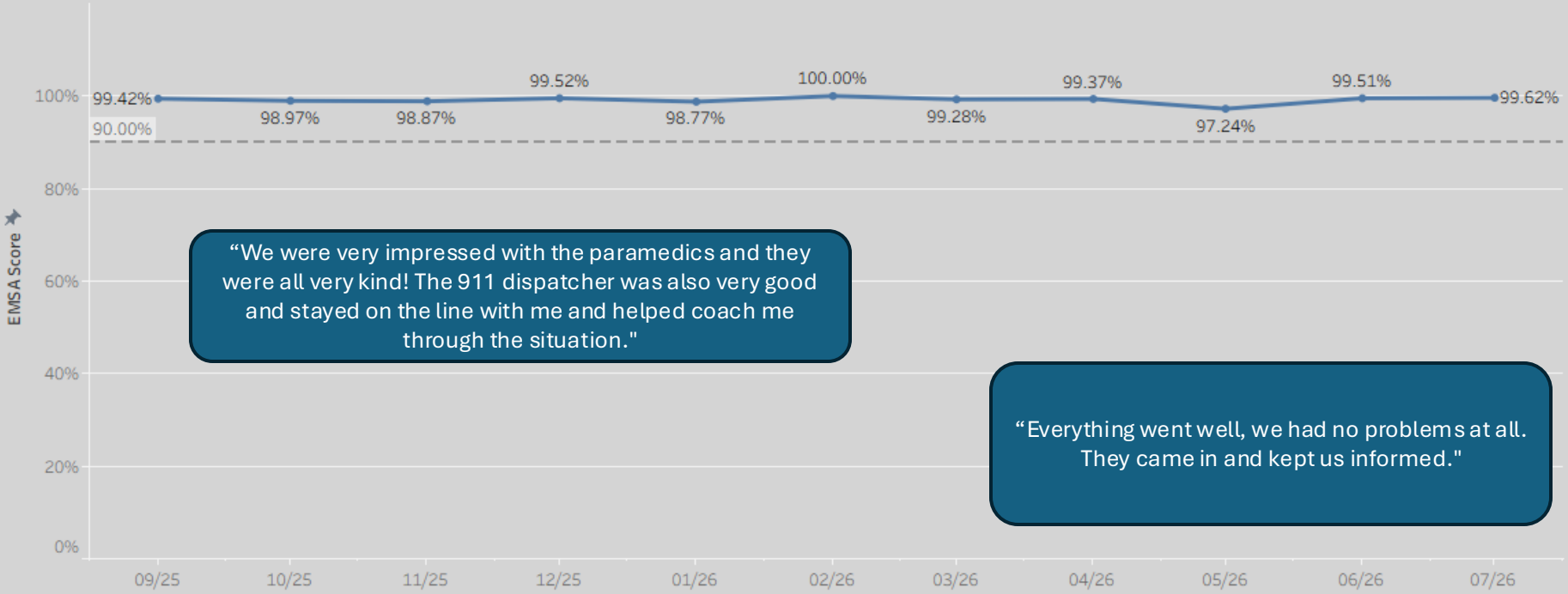
Overall Patient Satisfaction Eastern Division

July 2026



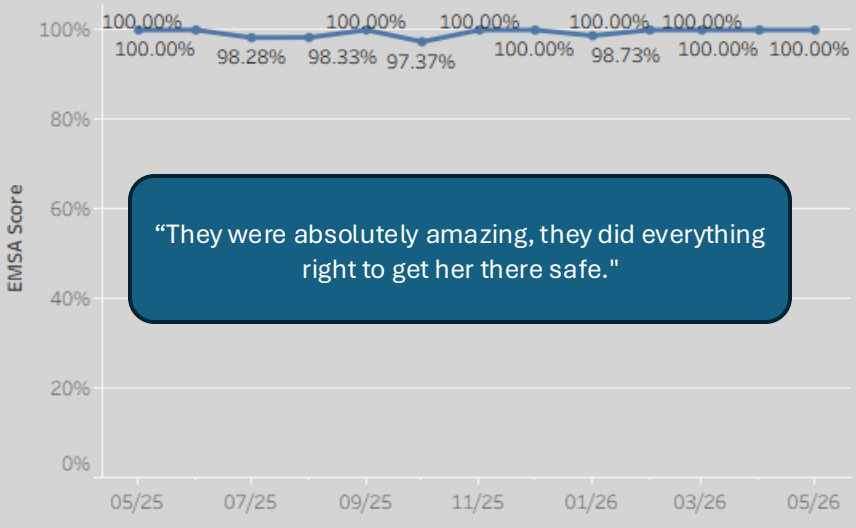
"We were very impressed with the paramedics and they were all very kind! The 911 dispatcher was also very good and stayed on the line with me and helped coach me through the situation."

"Everything went well, we had no problems at all. They came in and kept us informed."

99.62%

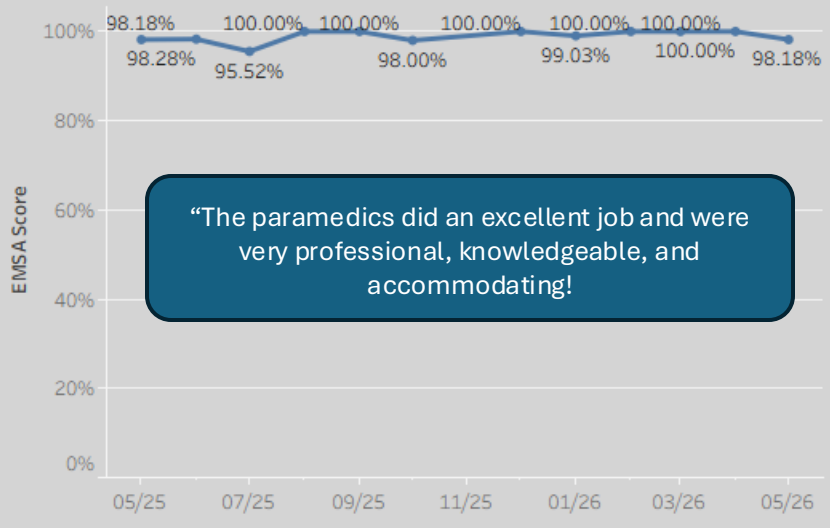
In July 2026, EMSA scored a 99.62 on Patient Satisfaction in the Eastern Division. This score is slightly higher than the East's patient satisfaction score in June. The Eastern Division scored 100 on Dispatch Services, 98.55 on Care Provider, and 100 on Ambulance Services.

Dispatch Services



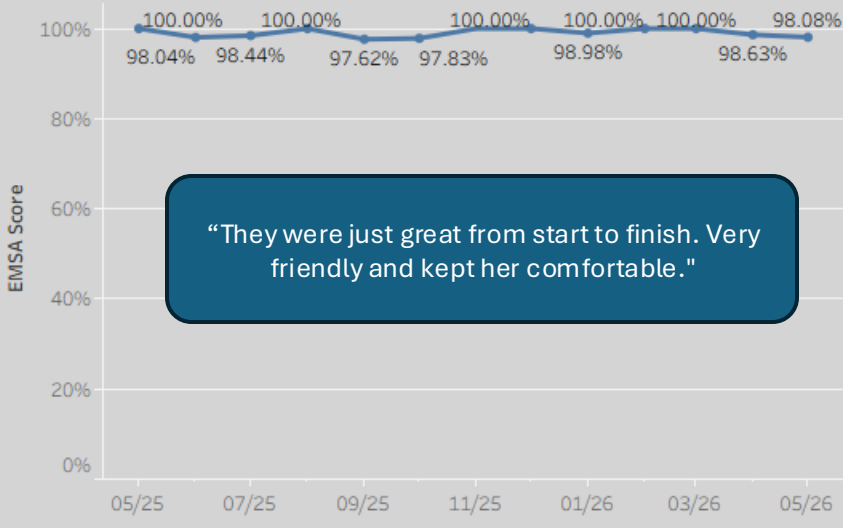
"They were absolutely amazing, they did everything right to get her there safe."

Care Provider



"The paramedics did an excellent job and were very professional, knowledgeable, and accommodating!

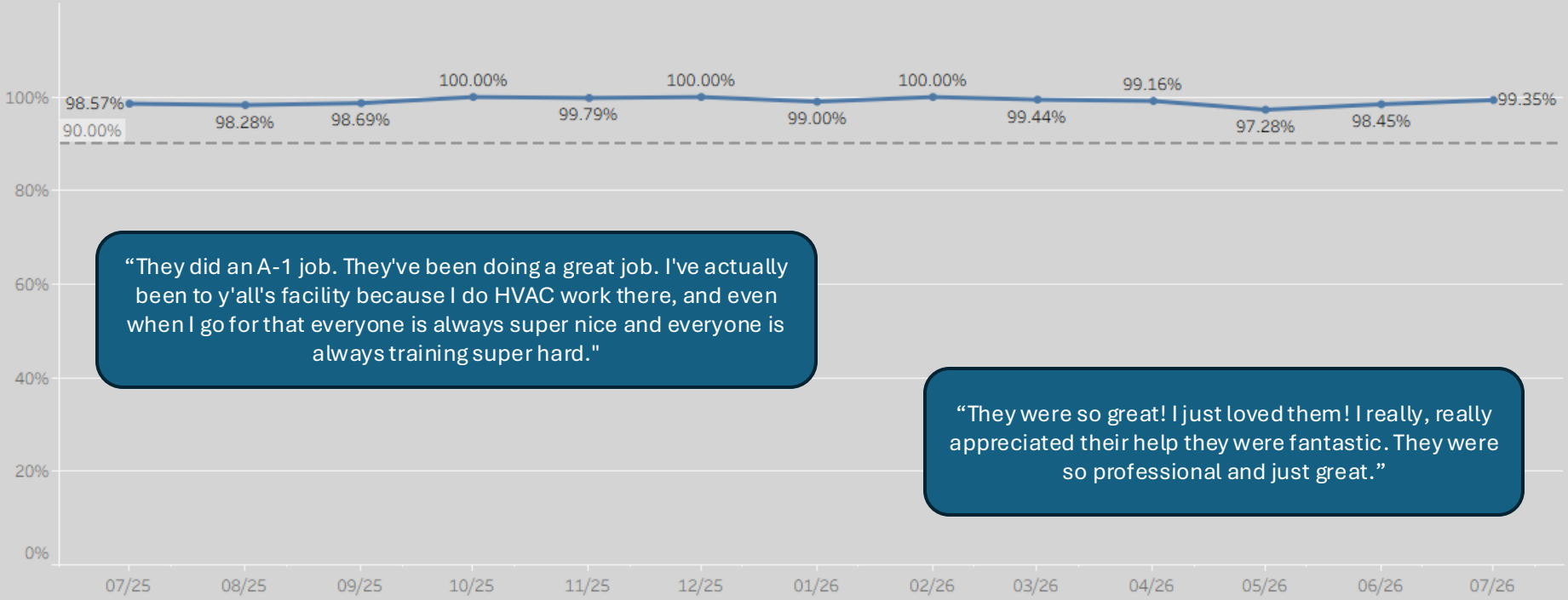
Ambulance Services



"They were just great from start to finish. Very friendly and kept her comfortable."

Overall Patient Satisfaction Western Division

July 2026

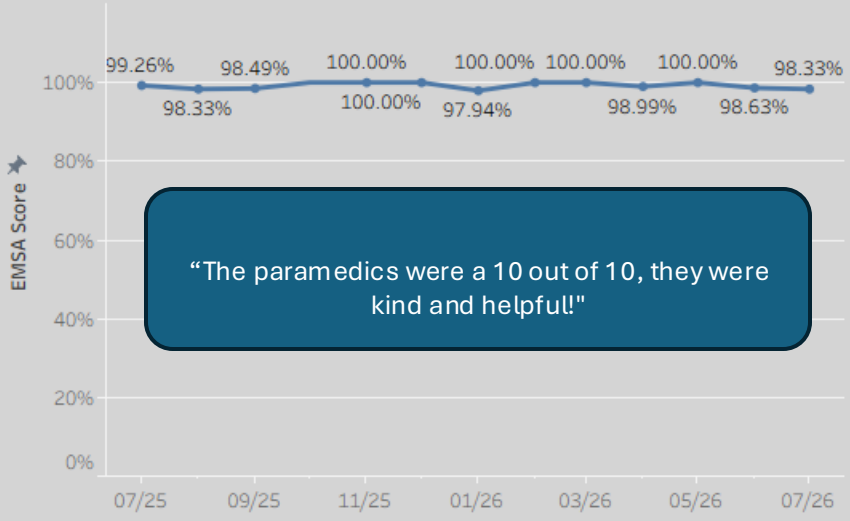


"They did an A-1 job. They've been doing a great job. I've actually been to y'all's facility because I do HVAC work there, and even when I go for that everyone is always super nice and everyone is always training super hard."

"They were so great! I just loved them! I really, really appreciated their help they were fantastic. They were so professional and just great."

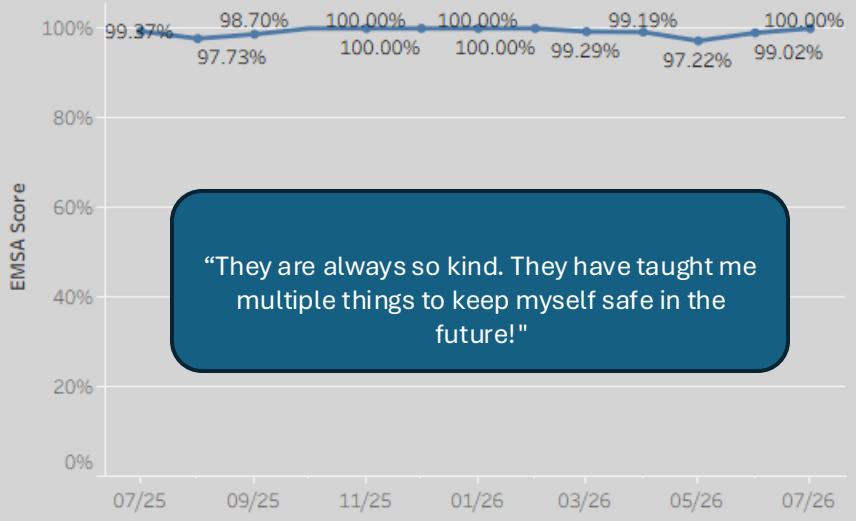
In July 2026, EMSA scored a 99.35 on Patient Satisfaction for the Western Division. This score is almost one point higher than the West's patient satisfaction score in June. The Western Division scored 98.33 on Dispatch Services, 98.61 on Ambulance Services, and 100 on Care Provider.

Dispatch Services



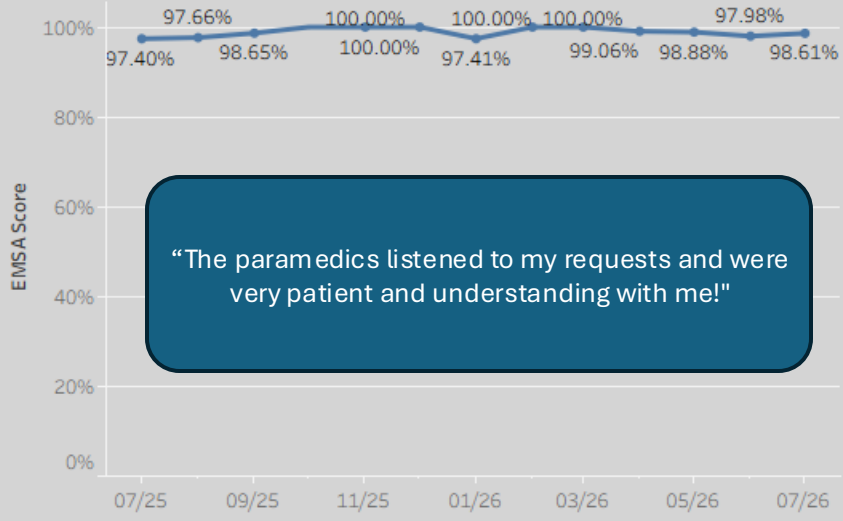
"The paramedics were a 10 out of 10, they were kind and helpful!"

Care Provider



"They are always so kind. They have taught me multiple things to keep myself safe in the future!"

Ambulance Services



"The paramedics listened to my requests and were very patient and understanding with me!"