

Customer Name Employee Name Date of Visit	11011	/Title	: Dir <mark>ector of</mark>	EMS & Outreach	,
Type of Facility (C	Circle One)				
SNF Ac	ute Care	Hospice		Hospital	Other
<ol> <li>Our facility is very American Medical</li> </ol>	ery pleased witl Response.	n the overall le	evel of custor	ner service provi	ded by
Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1	
2. The AMR dispatch center provides an easy customer-friendly method of ordering ambulance services.					
Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1	
3. AMR dispatch call takers are upfront about estimated wait times for ambulance services.					
Strongly Agree 5	Agree	Neutral	Disagree	Strongly Disagree	



Strongly Agree	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree 5	Agree 4	Neutral	Disagree 2	Strongly Disagree 1
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6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree 5	Agree	Neutral 3	Disagree 2	Strongly Disagree 1
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7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1
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Strongly Agree	Agree	Neutral	Disagree	Strongly
5	4	3	2	Disagree 1



will in retu	omer, how do you feel AMR's service could improve?_ rn decrease lengthy ETA's to pick up	_Increase staffing whi
patients_		

Thank you for your time.

We really appreciate your feedback!



Customer Name Employee Name	RUHS-ETS/ Pamela Shelln		TitleExecut	ive Director	
Date of Visit	<del></del>				atri.
Type of Facility (C	Circle One)				
SNF Ac	ute Care	Hospice	ŀ	lospital	Other
1. Our facility is v American Medica	ery pleased with I Response.	the overall le	vel of custom	er service pro	vided by
Strongly Agree	Agree	Neutral	Disagree	Strongly	
5	4	3	2	Disagree 1	
2. The AMR dispatambulance service	tch center provid s.	les an easy cu	stomer-frienc	lly method of	ordering
Strongly Agree	Agree	Neutral	Disagree	Strongly	
5	4	3	2	Disagree 1	
3. AMR dispatch caservices.	all takers are upfi	ront about est	imated wait t	imes for amb	ulance
Strongly Agree	e Agree	Neutral	Disagree	Strongly	
5	4	3		Disagree	



4.	Upon their arrival, A	MR field crews are very courteous and provide excellent custo	
ser	vice.	osartesas and provide excellent custo	mer

Strongly Agree	Agree	Neutral	Disagree	Strongly
5 The State State of the State	4	3	2	Disagree 1

### 5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly
5	4	3	2	Disagree 1

# 6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly
5	4 12 13	3	2	Disagree 1

### 7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	Agree	Neutral	Disagree	Strongly
5	4	3	2	Disagree 1

Strongly Agree	Agree	Neutral	Disagree	Strongly
5	A special section of the section of	3	2	Disagree 1



As a customer, how do you feel AMR's service could improve?	
I am not sure if it is ARM records of REMSA records that create the AP. There are many errors in the report and there are no responses to my email about the discrepancies.	OT report.
about the discrepancies.	questions

Thank you for your time.

We really appreciate your feedback!

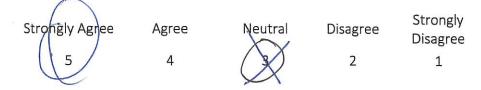


	Customer Name A	-lingt	on Ga	rdens 1	Care Cen	nter
	Employee Name	<b>₩</b>		Title <b>L</b>	LVN_	
	Date of Visit					
	Type of Facility (Circle One)					
(	SNF Acute Care		Hospice	H	ospital	Other
	Our facility is very please     American Medical Response	d with the	e overall lev	el of custom	er service prov	vided by
	Strongly Agree Agree	Ŋ	ieutral	Disagree	Strongly Disagree	
	5 4		3	2	1	
	2. The AMR dispatch center ambulance services.	provides	an easy cus	tomer-friend	lly method of	ordering
	Strongly Agree Agree		leutral	Disagree ,	Strongly Disagree	•
	5 4	)	3	2	1	
٠	3. AMR dispatch call takers a services.	are upfro	nt about est	imated wait	times for amb	pulance
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
	(5')	4	3	2	1	



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.



6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1



As a customer, how do you feel AMR's service could mprove?
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	Customer Name	Riverus	IL Por	no Title		
	Employee Name	Manse	ia Crl	Title	(NW)	
	Date of Visit	3/39	1/23			
	Type of Facility (Circ					
_	SNF Acute	e Care	Hospice	Н	ospital	Other
	1. Our facility is very American Medical Re	/ pleased with esponse.	the overall le	vel of custome	er service pro	vided by
	Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1	
	2. The AMR dispatch ambulance services.	ı center provic	des an easy cu	stomer-friend	lly method of	ordering
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
	(5)	4	3	2	1	
	3. AMR dispatch call services.	takers are upf	ront about es	timated wait t	imes for amb	ulance
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	

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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1



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		Maria Para Para Para Para Para Para Para								
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Customer Name	Liver	valk	Post	Acut	e	
Employee Name	Claudia	K	Title <b>_L</b>	NN	_	
Date of Visit	_3/30	12023				
Type of Facility (Ci	rcle One)	1			-	
SNF Acu	ite Care	Hospice	H	ospital	Other	
1. Our facility is ve American Medical	ery pleased with Response.	the overall le	vel of custome	er service pro	vided by	
Strongly Agree	Agree	Neutral	Disagree	Strongly		
(5)	4	3	2	Disagree 1		
2. The AMR dispatch center provides an easy customer-friendly method of ordering ambulance services.						
Strongly Agree	Agree	Neutral	Disagree	Strongly		
(5)	4	3	2	Disagree 1		
3. AMR dispatch call takers are upfront about estimated wait times for ambulance services.						
Strongly Agree	e Agree	Neutral	Disagree	Strongly Disagree		
(5)	4	3	2	1		



Strongly Agree	Agree	Neutral	Disagree	Strongly
(5)	4	3	2	Disagree 1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1



As a customer, how do you feel AMR's service could
improve?
000 000 000 000 000 000 000 000 000 00
Note people are always professional
easy to reach and very flexible to
our needs. Thank you!

Thank you for your time.

We really appreciate your feedback!



Customer Name	AH	9 Vist	-9				
Employee Name	Jess	il	Title Re	CP1.			
Date of Visit		_ 3/-	30/23				
Type of Facility (	Circle One)	,	, 				
SNF) A	cute Care	Hospice	Но	spital	Other		
	Our facility is very pleased with the overall level of customer service provided by American Medical Response.						
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree			
5	4)	3	2	1			
2. The AMR dispatch center provides an easy customer-friendly method of ordering ambulance services.							
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree			
(5)	4	3	2	1			
3. AMR dispatch call takers are upfront about estimated wait times for ambulance services.							
Strongly A	gree Ag	ree Neutra	al Disagree	Strongly Disagree			

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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

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(5)	4	3	2	1

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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1



As a customer, how do	you feel AMR's service	could	
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Customer Name	ALto	· Yest	R		
Employee Name			Title	/	
Date of Visit	3/39/	123			
Type of Facility (Circle	One)			•	
SNF Acute	Care	Hospice	Ha	spital	Other
Our facility is very particular Medical Research	pleased with t sponse.	he overall lev	el of custome	r service provi	ded by
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5	4	3	2	1	
2. The AMR dispatch ambulance services.	center provid	es an easy cus	stomer-friendl	y method of o	rdering
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5	4	3	2	1	
					* .
3. AMR dispatch call to services.	akers are upfi	ront about est	timated wait t	imes for ambu	lance
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5	4	3	2	1	



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

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5	4	3	2	1

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5	4	3	2	1

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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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As a customer, how nprove?	do you reel Alvii	L 2 26! AICE	COGIG			
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	Customer Name	RIVERSIde	PULT AC	ure		
	Employee Name _	Yesenia		TitleR	N	
	Date of Visit	03 30 2	3			
	Type of Facility (Circle	e One)				
(	SNF Acute	Care	Hospice	. Ho	ospital	Other
	Our facility is very     American Medical Re	pleased with t sponse.	the overall lev	el of custome	er service pro	vided by
/	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
	5	4	3	2	1	
	2. The AMR dispatch ambulance services.	center provid	es an easy cus	stomer-friend	ly method of	ordering
/	-Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
/	5	) 4	3	2	1	
	3. AMR dispatch call services.	takers are upf	ront about es	timated wait t	times for amb	oulance
	Strongly Agree	Agree		Disagree	Strongly Disagree	
	\ 5	/ 4	3	2	1	



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
( 5 /	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1
	•	0		

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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4.	3	2	1
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a customer, how do you fee rove?		<u> </u>		 	
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	Customer Name	1	PILST AN	Mte		
	Employee Name	alejanari	A LVN	Title		
	Date of Visit	03 30 23	)			
,	Type of Facility (Circ	le One)		_		
(	SNF Acute	e Care	Hospice	:	Hospital	Othe
	1. Our facility is very American Medical Re		h the overal	level of custor	mer service pro	ovided by
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
	(5)	4	3	2	1	
	2. The AMR dispatc ambulance services.	-	rides an easy	/ customer-frie	endly method o	f ordering
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
	5	4	3	2	1	
	3. AMR dispatch ca services.	ll takers are u	ipfront abou	it estimated w	ait times for an	nbulance
	Strongly Agree	e Agr	ree Nei	utral Disagr	ee Strongly Disagree	
	5		1	3 2	1	



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	(4)	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	(4)	3	2	1

7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1



As a customer, how do you feel AMR's service could mprove?				
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Customer Name	Valen	cia (	Parde	MS	•	
Employee Name	Victor	<b>g</b> .		_Title	U	
Date of Visit	3	20/27	3			
Type of Facility (Cir	cle One)					
SNF Acu	te Care	Hos	pice	Hos	spital	Othe
<ol> <li>Our facility is ve American Medical</li> </ol>		ith the ove	erali level	of customer	·	led by
Strongly Agree	Agree	Neut	ral [	Disagree	Strongly Disagree	
(5)	4	3		2	1	
2. The AMR disparambulance service		ovides an	easy custo	omer-friendl	y method of o	rdering
Strongly Agree	Agree	Neut	ral [	Disagree	Strongly Disagree	
(5)	4	3		2	1	
3. AMR dispatch of services.	call takers are	upfront a	ıbout esti	mated wait i	times for ambu	llance
Strongly Agr	ee A	gree	Neutral	Disagree	Strongly Disagree	
(5)		4	3	2	1	



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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C	Customer Name	Grick	Villal	×		
Е	imployee Name	Vale	noia Gole	Title	LIN	
	Date of Visit	3	30 /23			
ן	ype of Facility (Circ	cle One)				
S	SNF Acut	e Care	Hospice	Но	ospital	Other
	L. Our facility is ver American Medical F		th the overall le	evel of custome	er service provi	ded by
!	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
	(5)	4	3	2	1	
	2. The AMR dispate ambulance services		vides an easy c	ustomer-frienc	illy method of o	ordering
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
	(5)	4	3	2	1	
	3. AMR dispatch ca services.	all takers are	upfront about (	estimated wait	times for amb	ulance
	Strongly Agre	e A	ree Neutr	al Disagree	Strongly Disagree	
	(5)		4 3	2	Disagree 1	



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	. 4	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1



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Our facility is vei	te Care ry pleased wi	Hospice		spital r service provided k
Acut  1. Our facility is ver  American Medical F	te Care ry pleased wi			
Our facility is ver     American Medical F	ry pleased wi			
American Medical F		th the overall le	evel of custome	r service provided t
StronghMaraa				
Sciongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1
2. The AMR dispate ambulance services		vides an easy c	ustomer-friendl	ly method of orderi ँ
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1
3. AMR dispatch caservices.	all takers are	upfront about e	estimated wait t	imes for ambulanc

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2

Disagree

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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

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(5)	4	3	2	1

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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(/ 5	4	3	2	1



As a customer, how do you feel AMR's service could improve?	
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	<del></del>



Customer Name	Commi	inty Car	e & Rebo	Ь	
Employee Name	Jasun	Cre	Title <b></b> V	$\omega$	
Date of Visit	3/13	23			
Type of Facility (Circ	le One)				
SNF Acute	e Care	Hospice	Ho	ospital	Other
1. Our facility is very American Medical R	/ pleased wit esponse.	n the overall le	vel of custome	r service provid	ed by
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5	4	3	2	1	
2. The AMR dispatch center provides an easy customer-friendly method of ordering ambulance services.					
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
(5)	4	3	2	1	
3. AMR dispatch call takers are upfront about estimated wait times for ambulance services.					
Strongly Agree	Agr	ee Neutra	al Disagree	Strongly Disagree	



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	(4)	3	2	1

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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

Strongly Algree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1



As a customer, how do you feel AMR's service could improve?				
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	Customer Name			CK	$\mathcal{C}$	\	
	Employee Name	WAR	Ac	sul4	$\mathcal{H}_{Title}$	RN	
	Date of Visit		3 -	13	- 20:	23	
	Type of Facility (C	Circle One)					
	SNF Ac	ute Care	ŀ	Hospice	Н	ospital	Othe
_							
	Our facility is N     American Medica		with the	overall le	vel of custom	er service prov	vided by
	Strongly Agree	Agree	N	eutral	Disagree	Strongly Disagree	
	5	4		3	2	Disagree 1	
	2. The AMR disparambulance service		provides	an easy cı	ustomer-frien	dly method of	ordering
	Strongly Agree	Agree	N	eutral	Disagree	Strongly Disagree	
	5	4		3	2	1	
	3. AMR dispatch services.	call takers a	re upfror	nt about e	stimated wait	: times for aml	oulance
	Strongly Ag	ree	Agree	Neutra	al Disagree	Strongly	

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Disagree

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Strongly-Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

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5	4	3	2	1

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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1



As a customer, ho improve?	w do you feel AM	1R's service co	ould 		
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7,44					
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			-		
					· -

Thank you for your time.

We really appreciate your feedback!



Strongly Agree

### CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name	Villa	Health	Care Cer	nec	
Employee Name	A MEZ	d SAN	のパ_Title	jest_	
Date of Visit		5/13/2	<b>5</b>		
Type of Facility (Cir	cle One)				
SNF Acu	te Care	Hospice	Н	ospital	Othe
		th the overall le	vel of custome	er service provid	ded by
Strongly Agree	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1	
		ovides an easy c	ustomer-frienc	dly method of o	rdering
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
3. AMR dispatch c services.		·		_	ılance
	Employee Name  Date of Visit  Type of Facility (Cir. SNF Acu. 1. Our facility is very American Medical Strongly Agree 5  2. The AMR dispata ambulance service Strongly Agree 5  3. AMR dispatch of Strongly Agree 5	Date of Visit  Type of Facility (Circle One)  SNF  Acute Care  1. Our facility is very pleased with American Medical Response.  Strongly Agree  Agree  5  4  2. The AMR dispatch center probability agree  4  Strongly Agree  Agree  5  4  3. AMR dispatch call takers are	Date of Visit  Type of Facility (Circle One)  SNF	Date of Visit  Type of Facility (Circle One)  SNF	Employee Name  Date of Visit  Type of Facility (Circle One)  SNF  Acute Care  Hospice  Hospital  1. Our facility is very pleased with the overall level of customer service provided American Medical Response.  Strongly Agree  Agree  Neutral  Disagree  Strongly Disagree  Title  Acute Care  Hospica  Hospital  Neutral  Disagree  Strongly Disagree  Title  Acute Care  Hospital  1. Our facility is very pleased with the overall level of customer service provided American Medical Response.  Strongly Agree  Agree  Neutral  Disagree  Strongly Disagree  Strongly Disagree  Total AMR dispatch center provides an easy customer-friendly method of of ambulance services.  Strongly Agree  Agree  Neutral Disagree  Strongly Disagree  Total AMR dispatch call takers are upfront about estimated wait times for ambulance services.

Agree

Neutral

3

Disagree

2

Strongly

Disagree

1



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1



a customer, how do you feel AMR's service could rove?	
·	
	<del></del>



Customer Nan	ne <u>VIIIa</u>	Health.	Care Ce	nec	
Employee Nar	ne Vilma	Pudria	<i>M</i> <b>T</b> itle	Recep	sinoit
Date of Visit	3/1	13/23	5	·	
Type of Facility	y (Circle One)	1			
SNF	Acute Care	Hospice	H	ospital	Other
Our facility     American Med	is very pleased wit lical Response.	:h the overall le	vel of custom	er service provi	ded by
Strongly Agre	e Agree	Neutral	Disagree	Strongly Disagree	
$\binom{5}{5}$	4	3	2	1	
2. The AMR di ambulance ser	ispatch center pro vices.	vides an easy cu	ustomer-friend	dly method of c	ordering
Strongly Agree	e Agree	Neutral	Disagree	Strongly Disagree	
5	4	3	2	1	
3. AMR dispat services.	ch call takers are u	ipfront about e	stimated wait	times for ambu	ulance
Strongly	Agree Agı	ee Neutra	al Disagree	Strongly	
5		3	2	Disagree 1	



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<i>(</i> (5)	4.	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	(4)	3	2	1

7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2 .	1

Strongly-Agree	Agree	Neutral	Disagree	Strongly Disagree
(5/	4	3	2	1



As a customer, how do you feel AMR's service could	i
improve?	. 10
help in chant	of the
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cocility w/ the	crong also.
And Clah in.	
7 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -	

Thank you for your time.

We really appreciate your feedback!



Employee Name		<u></u>	Title	m	
Date of Visit	3/13/	25			
Type of Facility (C	ircle One)				
SNF Act	ute Care	Hospice	Н	ospital	
Our facility is v     American Medical	ery pleased wit Response.	th the overall le	evel of custom	er service provi	ded b
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5	4	3	2	1	
2. The AMR dispa ambulance service	tch center pro es.	vides an easy c	ustomer-friend	dly method of o	rderir
	Agree	Neutral	Disagree	Strongly Disagree	
Strongly Agree		3	2	1	

services.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1



As a customer, how do you feel AMR's service could mprove?
·



Customer Name	commu	UZY CARI	s on P	AN		
Employee Name	CHMSTO	PHON 1	FaBU	Title	RN_	
Date of Visit		3/13	/23			
Type of Facility (Ci	rcle One)	•				
(SNF Acu	te Care	Hos	pice	Н	ospital	Othe
Our facility is ve     American Medical	ery pleased w Response.	rith the ov	erall leve	l of custom	er service provid	ded by
Strongly Agree	Agree	Neut	ral	Disagree	Strongly Disagree	
(5)	4	3		2	1	
2. The AMR dispat ambulance service.	ch center pr s.	ovides an	easy cust	omer-friend	dly method of o	rdering
Strongly Agree	Agree	Neut	ral I	Disagree	Strongly Disagree	
(5)	4	3		2	1 .	
3. AMR dispatch caservices.	all takers are	upfront a	bout estir	nated wait	times for ambu	lance
Strongly Agre	e A	gree i	Veutral	Disagree	Strongly Disagree	
5	(	4)	3	2	1	



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly-Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5/	4	3	2	1



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Strongly Agree

Agree

Neutral

3

Disagree

2

### CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name	e Het	5) Com	monity C	are or Pa	n(n
Employee Nam	e (1000)		Title Nar	- koting Ac	Iniospo 1
Date of Visit	3 t	3-23		<del></del>	
Type of Facility	(Circle One)				
(SNP)	Acute Care	Hospice	Нс	ospital	Other
Our facility i     American Medi	s very pleased wit cal Response.	th the overall le	evel of custome	er service provid	ded by
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
(5)	4	3	2	1	
2. The AMR dis	spatch center provices.	vides an easy c	ustomer-frienc	lly method of o	rdering
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
(5)	4	3	2	1	
3. AMR dispato	ch call takers are (	upfront about e	estimated wait	times for amb	ulance

Strongly

Disagree

1



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<u>(5)</u>	4	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1



As a custo ?improve	omer, h	ow do you	feel AMR's se	rvice could		
VPG1	2 U	2 the	Good	work.		,
			γ	-		
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Thank you for your time.

We really appreciate your feedback!



Customer Name Employee Name Date of Visit		any Care arches T	on Palr DWD Title C	MA	
Type of Facility (0	Circle One)		4).		
	cute Care	Hospice	н	lospital	Other
1. Our facility is was American Medica	ery pleased wit Response.	h the overall le	evel of custom	er service pro	vided by
Strongly Agree	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1	
2. The AMR dispa	itch center prov es.	ides an easy cu	ustomer-frienc	lly method of	ordering
Strongly Agree  5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1	
3. AMR dispatch of services.	all takers are up	ofront about es	stimated wait t	times for amb	ulance
Strongly Agre	ee Agre	e Neutral	Disagree 2	Strongly Disagree 1	



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1



As a customer, how do you feel AMR's service could
Improve?
Klepupthe good work
Stay safe !



		,			
M	issie N	CARE	CENT	ER	
Customer Name	- 3re	9 Na	guila	- LVN	
Employee Name			Title		
Date of Visit	3.14.	23			
Type of Facility (Circ	cle One)				
SUB Acute	e Care	Hospice	Н	ospital	Othe
<ol> <li>Our facility is ver American Medical R</li> </ol>	y pleased with esponse.	the overall le	vel of custome	er service prov	ided by
Strongly Agree	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1	
2. The AMR dispatch ambulance services.	n center provid	es an easy cu	stomer-friend	ly method of c	ordering
Strongly Agree  5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1	
3. AMR dispatch call services.	takers are upfi	ont about est	timated wait t	imes for ambu	ılance
Strongly Agree	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1	



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	(3)	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1



As a customer, how do you feel AMR's service could improve? Transportation Scheduling. AMR will and in the last minute and will inform Jacobit flat fley will cause pecase of working.



Customer Nan	ne <u>Exten</u>	ded Care	Hospital o	of Riversi	de
Employee Nan	ne Toni		Title_ <		
Date of Visit	03-14	-23			
Type of Facility	(Circle One)				
SNF	Acute Care	Hospice	ŀ	Hospital	Other
1. Our facility i American Medi	s very pleased wi cal Response.	ith the overall le	evel of custom	ner service pro	vided by
Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1	
2. The AMR dispanding	patch center pro ces.	vides an easy cu	istomer-friend	dly method of (	ordering
Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1	
3. AMR dispatch services.	call takers are u	pfront about es	timated wait :	times for ambu	ulance
Strongly Ag	ree Agre	ee Neutral	Disagree	Strongly	
5	$\mathcal{I}_{\Delta}$	) 2	2	Disagree	



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
$\begin{pmatrix} 5 \end{pmatrix}$	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
$\begin{pmatrix} 5 \end{pmatrix}$	4	3	2	1

7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1



As a customer, how do you feel AMR's service could improve?



Customer Name	Pon	eview (	Communi	ty Hospita	1
Employee Name	A.Pata	Jacan	Title	ty Hospita	7
Date of Visit		3/21/2	3		
Type of Facility (Ci	rcle One)			·	
	rte Corre	Hospice		Other Other	eı
Our facility is ve     American Medical	ery pleased with Response.	the overall lev	el of custome	er service provided by	
Strongly Agree	Agree 4	Neutral 3	Disagree 2	Strongly Disagree	
2. The AMR dispat ambulance service	ch center provic s.	les an easy cu	stomer-friend	ly method of ordering	
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5	4	3	2	J.Sagree	
3. AMR dispatch ca services.	all takers are upf	ront about est	timated wait t	imes for ambulance	
Strongly Agre	e Agree 4	Neutral	Disagree 2	Strongly Disagree	



Strongly-Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
$\binom{5}{5}$	4	3	2	1

7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1



As a customer, how do you mprove?	u feel AMR's service	could		
BLS Interfacility	respira	tol.	for	



Strongly Agree

5

Agree

## CUSTOMER SATISFACTION SURVEY 2021 & 2022

	()			,	
Customer Name	1/re	for Any	0 0 /2	un side	,
Employee Name	- Ca	nthin	My Nitle	<u> </u>	
Date of Visit	03/2	21/23 6			
Type of Facility (Cir	cle One)	/			
SNF ACT	te Care	Hospice		Hospital	Other
Our facility is ver     American Medical I	ry pleased wi Response.	ith the overall le	vel of custom	er service provid	led by
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
(5)	4	3	2	1	
2. The AMR dispato ambulance services.	h center pro	vides an easy cu	stomer-friend	dly method of or	dering
Strongly Agree	Agree	Neutral	Disagree	Strongly	
5	4	3	2	Disagree 1	
3. AMR dispatch cali services.	l takers are u	pfront about es	timated walt	times for ambuli	ance

Neutral

3

Disagree

2

Strongly

Disagree

1



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	(4)	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	(4)	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	(م)	3	2	1

7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1



As a customer, how do you feel AMR's service could improve?						
ha de	Ve und	estani	tople	is used	- al	
1 mg	pmi.	ente	he	anin's	al al	
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,				······································	
-						



Customer Name		Parkvie	w C.,	munity.	
Employee Name	Julia	Curts	<u> </u>	~0 ~	
Date of Visit	3/21/20	<b>1</b> 3			
Type of Facility (Circle	One)				
SNF Acute C	are	Hospice	H	spital	Othe
<ol> <li>Our facility is very p</li> <li>American Medical Resp</li> </ol>	leased with toonse.	he overall lev	el of custome	r service provid	ded by
Strongly Agree A	gree	Neutral	Disagree	Strongly	
5	4	3	2	Disagree 1	
2. The AMR dispatch co ambulance services.	enter provide	es an easy cus	tomer-friendl	y method of o	rdering
Strongly Agree A	gree	Neutral	Disagree	Strongly	•
5	4	3	2	Disagree 1	
<b>`</b>					
3. AMR dispatch call ta ervices.	kers are upfr	ont about est	imated wait ti	imes for ambu	lance
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5	(4)	3	2	1	



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	<b>(4)</b>	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	(4)	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1



As a customer, how do you feel AMR's service could mprove?



			. 1		
Customer Name	1	TRKVIII	u Ha	sp.	
Employee Name		W OR	Title	DCD	
Date of Visit	<u>-</u>	3/21/2	3	*	
Type of Facility (	Circle One)	,			
SNF A	cute Care	Hospice		Hospital	Othe
1. Our facility is American Medica	very pleased v al Response.	vith the overall l	evel of custon	ner service prov	ided by
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5	4	3	2	1	
2. The AMR disparation	atch center pr ces.	ovides an easy c	ustomer-frier	ndly method of a	ordering
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5	4	3	2	1	
3. AMR dispatch services.	call takers are	e upfront about o	estimated wai	t times for amb	ulance
Strongly Ag	ree A	gree Neutr	al Disagre	Strongly Disagree	
5		4 3	2	1	



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
$\bigcirc$	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1



As a customer, how do you feel AMR's service could improve?				
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Thank you for your time.

We really appreciate your feedback!



# CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name	- Pa	AVim				
Employee Name	_ K.0	mhu le	Waritle 1	PCS DIR		
Date of Visit	- 3	1/21/27	<u></u>	700		
Type of Facility (C	ircle One)					
SNF Act	xte Care	Hospice	F	Hospital	Other	
Our facility is ve American Medical	ery pleased wit Response.	h the overall le	vel of custom	er service provide	d by	
Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1	,	24
2. The AMR dispate ambulance services	ch center provi s.	des an easy cus	stomer-frienc	lly method of orde	ering	
Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1	* /	(21)
3. AMR dispatch cal services.	ll takers are up	front about est	imated wait t	imes for ambuland	ce	
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree		(20)



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5	4	3	2	1	0

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	23
5	4	3	2	1	

7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree		22
(5)	4	3	2	1	J	V

Strongly Agree	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1	24
					/



As a customer, how do you feel AMR's service could improve?  Adminstrative team always  105 pind timela und an Open  TO communicating turning with  US. Very Well.



Customer Name Employee Name Date of Visit	Means Valse	Remarke ho 23	Title	N Emp	zina
Type of Facility (Circ	cle One)				
SNF Acut	e Care	Hospice	H	ospital	Other
1. Our facility is ver American Medical F	ry pleased v Response.	vith the overall lev	el of custom	er service provi	ded by
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5	4	3	2	1	
2. The AMR dispate ambulance services	ch center pr	ovides an easy cus	stomer-friend	dly method of o	ordering
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5	4	3	2	1	
3. AMR dispatch caservices.	II takers are	e upfront about es	timated wait	: times for ambu	ılance
Strongly Agre	e A	gree Neutral	Disagree	Strongly	
5		4 3	2	Disagree 1	



Strongly Agree	Agree	Neutral	Disagree	Strongly
5	4	3	2	Disagree 1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly
5	(4)	3	2	Disagree 1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	( 3 )	2	1

7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1



As a customer, how do you feel AMR's service could mprove?				



Customer Name	Kaiser				
Employee Name	Kn	stim	Title L	-vn	
Date of Visit	3/3	30/23			
Type of Facility (Circ	le One)				
SNF Acute	e Care	Hospice	Ho	espital	Othe
Our facility is very     American Medical Re	/ pleased with esponse.	the overall lev	el of custome	r service provid	ded by
Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1	
2. The AMR dispatch ambulance services.	n center provid	les an easy cus	stomer-friendl	y method of o	rdering
Strongly Agree  5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1	
3. AMR dispatch call services.	takers are upf	ront about es	timated wait t	imes for ambu	lance
Strongly Agree	Agree	Neutral	Disagree 2	Strongly Disagree 1	



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
. 5	4	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1



improve?
- Very Kind.
- professional
- Knowledeable
- Kind to patients on Gurney.
Dometimes they Dont have patient info - or hame or Bi-day (maybe a fire issue)
CARE TO have Ame in my Daily patient
Julia 200 1

Thank you for your time.

We really appreciate your feedback!





services.

Strongly Agree

Agree

Neutral

3

Disagree

2

#### **CUSTOMER SATISFACTION SURVEY 2021 & 2022**

Customer Name	<u>KCI</u>	+			
Employee Name	Heat	ther ca	(itle	PN	
Date of Visit		3/30/	23		
Type of Facility (C	ircle One)		_		
SNF Ac	ute Care	Hospice	H	ospital	Other
<ol> <li>Our facility is v American Medica</li> </ol>		th the overall le	evel of custom	er service provid	led by
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
(5)	4	3	2	1	
2. The AMR dispa		vides an easy o	ustomer-frien	dly method of o	rdering
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
(5)	4	3	2	1	
3. AMR dispatch	call takers are	upfront about	estimated wait	: times for ambu	ılance

Strongly

Disagree

1



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
. (5)	4	3	2	1

Strong <u>l</u> y Agree	Agree	Neutral	Disagree	Strongly Disagree
(\5)	4	3	2	1



s a customer, how do you prove?			 	<del>-</del> - <u></u>
			 	<del></del> -
		·····	 	· · <u></u>
		· .	 	
			 <u> </u>	<u></u>
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	, , , , , , , , , , , , , , , , , , , ,		 	
			 	<del></del>

Thank you for your time.

We really appreciate your feedback!



		•			
Customer Name	RU	1			
Employee Name	Julie	MOBRIS	$M_{Title}$	TW	
Date of Visit		3-30	- 23		
Type of Facility (	Circle One)			_	
SNF A	cute Care	Hospice	(F	Hospital	Other
Our facility is     American Medic		th the overall le	vel of custom	ner service provid	ded by
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5	4	3	2	1	
2. The AMR disp ambulance servi		vides an easy c	ustomer-frier	ndly method of o	rdering
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
(5)	4	3	2	1	

3. AMR dispatch call takers are upfront about estimated wait times for ambulance services.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1



As a customer, how do you feel AMR's service could improve?					
			·		
	· · · · · · · · · · · · · · · · · · ·				
	<del></del>				
		··· <u>·</u> ·			
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		, , , , , , , , , , , , , , , , , , , ,			

Thank you for your time.

We really appreciate your feedback!



Strongly Agree

5

Agree

#### CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Nam	e RCH				
Employee Nam	e <u>Shel</u>	L DUCA	Title <i>_/</i>	MSCIL	
Date of Visit		3-30-7	23		÷
Type of Facility	(Circle One)				
SNF	Acute Care	Hospice		Hospital	Othe
Our facility in American Med	s very pleased wit ical Response.	h the overall leve	el of custor	ner service prov	ided by
Strongly Agree	e Agree	Neutral	Disagree	Strongly Disagree	
5	4	3	2	1	
2. The AMR dispatch center provides an easy customer-friendly method of ordering ambulance services.					
Strongly Agree	e Agree	Nedtral	Disagree	Strongly Disagree	
5	4	(3)	2	1	
3. AMR disnat	ch call takers are u	infront about es	timated wa	ait times for amh	ulance
convices	on concidence	apinonic about Co	annacca W	are carries for gills	uidiice

Strongly

Disagree

1

Disagree

2

Neutral

3



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	(4)	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	( 4	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	$\left( \begin{array}{c} 4 \end{array} \right)$	3	2	1

7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
. 5	(4)	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5		3	2	1	



As a customer, how do you feel AMR's service could improve?
·



Strongly Agree

Agree

Neutral

3

Disagree

2

## CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name	ma	acmolia	pere	10	
Employee Name	Leir	en lavo	Pehe Title_	LVN	
Date of Visit		5/30/2	2		
Type of Facility (C	rcle One)	,			
SNF Aci	ute Care	Hospice _	. Н	ospital	Oth
Our facility is very     American Medical	ery pleased w Response.	ith the overall le	vel of custom	er service provid	led by
•					
Strongly Agree	Agree	Neutral	Disagree	Strongly	
Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1	
- , -	tch center pro	3	2	Disagree 1	dering
5 2. The AMR dispa	tch center pro	3	2	Disagree 1	rdering

Strongly

Disagree



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
`5	$\widehat{4}$	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly
(5)	4	3	2	Disagree 1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	$\binom{4}{4}$	3	2	1

7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
. 5	4	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1



As a customer, how do you mprove?	u feel AMR's	service co	ould	· · · · · · · · · · · · · · · · · · ·		
Thank	- yw	for	yur	Sli	rus	- -t/
						<del></del>
						<del></del>
						<del></del>



			•			
	Customer Name	Magn	olia Re	Mab		
	Employee Name	Miran	a Flore	S Title W	N	
	Date of Visit	03/20	2073			
	Type of Facility (Circ	le One)	1		· <del></del>	
(	SNF Acut	e Care	Hospice	Но	ospital	Oth∈
	Our facility is ver     American Medical R	y pleased wit esponse.	h the overall le	vel of custome	r service provid	ded by
	Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1	
	2. The AMR dispato ambulance services	h center prov	ides an easy cu	ustomer-friend	ly method of o	rdering
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
	$\binom{5}{2}$		3	2	1	
	3. AMR dispatch cal services.	l takers are u	pfront about e	stimated wait t	imes for ambu	lance
	Strongly Agree	Agr	ee Neutra	l Disagree	Strongly Disagree	
	(5)	4	3	2	1	-



Strongly Agree	Agree	Neutral	Disagree	Strongly
5	4	$(\tilde{3})$	2	Disagree . 1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
. (5)	4	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1



As a customer, how do you feel AMR's service could mprove?	
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Customer Name	Pale	~ Terr	٥ د و		
Employee Name	None	da Than	Title	ンフ	
Date of Visit		3.30.2	3		•
Type of Facility (Ci	rcle One)				
SNF ACL	ite Care	Hospice	Н	ospital	Other
Our facility is ve American Medical	ery pleased wi Response.	th the overall is	evel of custom	er service pro	vided by
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
(5)	4	3	2	1	
2. The AMR dispat	ch center pro s.	vides an easy c	ustomer-friend	dly method of	ordering
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5	4	. 3	2	1	
3. AMR dispatch c services.	all takers are I	upfront about e	estimated wait	times for aml	oulance
Strongly Agre	ee Ag	ree Neutr	al Disagree	Strongly Disagree	
( 5)		<u>4</u> 2	า	1	



As a customer, how do you feel AMR's service could improve?	
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Thank you for your time.

We really appreciate your feedback!



Customer Name	he grove	Care 31	willness	7
Employee Name	010	Title		
Date of Visit	730/23			
Type of Facility (Circle One)	·			
SNF Acute Care	Hospice	Нс	ospital	Othe
Our facility is very pleased     American Medical Response.	d with the overall lev	el of custome	r service provide	ed by
Strongly Agree Agree	Neutral )	Disagree	Strongly Disagree	
5 4	/ 3	2	1	
2. The AMR dispatch center ambulance services.	provides an easy cus	stomer-friend	ly method of or	dering
Strongly Agree Agree	Neutral	Disagree	Strongly Disagree	
5 4	3	2	1	
3. AMR dispatch call takers a services.	are upfront about es	timated wait	times for ambul	ance
Strongly Agree	Agree Neutral	Disagree	Strongly Disagree	
5	4 ) 3	2	1	



As a customer, how do you feel AMR's service could mprove?	 
	<del></del> -
	 <u> </u>
	 <u>,</u>



The Grove

		1			
Customer Nar	me /	orraina y	- fre		
Employee Nar	ne 🥏	wowner / 1	Title K	eception	5-9
Date of Visit		130/03		-	
Type of Facilit	y (Circle One)				
SNF	Acute Care	Hospice	Но	ospital	Ot
	is very pleased dical Response.	with the overall lev	vel of custome	·	vided by
Strongly Agre	e Agree	Neutral	Disagree	Strongly Disagree	
5	4	3	2	1	
2. The AMR of ambulance se Strongly Agree	rvices.	provides an easy cu Neutral	istomer-friend Disagree 2	lly method of Strongly Disagree 1	ordering
services.		are upfront about e.		times for am Strongly	bulance
Strongly	Agree	Agree ( Neutra	l Disagree	Disagree	
5		4 3	_/ 2	1	



As a customer, how do you feel AMR's service coul mprove?	d



Customer Name		•			
Employee Name			Title		
Date of Visit					
Type of Facility (C	ircle One)				
SNF Ac	ute Care	Hospice	Но	ospital	Othe
1. Our facility is v American Medica	very pleased wi Il Response.	th the overall le	evel of custome	er service prov	ided by
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5	4	3	2	1	
2. The AMR disparambulance service	atch center pro es.	vides an easy c	ustomer-friend	lly method of	ordering
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5	4	3	2	1	
3. AMR dispatch services.	call takers are	upfront about (	estimated wait	times for amb	oulance
Strongly Ag	ree Ag	ree Neutr	al Disagree	Strongly Disagree	



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
. 5	4	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1



As a customer, how do you feel AMR's service could mprove?	
	<del></del> -



Customer Name						
Employee Name				_Title		
Date of Visit						
Type of Facility (Ci	rcle One)					
SNF Acu	ıte Care	Но	ospice	Но	spital	Other
Our facility is ve     American Medical	ery pleased v Response.	vith the o	verall level	of customer	r service provid	ed by
Strongly Agree	Agree	Ne	utral	Disagree	Strongly Disagree	
5	4		3	2	1	
2. The AMR dispa ambulance service	tch center p es.	rovides ar	n easy cust	omer-friendl	y method of or	dering
Strongly Agree	Agree	Nei	utral	Disagree	Strongly Disagree	
5	4		3	2	1	
3. AMR dispatch of services.	call takers ar	e upfront	about esti	mated wait t	imes for ambu	lance
Strongly Agr	ee A	\gree _	Neutral	Disagree	Strongly Disagree	
5		4	3	2	1	



4.	Upon their arrival,	AMR field crews	are very	courteous and	l provide e	xcellent cu	stomer
se	rvice.						

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	. 3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
. 5	4	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1



As a customer, how do you feel AMR's service could improve?	
·	
	:



Customer Nam	e _	·			
Employee Nam	e		Title		
Date of Visit				<del></del>	
Type of Facility	(Circle One)			_	
SNF ,	Acute Care	Hospice	ŀ	Hospital	Othe
Our facility is     American Medic	s very pleased v cal Response.	vith the overall !	evel of custom	er service prov	ided by
Strongly Agree	Agree	Neutral	Disagree	Strongly	
5 '	4	3	2	Disagree 1	
2. The AMR dispanding ambulance servi	oatch center pr ces.	ovides an easy c	ustomer-friend	dly method of c	ordering
Strongly Agree	Agree	Neutral	Disagree	Strongly	
5	4	3	2	Disagree 1	
3. AMR dispatch services.	call takers are	upfront about e	stimated wait	times for ambu	llance
Strongly Ag	ree Ag	gree Neutra	ıl Disagree	Strongly	
5		4 3	2	Disagree 1	* 4



4. Upon their arrival, AMR field crews are very courteous and provide excellent customer service.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	rongly Agree Agree		Disagree	Strongly Disagree
5	4	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1



As a customer, how do you feel AMR's service could improve?
·



Customer Name		·			
Employee Name			Title		•
Date of Visit	<u></u>				_
Type of Facility (Ci	rcle One)				
SNF Acu	ite Care	Hospic	e	Hospital	Othe
<ol> <li>Our facility is ve American Medical</li> </ol>	ery pleased w Response.	ith the overa	ll level of custor	mer service pro	ovided by
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5	4	3	2	1	
2. The AMR dispat ambulance service	ch center pro	ovides an eas	y customer-frie	ndly method o	f ordering
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5	4	3	2	1	
3. AMR dispatch c services.	all takers are	upfront abou	ut estimated wa	iit times for am	bulance
Strongly Agre	ee A	gree Ne	utral Disagre	Strongly Disagree	
5		4	3 2	1	



4. Upon their arrival, AMR field crews are very courteous and provide excellent customer service.

Strongly Agree	ly Agree Agree		Disagree	Strongly Disagree
5.	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	ongly Agree Agree		Disagree	Strongly Disagree
5	4	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	ngly Agree Agree		Disagree	Strongly Disagree
5	4	3	2	1

7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	ngly Agree Agree		Disagree	Strongly Disagree
5	4	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1 1



As a customer, how do you feel AMR's service could improve?
·



Customer Name						
Employee Name				Title		
Date of Visit			·			
Type of Facility (Circ	cle One)					
SNF Acut	e Care	Н	ospice	Ho	spital	Othe
1. Our facility is ver American Medical F	y pleased w Response.	vith the c	overall leve	el of customer	service prov	rided by
Strongly Agree	Agree	Ne	utral	Disagree	Strongly Disagree	
5	4		3	2	1	
2. The AMR dispate ambulance services	ch center pr	ovides a	n easy cus	tomer-friendl	y method of	ordering
Strongly Agree	Agree	Ne	utral	Disagree	Strongly Disagree	
5	4		3	2	1	
3. AMR dispatch ca services.	ll takers are	e upfront	about est	imated wait t	imes for amb	oulance
Strongly Agree	e A	gree	Neutral	Disagree	Strongly Disagree	
5		4	3	2	1	



4.	Upon their a	arrival, AMR field	crews are ve	ery courteous and	d provide excelle	ent customer
	rvice.				•	

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

### 5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

# 6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

#### 7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
. 5	4	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1



As a customer, how do you fimprove?	feel AMR's service	could	
		·	
	·		



Customer Name						
Employee Name				Title		
Date of Visit				-		
Type of Facility (Cir	rcle One)					
SNF Acu	te Care	ŀ	łospice	Но	spital	Othe
1. Our facility is ve American Medical	ery pleased Response.	with the	overall leve	el of customei	r service provid	ded by
Strongly Agree	Agree	Ne	eutral .	Disagree	Strongly Disagree	
5	4		3	2	1	
2. The AMR dispat ambulance service	ch center <sub>l</sub> s.	orovides :	an easy cus	tomer-friendl	y method of o	rdering
Strongly Agree	Agree	Ne	eutral	Disagree	Strongly Disagree	
5	4		3	2	1	
·						
<ol> <li>AMR dispatch c services.</li> </ol>	all takers a	re upfror	it about est	imated wait t	imes for ambu	lance
Strongly Agre	ee	Agree	Neutral	Disagree	Strongly Disagree	
5		4	3	2	1	



4.	. Upon th	eir arrival	, AMR field	crews ar	e very	courteous	and	provide	excellent	customei	-
se	ervice.										

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

#### 5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

# 6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutrai	Disagree	Strongly Disagree
5	4	3	2	1

#### 7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1



As a customer, how do you feel AMR's service could improve?			



Customer Name	e <u></u>				
Employee Nam	<u> </u>		Title		
Date of Visit					
Type of Facility	(Circle One)				
SNF A	\cute Care	Hospice	Н	lospital	Othe
<ol> <li>Our facility is American Medic</li> </ol>	s very pleased w cal Response.	rith the overall I	evel of custom	er service pro	vided by
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5	4	<b>3</b>	2	1	
2. The AMR dis ambulance serv	patch center pr ices.	ovides an easy (	customer-friend	dly method of	ordering
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5	4	3	2	1	
3. AMR dispato services.	h call takers are	upfront about	estimated wait	times for am	bulance
Strongly A	gree A	gree Neuti	ral Disagree	Strongly Disagree	
5		4 3	2	1	



4. Upon their arrival, AMR field crews are very courteous and provide excellent customer service.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

7. Overall, AMR staff members are very responsive to our needs.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1



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