



Professional Ambulance Patient Satisfaction Comments Report

Surveys Received 2014-08-01 through 2014-10-31



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Patient Satisfaction Comments Report

1.0. Executive Summary

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- 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.

2.0. Table of Contents

1.0. Executive Summary	2
2.0. Table of Contents	3
3.0. Sections	4
3.1. Dispatch	4
3.2. Communication	5
3.3. Medical Care	6
3.4. Billing	7
3.5. Service Quality	8
3.6. Overall	9

3.0. Sections

3.1. Dispatch

Transport Date	Run Number	Comment
05/20/2014	18537	I did not call
06/21/2014	23062	I was incapacitated, and unable to speak with the dispatcher
07/27/2014	28221	n/a
07/10/2014	25752	excellent service my son talked on the phone and was very happy with the service
07/19/2014	27029	I was very nervous acne dispatcher was great. I was in good hands
08/12/2014	30419	the nurse called for us
07/02/2014	24616	hospital contacted ambulance
07/02/2014	24703	the hospital was the one who contacted ambulance
06/19/2014	22876	i don't remember the info given
06/25/2014	23681	ambulance was called by hospital transfer to a different hospital
06/24/2014	23452	someone else called the ambulance for me
07/01/2014	24541	I didn't make the call I don't know
08/04/2014	29306	she kept repeating that the ambulance was on its way- never said it would be late. it took 20 minutes
07/21/2014	27375	my ambulance ride was the result of cycling accident on mass ave so someone else called
07/04/2014	24967	The woman who answered the phone was very kind and insisted on staying on the line with me until the ambulance arrived
09/13/2014	34900	Call was made by someone else.
09/11/2014	34572	I did not make the call.

3.2. Communication

Transport Date	Run Number	Comment
06/21/2014	23062	Ambulance staff had little to no caring about my condition, frequently making jokes about me. Frequent comments included "Are you going to start acting like an adult yet?" and threats to take me to the mental hospital. Two of the least professional people I have ever met; in the spurs of a depression fueled alcoholic incident, they did nothing but belittle me and make me feel worthless, literally giving me suicidal thoughts at the time.
07/10/2014	25752	very good communication excellent staff
07/19/2014	27029	Both staff were very professional and kind
08/05/2014	29528	did not listen to me. made their own decisions
07/22/2014	27561	wonderful staff
06/27/2014	23939	the ambulance copy should help comfort patients by talking to them and asking how they are feeling
07/02/2014	24703	the gentleman were very cauteous
08/04/2014	29306	once there they were very professional
07/21/2014	27276	GREAT TEAMWORK
07/04/2014	24967	Two great guys

3.3. Medical Care

Transport Date	Run Number	Comment
06/21/2014	23062	Medically, the staff was fine, not that they had much of a challenge. They were exceptionally abusive with respect to my mental health at the time, going out of their way to insult and disparage me.
06/22/2014	23262	very caring and made me comfortable
06/06/2014	21096	Pick up set by hospital.
07/10/2014	25752	my husband was in an ambulance for emergency services he was very satisfied with the service
08/11/2014	30268	I am pleased with the way the emts reacted to the problem
08/09/2014	30080	Did not go in ambulance
06/28/2014	24057	wonderful staff thank you very much
08/01/2014	29029	the best care anywhere
08/05/2014	29528	was treated poorly and when returned home was trashed
07/22/2014	27561	some vehicles are uncomfortable
07/14/2014	26330	everyone was great to me
06/27/2014	23939	when I was moved from the ambulance to the ground there was a few bumps
07/02/2014	24703	it was my first ambulance ride
06/19/2014	22876	good as ambulance get, bumpy
06/24/2014	23452	the woman who helped me was amazing very gentle and caring
08/04/2014	29306	you need an NA box for some of these question
07/21/2014	27375	I was in a lot of pain and I think they did the best they could
07/22/2014	27488	I have not experienced this type of pain before
07/04/2014	24967	Actually I had no pain. I will give them a very good anyway.
09/13/2014	34900	I did not have pain.
08/21/2014	31699	Thank you.

3.4. Billing

Transport Date	Run Number	Comment
06/02/2014	20363	have not dealt with any billing
06/21/2014	23062	Fine, despite taking my incorrect insurance information during the hospitalization.
07/02/2014	24616	went through insurance
06/27/2014	23939	I am a child of 14 years I don't get bills
06/24/2014	23452	all goes through ins. company of person who hit me, no bills
07/04/2014	24967	Have not received a bill (which I guess is Very Good!)
09/08/2014	34144	No problem at all.

3.5. Service Quality

Transport Date	Run Number	Comment
06/21/2014	23062	I can't comment on the cleanliness of the ambulance or wait time, but next time I'm on the verge of death, I'd rather take my chances walking 5 miles to the hospital than deal with the outrageously insensitive and downright inimical ambulance staff.
08/05/2014	29528	never recommend to anyone
07/14/2014	26373	ALL THE EMS PEOPLE IN BLUE WERE GREAT. COOL AS CUCUMBER. I FELT RELAXED AND IN GOOD HANDS. THEY MADE ME FEEL CONFIDENT THAT I WAS IN GOOD HANDS AND DIDNT MAKE A MOUNTAIN OUT OF A MOLE HOLE. ALL THOUGH MY CONDITION WAS SERIOUS.
06/25/2014	23681	ambulance arrived after what seemed like a long wait. wait in hospital was very long! Drivers contact fell out, we had to wait even longer after the patient was already strapped in
07/04/2014	24967	A+

3.6. Overall

Transport Date	Run Number	Comment
05/29/2014	19726	no comment. ive never used ems so I cannot comment, but we have wonderful ems people here in a café
07/04/2014	24910	Asked me to climb the stretcher while I was in terrible pain from acute perforating appendicitis. Were not familiar with the neighborhood and parked a block away from our building. No help with pain at all.
06/21/2014	23062	The ambulance staff by themselves drove me to suicidal thoughts well before they drove me to the ER room. I think that's all I really need to say.
06/23/2014	23412	
07/10/2014	25752	thank all the staff for the excellent life saving hard work they do
08/11/2014	30268	Thank you to everyone that helped me
08/09/2014	30080	The emts which arrived were very helpful and knowledgeable
07/16/2014	26563	have always had a good experience
07/22/2014	27561	special thanks to Colin, Greg, Cindy, Claire, Ryan, Patrick, nick and rest of the crew. thanks a million
06/06/2014	21108	WHEN YOU REFUSE SERVICE FOR SAMBULANCE, THEY TAKE IT UPON THEMSELVES TO TAKE ME TO HOSPITAL. I AM A RECOVERING ADDICT AND ALWAYS TREATED LIKE SHIT
07/14/2014	26373	THANK U. OVER ALL MY EXPERIENCE WAS GREAT AND IF I NEED YOU AGAIN IN THE FUTURE I WILL BE IN GOOD HANDS.
06/25/2014	23674	MY HUSBAND HAD TO CALL FOR ME, THERE WAS A SHORT TIME FOR ARRIVAL. THROUGH THE TRANSPORT THE STAFF WAS PLEASANT AND UPBEST TO EASE MY STRESS.
06/25/2014	23681	The ambulance was called to transport my 4 year old from mt auburn to childrens hospital. There seemed to be no urgency on the part of the ambulance staff while at mt auburn. My son had a serious head injury and had vomited on the way to mt Auburn. We told the ambulance staff this information. My son vomited again in the ambulance. This was no surprise to me, but the EMTs seemed to not know what to do. The EMTs had nothing to catch the vomit or clean it up. We arrived at the childrens with vomit all over my son , a very predictable event. Additionally, when he vomited in the ambulance, the emt made a joke saying "Wow, I didn't expect that! I expect it from a drunk Harvard kids, but I didn't expect it just now". I feel that was very unprofessional and the emts were not prepared or knowledgeable on how to deal with a child with a head injury.
06/24/2014	23452	came quick and professional staff
07/28/2014	28438	I had to hail ambulance driver and associate to my address. they were at another doorway. I had to come downstairs to greet them. They were both unfamiliar how the numbers went. They were good about getting my personnel items and locking my door.

07/04/2014

24967

Dear Mr. Mergendahl: I didn't see any visible wings, but clearly everyone I had contact with was an angel. Please thank everyone for me.
