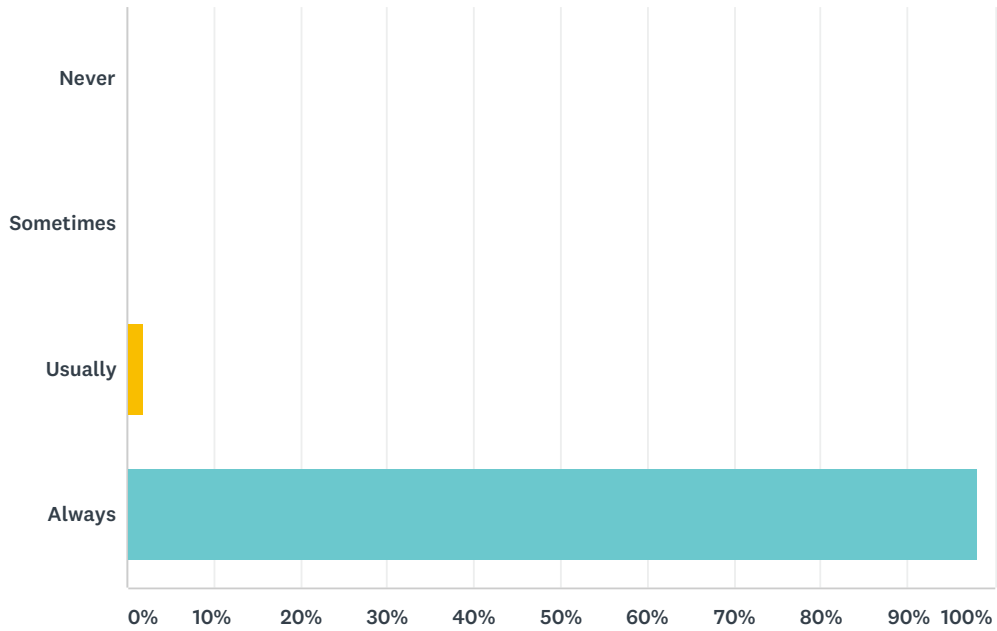


Q1 During the ambulance transport, did the medics treat you with courtesy and respect?

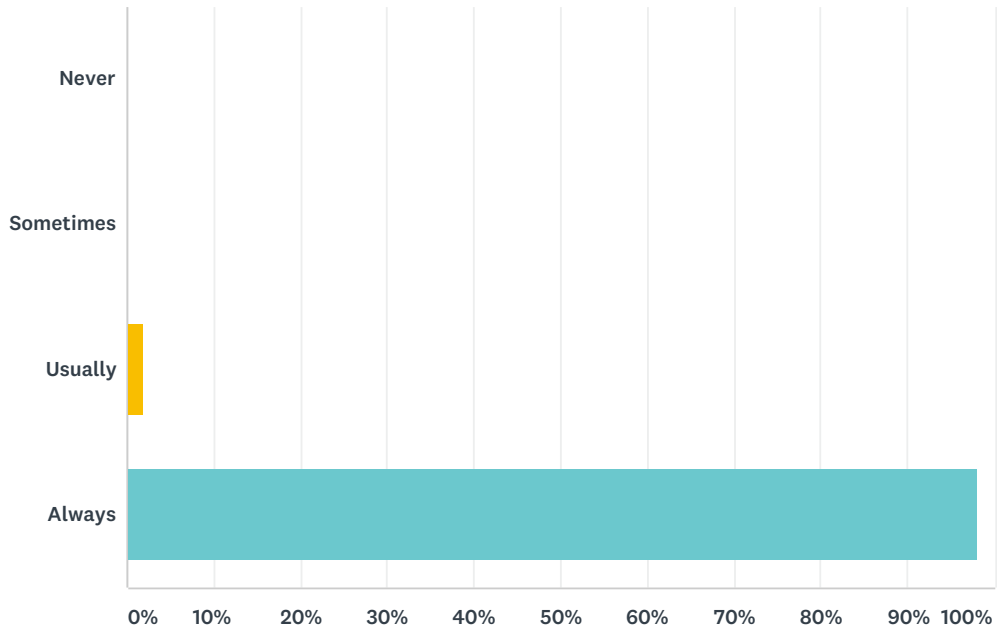
Answered: 51 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----------|
| Never | 0.00% | 0 |
| Sometimes | 0.00% | 0 |
| Usually | 1.96% | 1 |
| Always | 98.04% | 50 |
| TOTAL | | 51 |

Q2 During the ambulance transport, did the medics listen carefully to you?

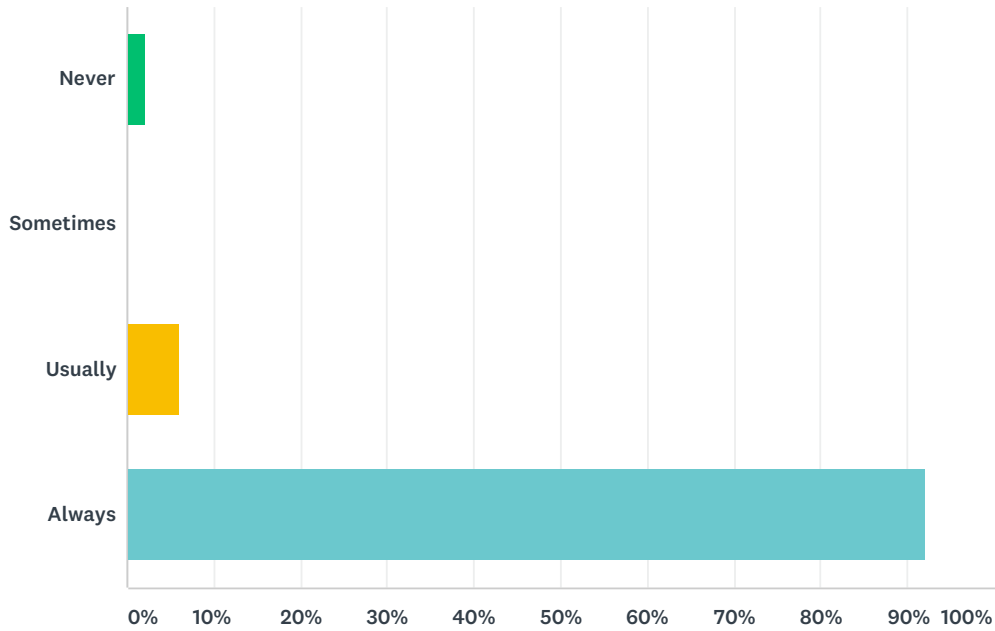
Answered: 52 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Never | 0.00% | 0 |
| Sometimes | 0.00% | 0 |
| Usually | 1.92% | 1 |
| Always | 98.08% | 51 |
| TOTAL | | 52 |

Q3 During the ambulance transport, did the medics explain things in a way you could understand?

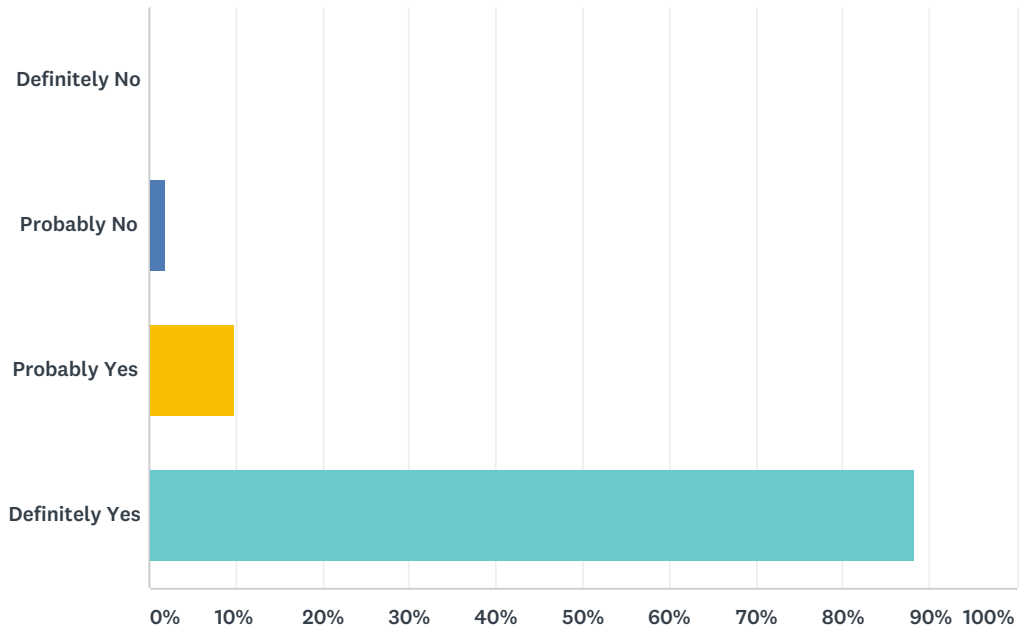
Answered: 50 Skipped: 3



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Never | 2.00% | 1 |
| Sometimes | 0.00% | 0 |
| Usually | 6.00% | 3 |
| Always | 92.00% | 46 |
| TOTAL | | 50 |

Q4 Would you recommend this EMS service to your friends and family?

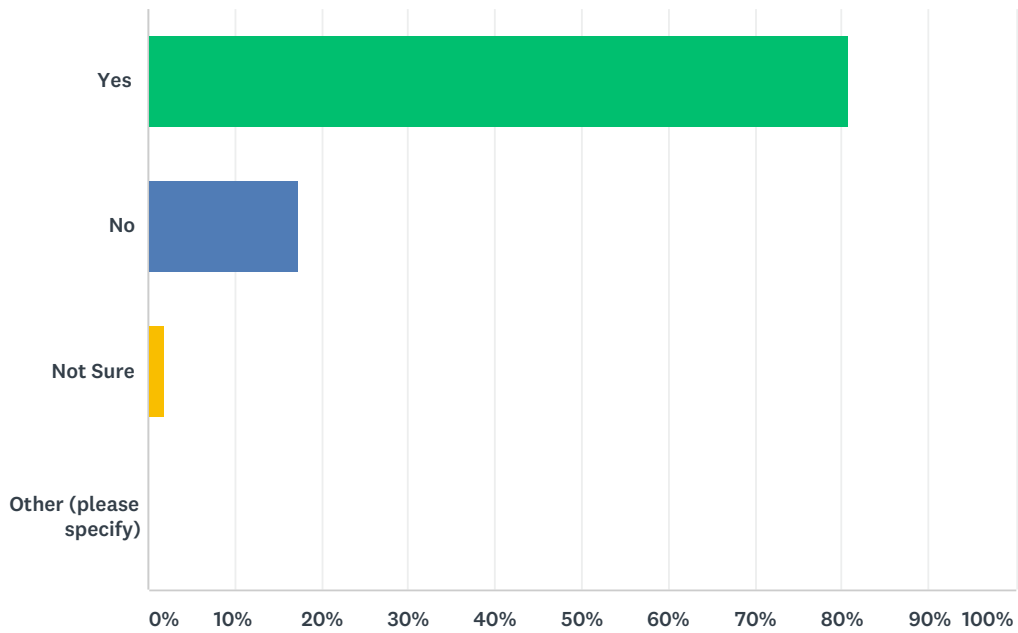
Answered: 51 Skipped: 2



| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Definitely No | 0.00% 0 |
| Probably No | 1.96% 1 |
| Probably Yes | 9.80% 5 |
| Definitely Yes | 88.24% 45 |
| TOTAL | 51 |

Q5 As a result of this ambulance transport and Emergency Department visit, were you admitted to the hospital for further treatment?

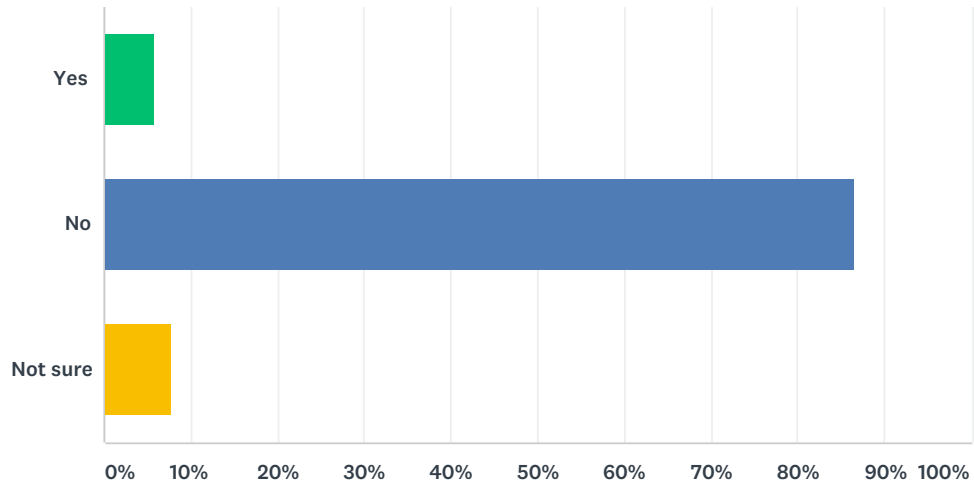
Answered: 52 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|-----------|
| Yes | 80.77% | 42 |
| No | 17.31% | 9 |
| Not Sure | 1.92% | 1 |
| Other (please specify) | 0.00% | 0 |
| TOTAL | | 52 |

Q6 During the ambulance transport, were you given any medicine that you had not taken before?

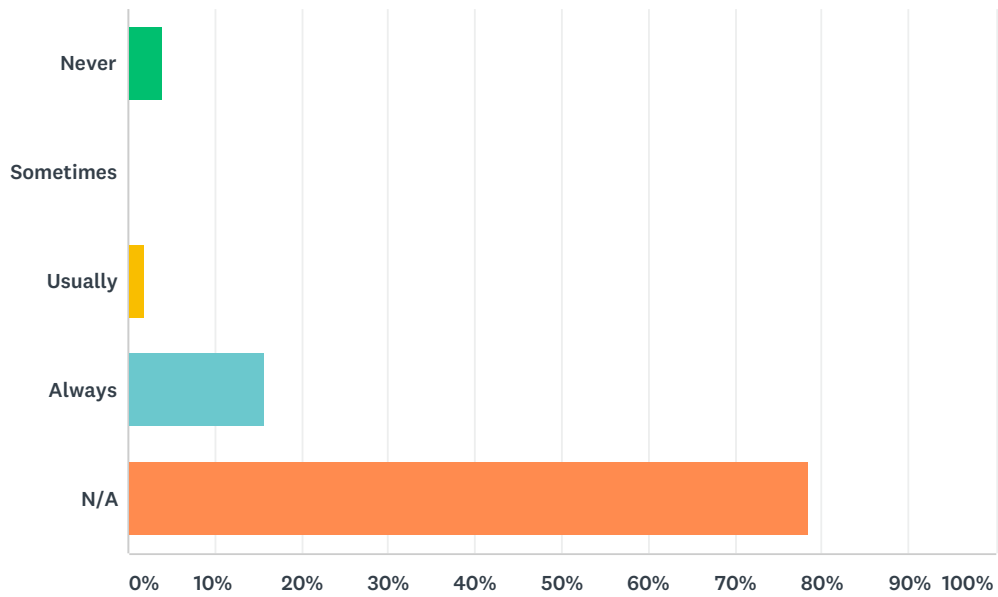
Answered: 52 Skipped: 1



| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Yes | 5.77% 3 |
| No | 86.54% 45 |
| Not sure | 7.69% 4 |
| TOTAL | 52 |

Q7 Before giving you any new medicine, how often did the medics tell you what the medicine was for?

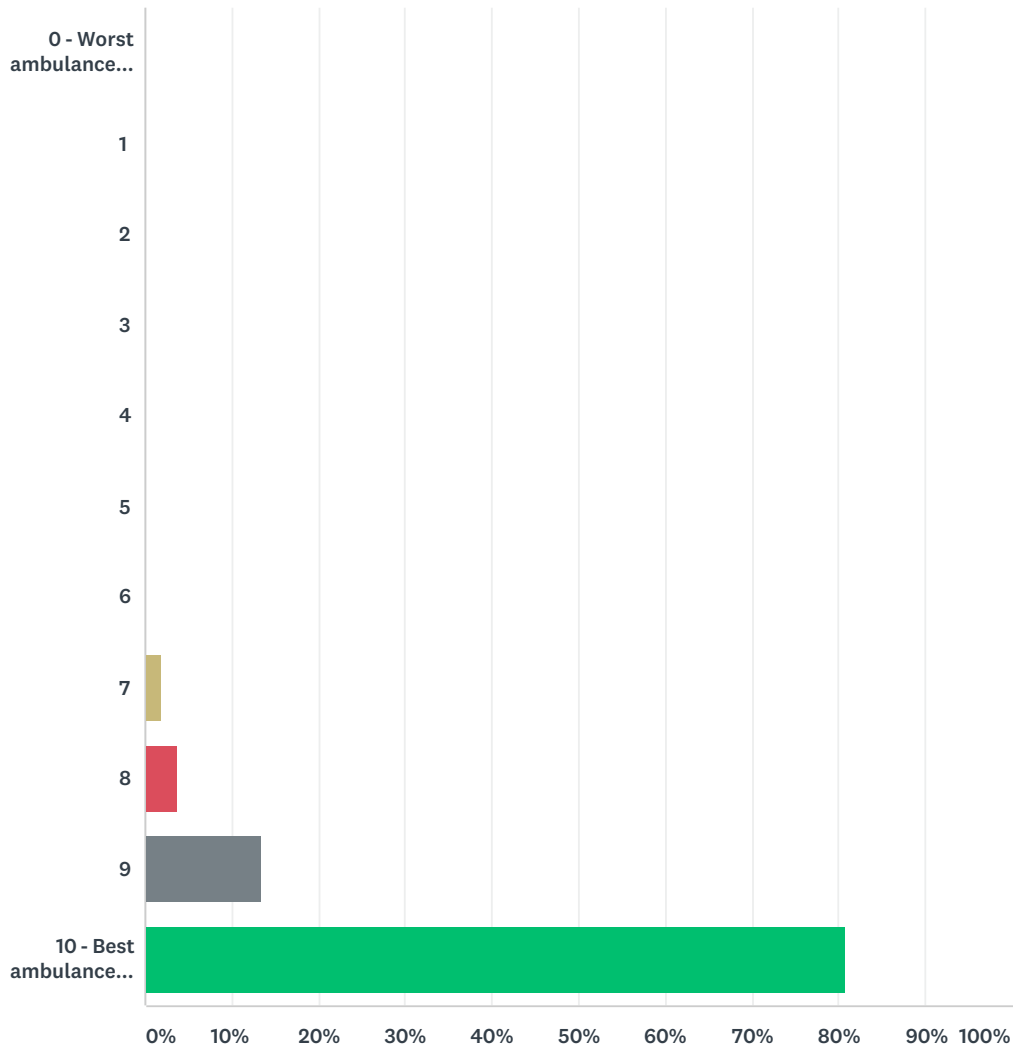
Answered: 51 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----------|
| Never | 3.92% | 2 |
| Sometimes | 0.00% | 0 |
| Usually | 1.96% | 1 |
| Always | 15.69% | 8 |
| N/A | 78.43% | 40 |
| TOTAL | | 51 |

Q8 Using any number from 0 to 10, where 0 is the worst ambulance service possible and 10 is the best ambulance service possible, what number would you use to rate this transport?

Answered: 52 Skipped: 1



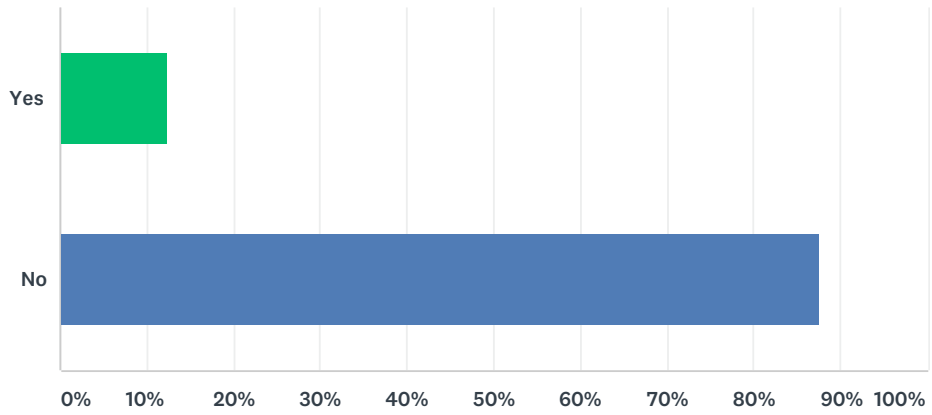
| ANSWER CHOICES | RESPONSES | |
|--------------------------------------|-----------|---|
| 0 - Worst ambulance service possible | 0.00% | 0 |
| 1 | 0.00% | 0 |
| 2 | 0.00% | 0 |
| 3 | 0.00% | 0 |
| 4 | 0.00% | 0 |
| 5 | 0.00% | 0 |
| 6 | 0.00% | 0 |
| 7 | 1.92% | 1 |

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| | | |
|--------------------------------------|--------|----|
| 8 | 3.85% | 2 |
| 9 | 13.46% | 7 |
| 10 - Best ambulance service possible | 80.77% | 42 |
| TOTAL | | 52 |

Q9 During the ambulance transport, did you need medicine for pain?

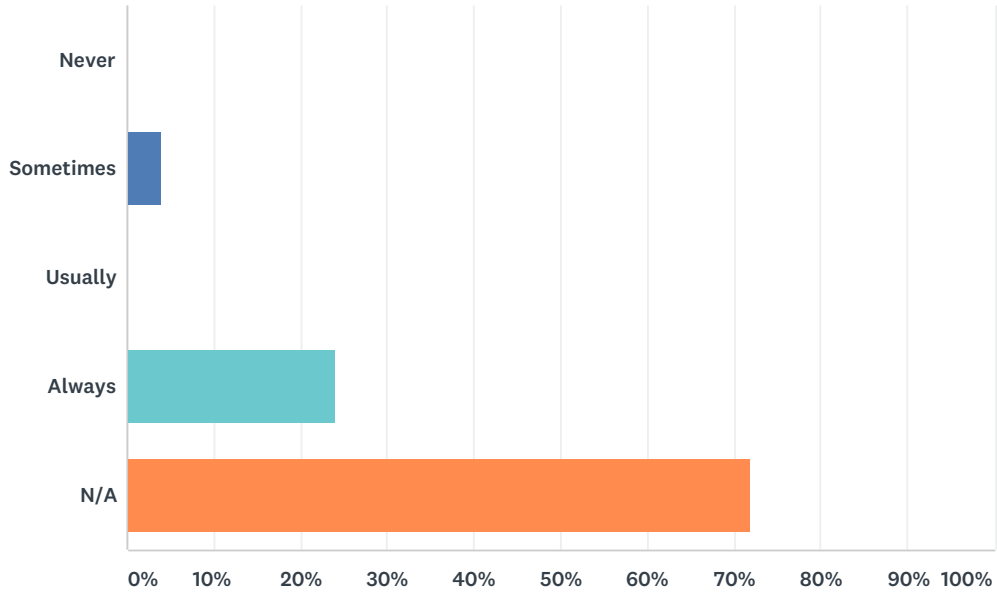
Answered: 49 Skipped: 4



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Yes | 12.24% | 6 |
| No | 87.76% | 43 |
| TOTAL | | 49 |

Q10 During the ambulance transport, how well was your pain controlled?

Answered: 50 Skipped: 3



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----------|
| Never | 0.00% | 0 |
| Sometimes | 4.00% | 2 |
| Usually | 0.00% | 0 |
| Always | 24.00% | 12 |
| N/A | 72.00% | 36 |
| TOTAL | | 50 |

Q11 Optional: If you would like Cleveland County EMS to contact you in regards to your survey comments, please provide your contact information.

Answered: 15 Skipped: 38

| ANSWER CHOICES | RESPONSES | |
|-----------------|-----------|----|
| Name | 100.00% | 15 |
| Company | 0.00% | 0 |
| Address | 86.67% | 13 |
| Address 2 | 0.00% | 0 |
| City/Town | 86.67% | 13 |
| State/Province | 86.67% | 13 |
| ZIP/Postal Code | 80.00% | 12 |
| Country | 0.00% | 0 |
| Email Address | 6.67% | 1 |
| Phone Number | 86.67% | 13 |

**Q12 What could CCEMS do to help serve you and your family better?
Please provide any additional comments or concerns that you have with
Cleveland County EMS. Thank You**

Answered: 33 Skipped: 20