



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name RCH

Employee Name Shaun Kinsey Title: Director of EMS & Outreach

Date of Visit _____

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

1. 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	<u>4</u>	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	<u>4</u>	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	<u>3</u>	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

8. We would use AMR ambulance service(s) again.

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



As a customer, how do you feel AMR's service could improve? Increase staffing which will in return decrease lengthy ETA's to pick up patients

A series of approximately 25 horizontal lines provided for handwritten feedback.

Thank you for your time.
We really appreciate your feedback!



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name RUHS-ETS/ITF

Employee Name Pamela Shellner Title Executive Director

Date of Visit _____

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

1. 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	<u>3</u>	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	<u>4</u>	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	<u>2</u>	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

8. We would use AMR ambulance service(s) again.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	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 APOT report. There are many errors in the report and there are no responses to my email questions about the discrepancies.

Thank you for your time.
We really appreciate your feedback!



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name Arlington Gardens Care Center

Employee Name _____ Title LVN

Date of Visit _____

Type of Facility (Circle One)

- SNF Acute Care Hospice Hospital Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response.

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

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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<u>5</u>	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

8. We would use AMR ambulance service(s) again.

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



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

Thank you for your time.
We really appreciate your feedback!



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name Riverwalk Peri Ankle
Employee Name Manisa Colmer Title LVN
Date of Visit 3/30/23

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input checked="" type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1

2. The AMR dispatch center provides an easy customer-friendly method of ordering ambulance services.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input checked="" type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1

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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input checked="" type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 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

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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

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

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

8. We would use AMR ambulance service(s) again.

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



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

AMR staff are always courteous - keep up the good work and it's a pleasure working with you guys.

Thank you for your time.

We really appreciate your feedback!



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name Riverwalk Post Acute

Employee Name Claudia K Title LVN

Date of Visit 3/30/2023

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input checked="" type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1

2. The AMR dispatch center provides an easy customer-friendly method of ordering ambulance services.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input checked="" type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1

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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input checked="" type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 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

8. We would use AMR ambulance service(s) again.

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



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

AMR 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 SATISFACTION SURVEY 2021 & 2022

Customer Name Alta Vista

Employee Name Jessie Title Recpt.

Date of Visit - 3/30/23

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

1. 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
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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

8. We would use AMR ambulance service(s) again.

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



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

Very good service always responding
to our questions & always on
hand, no issues oo

Thank you for your time.

We really appreciate your feedback!



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name ALTA VESTA
Employee Name _____ Title LV
Date of Visit 3/29/23

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response.

<input checked="" type="radio"/> Strongly Agree	<input type="radio"/> Agree	<input type="radio"/> Neutral	<input type="radio"/> Disagree	<input type="radio"/> Strongly Disagree
5	4	3	2	1

2. The AMR dispatch center provides an easy customer-friendly method of ordering ambulance services.

<input checked="" type="radio"/> Strongly Agree	<input type="radio"/> Agree	<input type="radio"/> Neutral	<input type="radio"/> Disagree	<input type="radio"/> Strongly Disagree
5	4	3	2	1

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

<input checked="" type="radio"/> Strongly Agree	<input type="radio"/> Agree	<input type="radio"/> Neutral	<input type="radio"/> Disagree	<input type="radio"/> 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
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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

8. We would use AMR ambulance service(s) again.

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



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

Thank you for your time.
We really appreciate your feedback!



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name RIVERSIDE POST ACUTE

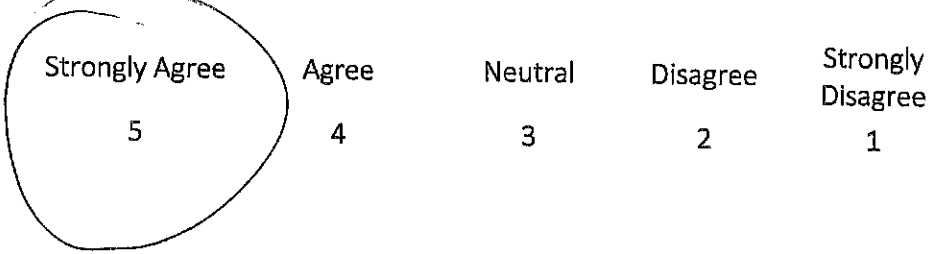
Employee Name YEsenia Title RN

Date of Visit 03/30/23

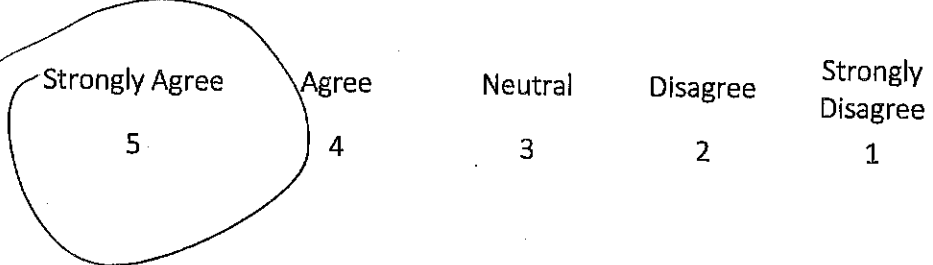
Type of Facility (Circle One)

- SNF Acute Care Hospice Hospital Other

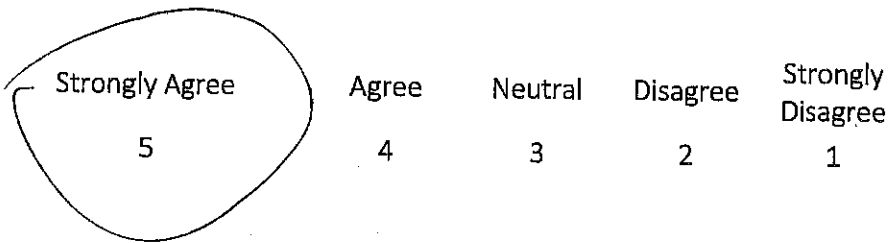
1. Our facility is very pleased with the overall level of customer service provided by American Medical Response.



2. The AMR dispatch center provides an easy customer-friendly method of ordering ambulance services.



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



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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

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

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

8. We would use AMR ambulance service(s) again.

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



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

Thank you for your time.
We really appreciate your feedback!



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name Riverside PULST Acute
Employee Name Alejandra LVN Title _____
Date of Visit 03/20/23

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response.

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

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

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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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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

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

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

8. We would use AMR ambulance service(s) again.

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



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

**Thank you for your time.
 We really appreciate your feedback!**



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name Valencia Gardens
Employee Name Victor S. Title LVN
Date of Visit 3/20/23

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input checked="" type="radio"/> 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
<input checked="" type="radio"/> 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
<input checked="" type="radio"/> 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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5	4	3	2	1

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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

8. We would use AMR ambulance service(s) again.

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



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

Thank you for your time.
We really appreciate your feedback!



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name Geetha Villalala
Employee Name Valencia Gunders Title L/N
Date of Visit 3/30/23

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response.

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

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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<u>5</u>	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

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

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

8. We would use AMR ambulance service(s) again.

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



As a customer, how do you feel AMR's service could
improve? Great Customer service, & fast response.

Thank you for your time.

We really appreciate your feedback!



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name Community Care & Rehab
Employee Name Hardy Robles Title LVN
Date of Visit 3/13/23

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input checked="" type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1

2. The AMR dispatch center provides an easy customer-friendly method of ordering ambulance services.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input checked="" type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1

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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input checked="" type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1



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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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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

8. We would use AMR ambulance service(s) again.

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



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name Community Care & Rehab

Employee Name Jason Cme Title LVN

Date of Visit 3/13/23

Type of Facility (Circle One)

- SNF Acute Care Hospice Hospital Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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8. We would use AMR ambulance service(s) again.

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



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

Thank you for your time.

We really appreciate your feedback!



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name CCRC
Employee Name ESTER AGUILAR Title RN
Date of Visit 3 - 13 - 2023

Type of Facility (Circle One)

- SNF Acute Care Hospice Hospital Other

1. 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.

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8. We would use AMR ambulance service(s) again.

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



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name Villa Health Care Center

Employee Name AMELIA SANTOS Title RN

Date of Visit 5/13/25

Type of Facility (Circle One)

- SNF Acute Care Hospice Hospital Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response.

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

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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<u>5</u>	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

8. We would use AMR ambulance service(s) again.

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



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

Thank you for your time.
We really appreciate your feedback!



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name Villa Health Care Center
Employee Name Vilma Rodriguez title Receptionist
Date of Visit 3/13/23

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<u>5</u>	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	<u>4</u>	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	<u>4</u>	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

8. We would use AMR ambulance service(s) again.

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



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

Check in front of the facility w/ the front desk. And sign in.

Thank you for your time.

We really appreciate your feedback!



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name Villa Health Care Center
Angie Lopez

Employee Name _____ Title LMA

Date of Visit 3/13/23

Type of Facility (Circle One)

- SNF Acute Care Hospice Hospital Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response.

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



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

Thank you for your time.
We really appreciate your feedback!



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name COMMUNITY CARE ON PALM

Employee Name CHRISTOPHER AFAGLO Title RN

Date of Visit 3/13/23

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<u>5</u>	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
<u>5</u>	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	<u>4</u>	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

8. We would use AMR ambulance service(s) again.

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



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

KEEP UP THE GOOD WORK

A series of horizontal lines provided for writing feedback, extending from the first line to the last line of the form.

Thank you for your time.

We really appreciate your feedback!



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name St. John Community Care of Palm
Employee Name John Title Marketing / Admissions
Date of Visit 3-13-23

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

1. 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 Agree	Agree	Neutral	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

8. We would use AMR ambulance service(s) again.

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



A Global Medical Response Solution

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

Handwritten text: "Keep up the good work." followed by multiple blank lines.

Thank you for your time.

We really appreciate your feedback!



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name Community Care on Palm
Employee Name Janeira Torres Title CNA
Date of Visit 3-13-23

Type of Facility (Circle One)

- SNF Acute Care Hospice Hospital Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<u>5</u>	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
<u>5</u>	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
<u>5</u>	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

8. We would use AMR ambulance service(s) again.

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



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

Keep up the good work
Stay safe. 😊

Thank you for your time.

We really appreciate your feedback!



CUSTOMER SATISFACTION SURVEY 2021 & 2022

MISSION CARE CENTER

Customer Name Greg Naquila - LVN

Employee Name _____ Title _____

Date of Visit 3.14.23

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other
Sub Acute

1. 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 Agree Agree Neutral 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

8. We would use AMR ambulance service(s) again.

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 call in the last minute and will inform faculty that they will cancel because of no staff.

Thank you for your time.

We really appreciate your feedback!



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name Extended Care Hospital of Riverside

Employee Name Toni Title SSA

Date of Visit 03-14-23

Type of Facility (Circle One)

- SNF Acute Care Hospice Hospital Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<u>5</u>	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
<u>5</u>	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	<u>4</u>	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

8. We would use AMR ambulance service(s) again.

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



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

A series of horizontal lines provided for handwritten feedback.

Thank you for your time.

We really appreciate your feedback!



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name Parkview Community Hospital
Employee Name A. Patawaran Title RN
Date of Visit 3/21/25

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response.

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 4 Neutral 3 Disagree 2 Strongly Disagree 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

8. We would use AMR ambulance service(s) again.

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



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

BLS response time for interfacility transfers.

Thank you for your time.

We really appreciate your feedback!



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name Proton Amp of Riverside

Employee Name Cynthia J... Title _____

Date of Visit 02/21/23

Type of Facility (Circle One)

SNF ~~Acute Care~~ Hospice Hospital Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<u>5</u>	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	<u>4</u>	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	<u>4</u>	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

8. We would use AMR ambulance service(s) again.

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



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

We understand time is used also for 911 calls. If the delay in pickup or response time should be minimized

Thank you for your time.

We really appreciate your feedback!



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name Parkview Community

Employee Name Julie Curtis Title CNO

Date of Visit 3/21/2023

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<u>5</u>	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	<u>4</u>	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	<u>4</u>	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

8. We would use AMR ambulance service(s) again.

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



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name Parkview Hosp.

Employee Name Lucy Ortiz Title Dcp.

Date of Visit 3/21/23

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<u>5</u>	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	<u>4</u>	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	<u>3</u>	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

8. We would use AMR ambulance service(s) again.

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



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

Thank you for your time.

We really appreciate your feedback!



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name Parkview
Employee Name K. Anhu Khan Title PCS Dir
Date of Visit 3/2/23

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response.

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

24

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

21

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

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

20



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

23

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

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

22

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

23

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

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

22

8. We would use AMR ambulance service(s) again.

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

24



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

Administrative team always respond timely and are open to communicating + working with us very well.

Thank you for your time.

We really appreciate your feedback!



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name Melissa Perez
Employee Name Krisna Permanto Title PN Emergency Dept
Date of Visit 3/30/23

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

1. 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 Agree Agree Neutral 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

8. We would use AMR ambulance service(s) again.

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



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name Kaiser
Employee Name Kristin Title Lvn
Date of Visit 3/30/23

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other
BR

1. 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	<u>4</u>	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
<u>5</u>	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
<u>5</u>	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

8. We would use AMR ambulance service(s) again.

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



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

- good (
- Very Kind.
 - Professional
 - Knowledgeable
 - Kind to patients on Gurney.

Sometimes they don't have patient info - or name or B-day - (maybe a fire issue)

Happy to have AMR in my daily patient care!

Great job! 😊

Thank you for your time.

We really appreciate your feedback!



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name BCH
Employee Name Heather Coates (title) RN
Date of Visit 3/30/23

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<u>5</u>	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
<u>5</u>	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
<u>5</u>	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

8. We would use AMR ambulance service(s) again.

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



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

Thank you for your time.
We really appreciate your feedback!



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name: RCU
Employee Name: JULIE MORRIS W Title: RN
Date of Visit: 03-30-23

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response.

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



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

A series of horizontal lines provided for handwritten feedback.

Thank you for your time.

We really appreciate your feedback!



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name PCU
Employee Name Shelli Duca Title MSCII
Date of Visit 3-30-23

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

1. 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	<u>4</u>	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	<u>3</u>	2	1

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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	<u>4</u>	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

8. We would use AMR ambulance service(s) again.

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



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name Magnolia Rehab
Employee Name Karen Lara Title LVN
Date of Visit 3/30/22

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

1. 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	<input checked="" type="radio"/> 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
<input checked="" type="radio"/> 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	<input checked="" type="radio"/> 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

8. We would use AMR ambulance service(s) again.

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



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

Thank you for your services!!

Thank you for your time.

We really appreciate your feedback!



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name Magnolia Rehab
Employee Name Miranda Flores Title LVN
Date of Visit 03/20/2023

Type of Facility (Circle One)

- SNF Acute Care Hospice Hospital Other

1. 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 Agree	Agree	Neutral	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

8. We would use AMR ambulance service(s) again.

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



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name Palm Terrace
Employee Name Nanda Tran Title LVN
Date of Visit 3.30.23

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input checked="" type="radio"/> 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
<input checked="" type="radio"/> 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
<input checked="" type="radio"/> 5	4	3	2	1



A Global Medical Response Solution®

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

A series of 20 horizontal lines provided for handwritten feedback.

Thank you for your time.

We really appreciate your feedback!



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name The grove care & wellness

Employee Name _____ Title _____

Date of Visit 3/30/23

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

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



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

**Thank you for your time.
We really appreciate your feedback!**



The Grove

CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name Joyalita D...
Employee Name Joyalita D... Title Receptionist
Date of Visit 3/30/23

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

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



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name _____

Employee Name _____ Title _____

Date of Visit _____

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

1. 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 Agree	Agree	Neutral	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

8. We would use AMR ambulance service(s) again.

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



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name _____

Employee Name _____ Title _____

Date of Visit _____

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

1. 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 Agree	Agree	Neutral	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

8. We would use AMR ambulance service(s) again.

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



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name _____

Employee Name _____ Title _____

Date of Visit _____

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

1. 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

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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



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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

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

8. We would use AMR ambulance service(s) again.

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



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

Lined area for providing feedback

Thank you for your time.
We really appreciate your feedback!



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name _____

Employee Name _____ Title _____

Date of Visit _____

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

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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

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



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

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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

8. We would use AMR ambulance service(s) again.

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



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name _____

Employee Name _____ Title _____

Date of Visit _____

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

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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



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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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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

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

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

8. We would use AMR ambulance service(s) again.

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



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

Thank you for your time.
We really appreciate your feedback!



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name _____

Employee Name _____ Title _____

Date of Visit _____

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

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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



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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

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

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

8. We would use AMR ambulance service(s) again.

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



CUSTOMER SATISFACTION SURVEY 2021 & 2022

Customer Name _____

Employee Name _____ Title _____

Date of Visit _____

Type of Facility (Circle One)

SNF Acute Care Hospice Hospital Other

1. 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

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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

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

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

8. We would use AMR ambulance service(s) again.

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



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

Thank you for your time.
We really appreciate your feedback!