



PROFESSIONAL AMBULANCE PATIENT SATISFACTION COMMENTS REPORT

SURVEYS RECEIVED 8-1-2017 THROUGH 10-31-2017

FILTERS: SURVEY: 1



P.O. Box 100,
Andover MA 01810
(844) 340-6060
Feedback-Innovations.com

TABLE OF CONTENTS

EXECUTIVE SUMMARY	1
1.0 SECTIONS	2
1.1 DISPATCH	2
1.2 COMMUNICATION	5
1.3 MEDICAL CARE	7
1.4 BILLING	10
1.5 SERVICE QUALITY	11
1.6 OVERALL	13

EXECUTIVE SUMMARY

SURVEYS RECIEVED 8-1-2017 THROUGH 10-31-2017

Comments are a qualitative means of determining the satisfaction of patients. They provide insight into what the patients feel are the most important elements of their experience.

Comments also show the strengths of service provided, as well as opportunities for improvement.

Comments are collected during the patient satisfaction survey process. These are presented here in the exact language as submitted to Feedback Innovations. Therefore, the comments may contain misspellings and grammatical errors.

1.0 SECTIONS

1.1 DISPATCH

Transport Date	Run Number	Comment
Feb 07, 2017	8602	None.
Mar 13, 2017	16677	Although not an emergency it took well over one hour for ambulance to arrive
Apr 12, 2017	23706	Very professional and reassuring
Apr 16, 2017	24552	Called made by Health Center
Apr 25, 2017	26826	I did not call
Apr 28, 2017	27703	Hospital to hospital transport
May 08, 2017	29919	Call made by doctor's office
May 11, 2017	30778	Doctor's office called
May 15, 2017	31589	I fell at work and my colleagues called
May 17, 2017	32202	Very cordial
May 18, 2017	32387	I did not call
May 19, 2017	32803	I was unconscious
May 19, 2017	32665	I was not the one who called
May 22, 2017	33454	Response was fast and professional
May 23, 2017	33670	I did not make the phone call to dispatcher, one of my coworkers called for me.
May 25, 2017	34263	Dr. set up transport
May 30, 2017	35192	Don't really remember
Jun 01, 2017	35794	Hospital called
Jun 02, 2017	36173	Very helpful
Jun 02, 2017	36053	Please understand I was just cargo in the ambulance, I didn't interact with the attendants
Jun 03, 2017	36247	Wasn't person who called

PATIENT SATISFACTION COMMENTS REPORT

Transport Date	Run Number	Comment
Jun 07, 2017	37139	Someone else called for me
Jun 13, 2017	38583	Someone else called
Jun 14, 2017	38908	Dispatcher was excellent, very calming
Jun 15, 2017	39216	School personnel called
Jun 16, 2017	39562	She is in A nursing home now and unable to respond to your survey
Jun 18, 2017	39941	Deceased
Jun 19, 2017	40070	Doctor's office called
Jun 19, 2017	40111	The respond of the team was wonderful
Jun 23, 2017	41138	I did not speak to the dispatcher, the service was called for on my behalf.
Jul 02, 2017	43186	Called 911
Jul 02, 2017	43167	does not apply
Jul 02, 2017	43108	The dispatch was very helpful
Jul 03, 2017	43301	I fell in the Green St. Garage and DID NOT make the call for an ambulance so I can't answer the above questions. I do know they came very quickly - they were wonderful - kind and caring.
Jul 04, 2017	43653	I did not call
Jul 14, 2017	46037	Someone else called
Jul 18, 2017	46822	Doctor's office called
Jul 27, 2017	49032	Very professional
Jul 28, 2017	49281	Excellent
Jul 29, 2017	49621	Police called the ambulance
Jul 30, 2017	49835	Hospital called
Aug 09, 2017	52363	Transport was from hospital to rehab center
Aug 10, 2017	52590	Hospital staff made the call
Aug 13, 2017	53222	I was amaze at the speed at which the ambulance came
Aug 14, 2017	53451	Hospital called

PATIENT SATISFACTION COMMENTS REPORT

Transport Date	Run Number	Comment
Sep 23, 2017	63574	I went to MIT medical, they made the call. So I can't answer those questions.

1.2 COMMUNICATION

Transport Date	Run Number	Comment
Feb 07, 2017	8602	They helped keep me calm.
Mar 13, 2017	16677	Emma and Michael were Excellent!
Mar 24, 2017	19162	Very professional!
Apr 12, 2017	23706	Very professional, friendly and informative
Apr 19, 2017	25388	The ladies that took care of me were amazing!
Apr 19, 2017	25256	Very calm and level headed, but also friendly
Apr 27, 2017	27384	I did not think they took my injuries seriously
May 11, 2017	30778	Excellent!
May 12, 2017	30938	The ambulance staff was not particularly aware of my specific condition
May 22, 2017	33283	Excellent and very fast response to the accident
May 23, 2017	33670	Staff just try to blow away any concerns I had about privacy, though I unfortunately felt very exposed.
Jun 02, 2017	36173	Very professional, efficient, compassionate
Jun 03, 2017	36247	Even though I elected not to use the ambulance, the two gentlemen who attended me were absolutely very good at all the above
Jun 04, 2017	36465	They had no idea, but not in A bad way, I was bleeding form the Vaginal area
Jun 12, 2017	38397	Staff very kind and compassionate
Jun 19, 2017	40111	The degree to which the ambulance staff worked together to care for me, it was so great
Jun 24, 2017	41312	Very professional
Jun 29, 2017	42571	They did not discuss privacy, but were very concerned for my physical condition
Jul 02, 2017	43167	I was transported from one hospital to another. None of this applies.

PATIENT SATISFACTION COMMENTS REPORT

Transport Date	Run Number	Comment
Jul 03, 2017	43301	You are very fortunate to have this crew working for you. They did a great job. I am very grateful. They were all very concerned and caring. Thank you so much for the great job. Please thank them for me. Roberta Brooks DOA 7/3/17
Jul 04, 2017	43653	I was not there
Jul 07, 2017	44303	Although, pardon my hand was polite, I would prefer to lift my breast out of the way of leads myself
Jul 18, 2017	46822	I was very happy and satisfied
Jul 18, 2017	46709	EMS staff were very polite
Jul 25, 2017	48640	I was barely conscious, but appreciate the help and informing me of what had happened
Jul 26, 2017	48793	There seemed to be some kind of misunderstanding on the part of the 911 operator, once the fire dept. arrived and the misunderstanding was resolved, service was great
Jul 27, 2017	49032	Very quick and professional
Jul 27, 2017	49171	They thought i might be having A heart attack, excellent job
Jul 28, 2017	49281	Excellent
Aug 09, 2017	52363	We were treated with great care and concern
Aug 10, 2017	52590	Excellent
Aug 11, 2017	52849	Personnel were lovely to me!
Aug 12, 2017	53051	Kind and considerate
Aug 13, 2017	53199	Excellent communicators both among the staff and with me as the patient.
Aug 13, 2017	53222	Staff worked together and took excellent care of me
Sep 23, 2017	63574	Nothing wrong
Sep 23, 2017	63465	The ambulance staff was great! Both Jacob and Max (I'm pretty sure those were their names) were very friendly and made the ambulance experience a very comfortable one.

1.3 MEDICAL CARE

Transport Date	Run Number	Comment
Jan 20, 2017	4309	Did not have ride
Feb 07, 2017	8602	Good.
Mar 13, 2017	16677	Very nice ride
Apr 16, 2017	24552	I was in A lot of pain, but ambulance staff could not have done anything about it
Apr 19, 2017	25256	Driver did an excellent job on A very bumpy road
Apr 25, 2017	26826	The staff was wonderful
Apr 27, 2017	27384	I don't think they took the accident and me seriously
May 11, 2017	30778	Skillful and caring staff
May 18, 2017	32437	No one could have known how comfortable mom was, but she was well secured
May 19, 2017	32712	A+
May 19, 2017	32803	Semi conscious
May 19, 2017	32680	There are no smooth roads in Cambridge
May 22, 2017	33283	Ambulance staff was very professional and considerate
May 22, 2017	33454	Pain was controlled by careful treatment getting me in and out of the ambulance
May 29, 2017	35092	Your the best, keep up the good work!
Jun 02, 2017	36173	Excellent care
Jun 02, 2017	36116	#5, Terrible
Jun 03, 2017	36247	Did not ride in the ambulance
Jun 04, 2017	36465	Pain was bad, but again, there was no way to know the source, sorry for the delay in sending this
Jun 04, 2017	36492	Very bumpy
Jun 04, 2017	36493	It is the first ride in an ambulance, I loved it!
Jun 07, 2017	37260	They are very professional and concerned , Thank you

PATIENT SATISFACTION COMMENTS REPORT

Transport Date	Run Number	Comment
Jun 12, 2017	38378	Very much satisfied with services given
Jun 12, 2017	38397	Excellent care
Jun 16, 2017	39603	I didn't get on the ambulance
Jun 18, 2017	39947	I have no complaints, Thank you
Jun 19, 2017	40111	Generally speaking I'm proud of the team, God bless!
Jun 19, 2017	40070	#1, He failed 3 times to take my blood and he was sweating and nervoucs #3, It was beyond their skill
Jun 24, 2017	41312	Everything was professional!
Jun 28, 2017	42215	Very professional
Jun 29, 2017	42571	They seemed to care very much, but I refused ambulance transport, they informed me I could go to the hospital later, which I did
Jun 29, 2017	42560	Did not need to be transported
Jun 30, 2017	42699	Outstanding care, communication and comfort
Jul 01, 2017	42960	Your EMT's did not listen to me and violated Hippa laws
Jul 01, 2017	42916	Shocks are terrible
Jul 02, 2017	43186	Very positively impressed, Thank you
Jul 03, 2017	43301	They were great. I really appreciate all that they did for me.
Jul 04, 2017	43653	Per patient
Jul 06, 2017	44073	Great company
Jul 14, 2017	46037	Bumpy ride
Jul 14, 2017	46079	All involved were excellent!
Jul 23, 2017	48076	Ride very bumpy
Jul 27, 2017	49032	Very good
Jul 27, 2017	49171	Excellent work, there in no time
Jul 28, 2017	49281	Excellent

PATIENT SATISFACTION COMMENTS REPORT

Transport Date	Run Number	Comment
Aug 09, 2017	52363	The ambulance driver was excellent, the road was not in the best condition, ambulance staff was extremely careful in moving my father
Aug 12, 2017	53051	appeared knowledgeable and were very compassionate
Aug 13, 2017	53199	Highly professional, reassuring and competent. I felt safe and well cared for at all times.
Aug 13, 2017	53222	The staff was very good at making me as comfortable as possible
Sep 09, 2017	59784	The ambulance staff were phenomenal. They were very professional and compassionate with my daughter Claire. She was terrified and they were kind and relieved her anxiety. They were incredible.

1.4 BILLING

Transport Date	Run Number	Comment
Feb 07, 2017	8602	Good.
Apr 12, 2017	23706	Handled through insurance
Apr 19, 2017	25256	I paid online and had no problems
May 12, 2017	30938	I have not heard from billing
May 18, 2017	32387	Handled by workman's comp
May 18, 2017	32437	Blue Cross resubmitted bill, still in process
May 19, 2017	32680	No bill yet
May 22, 2017	33283	I haven't had any problems
May 29, 2017	35092	You gut to do what you have to
Jun 12, 2017	38397	Paid by insurance
Jun 19, 2017	40111	So grateful
Jun 29, 2017	42571	I was not billed
Jul 02, 2017	43167	Does not apply.
Jul 03, 2017	43301	I have not talked to billing people yet but will this week. This is going to take a little while to settle.
Jul 06, 2017	44073	No bills
Jul 07, 2017	44303	Proactive communication about insurance co. policy was helpful
Aug 09, 2017	52371	The bill was sent to the wrong provider, will forward to the workman's comp
Sep 09, 2017	59784	We did not interact with the billing personnel.
Sep 23, 2017	63574	I did not receive any bill so far, so I cannot answer those questions.
Sep 23, 2017	63465	I was still fairly tired when the billing personnel asked for my insurance information, and they didn't pay much mind to that fact when taking care of the billing part, but other than that it was fine

1.5 SERVICE QUALITY

Transport Date	Run Number	Comment
Feb 07, 2017	8602	Very good.
Mar 13, 2017	16677	Other than wait time, we were very pleased
Mar 24, 2017	19162	So fast!!
Apr 19, 2017	25256	Response time and service was both quick
May 12, 2017	30938	I believe that ambulance costs are covered by Medicare
May 19, 2017	32665	I don't know what the fee's are
May 19, 2017	32712	A+
May 22, 2017	33283	I'm not clear about the cost \$1850 versus A quick ride to Cambridge Hospital
May 23, 2017	33670	I would recommend that people use the service if it is needed. However, the cost was outrageous.
May 25, 2017	34247	Emergency, had no balance, couldn't stand
May 29, 2017	35092	Quality care
Jun 02, 2017	36173	Fortunately most of the fees were covered by our family health insurance plan
Jun 04, 2017	36493	I definitely would use your service again! Do you have chair car?
Jun 06, 2017	36879	Very good
Jun 15, 2017	39272	How do you recommend ambulance service? You dial 911
Jun 19, 2017	40111	Everything was so great
Jun 19, 2017	40070	#2, Summer time AC is A must for the crew #4, Yes in case of emergency
Jul 03, 2017	43301	Excellent. Great. I can't say enough about how satisfied I am with your service.
Jul 07, 2017	44303	Urgent Care called ambulance, I did not think it was necessary

PATIENT SATISFACTION COMMENTS REPORT

Transport Date	Run Number	Comment
Aug 09, 2017	52363	This was A non emergency transport, however, we did have to wait for over 3 hours for the arrival of the ambulance
Sep 09, 2017	59784	Thank you for the superb service. We are so grateful!
Sep 23, 2017	63574	I can't answer question 3 as I don't know the price of the service.

1.6 OVERALL

Transport Date	Run Number	Comment
Jan 20, 2017	4309	The men who assisted me seemed competent and caring, very efficient
Mar 13, 2017	16677	Emma and Michael were very professional, friendly and caring, please give them our thanks!!
Mar 24, 2017	19162	I was treated with great care!!
Apr 16, 2017	24640	My son 16 was playing basketball with A friend when he fell and broke his arm very badly, I'm very grateful to the EMT's who took care of him and transported him to MGH, Thank you
Apr 19, 2017	25388	I was not familiar with the are, from Central MA, the ladies that took care of me were just wonderful, suggested were to go and they took excellent care of me, Thank so much!!
Apr 27, 2017	27384	When I finally got to the hospital, they told the ER wrong information about what had happened to me and what my injuries were, this caused A major delay in getting help, I'm home over 10 broken bones, bruises
Apr 28, 2017	27545	Overall, excellent care by all employee's
May 08, 2017	29919	EMT's where very professional and helpful, I would give them very high praise
May 10, 2017	30469	Condescending insisted more info. after telling EMS, I needed psych hospital
May 12, 2017	30938	As there was particular rush to get from Havard University Health to Mt. Auburn Hospital A distance of about one mile and I was not immediately treated upon arrival I question the necessity of using the ambulance
May 18, 2017	32387	They were very considerate and made sure I was comfortable, it was A knee injury
May 18, 2017	32437	The driver was very carefully slowly heading up A narrow street were people had parked badly on both sides, the ambulance scrapped one of the cars, to tight to fit, he was very professional handling the issue, I felt badly for him, people shouldn't be parked in A way that an emergency vehicle has trouble getting through
May 19, 2017	32712	Very helpful

PATIENT SATISFACTION COMMENTS REPORT

Transport Date	Run Number	Comment
May 22, 2017	33454	Assessment of situation I had fallen and careful treatment to get me into the ambulance was appreciated
May 22, 2017	33300	Extremely personable and caring, I very much appreciated their attentiveness to my personal needs, great team!
May 25, 2017	34211	Have no complaints, very good service, drivers were good
May 25, 2017	34263	The staff were top notch! Very knowledgeable, professional, experienced staff! We made jokes at times which helped my peace of mind Very wonderful staff!!
May 29, 2017	35092	When I see you all moving down Mas Ave. me and my friend, don't ever get hit by them, the parties over
May 31, 2017	35404	Very good
May 31, 2017	35461	Everything was very good!!
Jun 01, 2017	35794	Both girls were very caring and helpful
Jun 02, 2017	36116	The staff was very good, the comfort of the ambulance was very poor, seemed to lack suspension
Jun 02, 2017	36173	Thank you for the excellent, professional care
Jun 03, 2017	36247	The two guy's who i saw briefly were very good, respected my decision to waiver the ambulance ride, yet urging me to seek medical care, it was A shattered pinky, so I could drive, they gave me an ace wrap and splint which was really great Thank you
Jun 04, 2017	36465	Very comforting EMT person taking care of me, he took my info and gave it to the ER
Jun 04, 2017	36493	I'm using A chair car pretty often for doctors visits, are they available? Please call at 781-646-1710 Thank you Jean Luca
Jun 06, 2017	36879	Very good
Jun 07, 2017	37227	All did A good job
Jun 12, 2017	38397	Pro Ems must be the best ambulance co. in MA
Jun 12, 2017	38378	Would recommend services through out Cambridge and beyond

PATIENT SATISFACTION COMMENTS REPORT

Transport Date	Run Number	Comment
Jun 16, 2017	39603	I really appreciate your staff, professional, kind help Thanks
Jun 18, 2017	39947	I had no problems
Jun 19, 2017	40111	My comments are positive, simply thank you
Jun 22, 2017	40764	This is an excellent ambulance service
Jun 22, 2017	40801	Ambulance was spectacular
Jun 23, 2017	41138	The doctors at MGH had no record of what medicines I was given in the ambulance and this prevented taking additional medicine, as the dose of what I received in the ambulance was not known. This type of information needs to be clearly relayed to the hospital, and the person being transmitted, but most importantly to the hospital.
Jun 24, 2017	41312	Good to Very good
Jun 25, 2017	41639	Great experience. very nice people
Jun 26, 2017	41800	My husband was very well taken care of, keep up the good work Have A good day! Thank you
Jun 27, 2017	41957	EMT's were very helpful
Jun 28, 2017	42215	Very professional, calming in A difficult med situation
Jun 29, 2017	42571	They were far concerned for my health than I was, they were very professional and kind
Jun 30, 2017	42818	I ask to be taken to St. Elizabeth Hospital because that is where all my doctor's and records are, but they said Mt. Auburn had better equipment and they took me there, which resulted in my being transported the next day, which was very uncomfortable for me
Jun 30, 2017	42699	My sister Kathy is totally incapacitated, she cannot walk, each time I had to take her to MGH we were taken by Pro Ambulance, they have been friendly, professional and considerate both coming and going, great employee's
Jul 01, 2017	42859	Thank you for your service and professionalism!
Jul 02, 2017	43167	Ambulance staff could not have been nicer or more professional. Most impressive.
Jul 03, 2017	43301	Again Excellent. Thank you all !

PATIENT SATISFACTION COMMENTS REPORT

Transport Date	Run Number	Comment
Jul 04, 2017	43653	I was not there, these answers are per patient that was transported
Jul 05, 2017	43890	I wrote A personnel letter to the CEO, excellent ambulance staff!!
Jul 07, 2017	44303	The combination of Urgent Care, ambulance, ER, floor nurse and hospital test area left my skin raw from application and removal of 5 different leads for heart monitor, compatible connections would spare patient damage and pain
Jul 11, 2017	45452	The staff is consistently great!
Jul 11, 2017	45200	No problems
Jul 16, 2017	46450	Thank you for helping!
Jul 18, 2017	46822	They were very considerate and made you fell very comfortable when I was A nervous wreck
Jul 18, 2017	46951	I was extremely ill and weak and I can't commend the kindness and professionalism of your people, they were simply wonderful!
Jul 20, 2017	47248	Hospital was very complimentary, stated EMT's did an excellent job
Jul 20, 2017	47414	Girl on the ambulance was awesome
Jul 21, 2017	47735	I am CPD, not sure how you got my address
Jul 23, 2017	48142	As always they are excellent at what they do
Jul 25, 2017	48640	I passed out, passer by called 911
Jul 25, 2017	48709	Cambridge Hospital lost my shoes
Jul 26, 2017	48793	The attendants were patient, calm and reassuring, the delay in getting the fire dept. here was A complete misunderstanding on the part of the 911 operator
Jul 27, 2017	49032	I am the spouse of the patient, my husband died, not the fault of the ambulance service
Jul 27, 2017	49171	Only problem, mum is on A walker, I know they were busy helping me, but she needed A little more help, they did try, but A little more for sick ma Thanks

PATIENT SATISFACTION COMMENTS REPORT

Transport Date	Run Number	Comment
Jul 31, 2017	49976	Non judgmental Very professional Thank you for taking care of me
Jul 31, 2017	50064	Was not given any information regarding treatment, I was given narcan, however I am not on Vivitrol and was not over dosing, I have sever anxiety attacks, I was awake and very coherent, but scared upon ambulance arrival, was told I had to go to the hospital, I was barely given any information
Aug 01, 2017	50261	I have had no opportunity to use this product yet, check with me at A future date
Aug 04, 2017	51046	They were great Thank you!
Aug 09, 2017	52371	The two EMT's that were at the site of my fall, were very good at trying to make me as comfortable as possible, ride was A little bumpy, but that was due to the roads, very satisfied with the professionalism
Aug 10, 2017	52590	They are great every time I have used them
Aug 10, 2017	52479	Wonderful staff, may God bless them
Aug 13, 2017	53199	The entire experience with the staff was positive, professional, respectful and reassuring. These are clearly very dedicated and knowledgeable people and for that I was grateful!
Aug 13, 2017	53277	I appreciated the services God with you, great job, Thanks
Aug 13, 2017	53222	Excellent!! They came quickly, were comforting and efficient!!!
Aug 14, 2017	53367	I had A wheelchair van, driver was good
Aug 14, 2017	53451	Helpful personnel getting me from hospital to nursing home