



CARE. COMMUNITY. INNOVATION.

Since 1986, REMSA Health has provided nationally recognized ground ambulance service within Washoe County, Nevada. As the largest employer of EMS personnel in Northern Nevada, REMSA Health provides residents and visitors with 9-1-1 response and transport, interfacility transport, disaster preparedness, special events coverage, search and rescue, tactical medical support, and public education. REMSA Health provides ground ambulance services under a performance-based franchise agreement with the Washoe County Health District and is the sole provider of emergency and inter-facility ground ambulance transport services within Washoe County (excluding Incline Village and Gerlach). REMSA Health is a private nonprofit community-based service which is solely funded by user fees with no local community tax subsidy.

REMSA Health maintains its operational and clinical standards as one of the most recognized high- performance EMS systems in the country. REMSA Health responds to approximately 80,000 requests for service per year.

Table of Contents

- Finance Reports.....Page 3 - 5
- Operations Reports.....Page 6 - 9
- Medical Directors Report.....Page 10
- Education Reports.....Page 11- 12
- Customer Survey.....Page 13 - 14
- Public & Relations Report.....Page 15
- Customer Comments.....Appendix

Average Bill

Month	#Patients	Total Billed	Average Bill
January	2,943	\$6,317,036.30	\$2,146.46
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			
January - December Total	2,943	\$6,317,036.30	\$2,146.46

*** Note - January 2025 has
remaining invoices to be billed**

Penalty Fund

REMSA 2024-2025 Penalty Fund Reconciliation

2024-23025 Penalty Fund Dollars Accrued by Month

Month	Amount
FYE 06/30/2024 Carryover Balance	\$50,066.30
July 2024	\$15,505.35
August 2024	\$11,414.43
September 2024	\$13,117.97
October 2024	\$13,345.50
November 2024	\$13,621.51
December 2024	\$12,398.02
January 2025	\$11,746.02
February 2025	
March 2025	
April 2025	
May 2025	
June 2025	
Total Penalty Fund Dollars Accrued	\$141,215.10

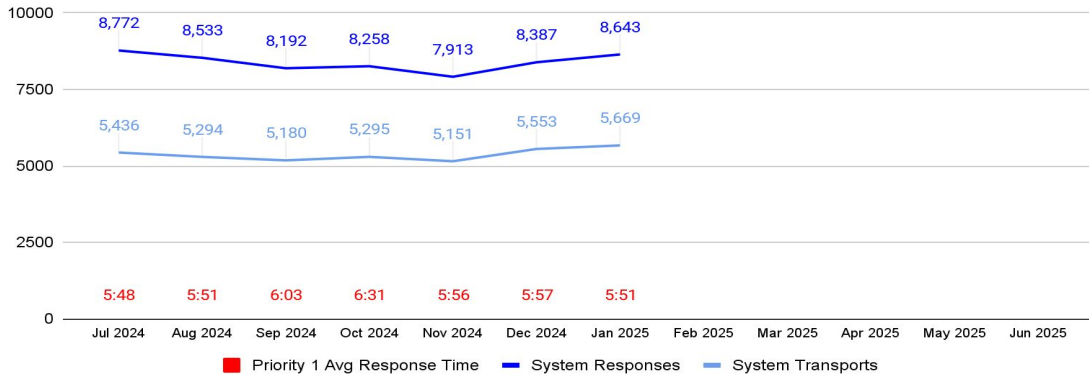
Penalty Fund

2024-2025 Penalty Fund Dollars Encumbered by Month

Program	Amount	Description	Submitted
Pulsepoint Application	13,000.00	Pulsepoint Application	Jul 2024
Water Watcher for the Win	56.28	Water Watcher cards	Sep 2024
Search and Rescue EMS Equipment	5,112.86	Rescue Sled/Toboggan	Jan 2025
Community AEDS	8,036.36	10 Zoll AED Plus Units for Community Donations	Jan 2025
Total Encumbered as of 1/31/2025	\$26,205.50		
Penalty Fund Balance at 1/31/2025	\$115,009.60		

REMSA Operations Report

System Response/Transport/Avg P1 Response Summary



Priority 1 Avg. Response Times

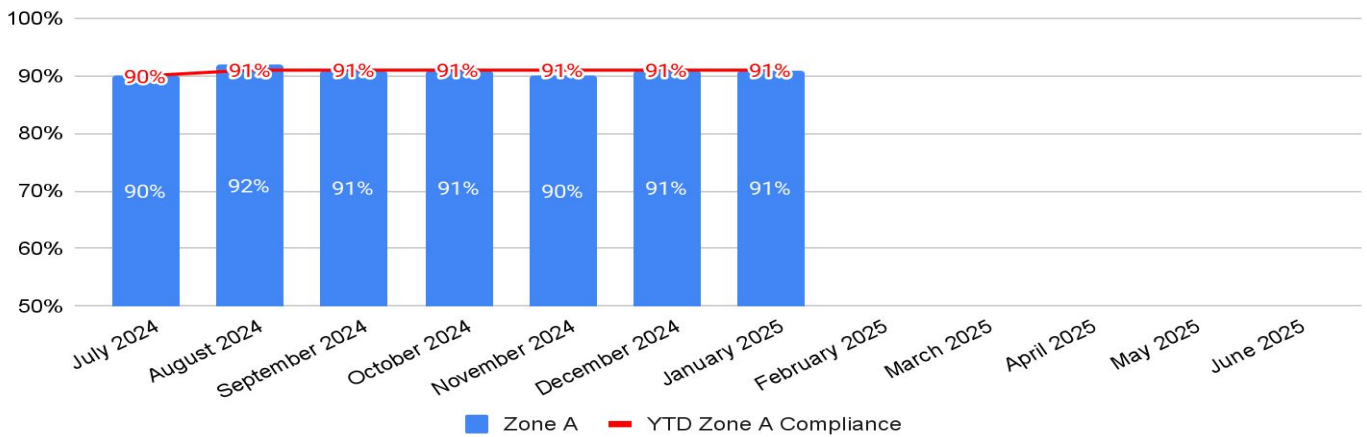
Priority 2 Avg. Response Times

	Priority 1 Avg. Response Times			Priority 2 Avg. Response Times		
	Reno	Sparks	Washoe County	Reno	Sparks	Washoe County
Jul 2024	5:18	5:55	8:38	6:31	7:09	9:45
Aug 2024	5:22	5:55	8:30	5:38	9:26	9:26
Sep 2024	5:29	6:08	9:06	7:06	7:52	9:44
Oct 2024	5:33	6:09	8:35	7:14	7:47	9:26
Nov 2024	5:23	5:58	8:19	7:00	7:48	9:10
Dec 2024	5:18	6:21	8:05	6:50	7:19	10:12
Jan 2025	5:22	5:55	8:20	6:57	8:03	9:06
Feb 2025						
Mar 2025						
Apr 2025						
May 2025						
Jun 2025						
Year to Date	5:23	6:00	8:29	6:43	7:38	9:34

REMSA Operations Report

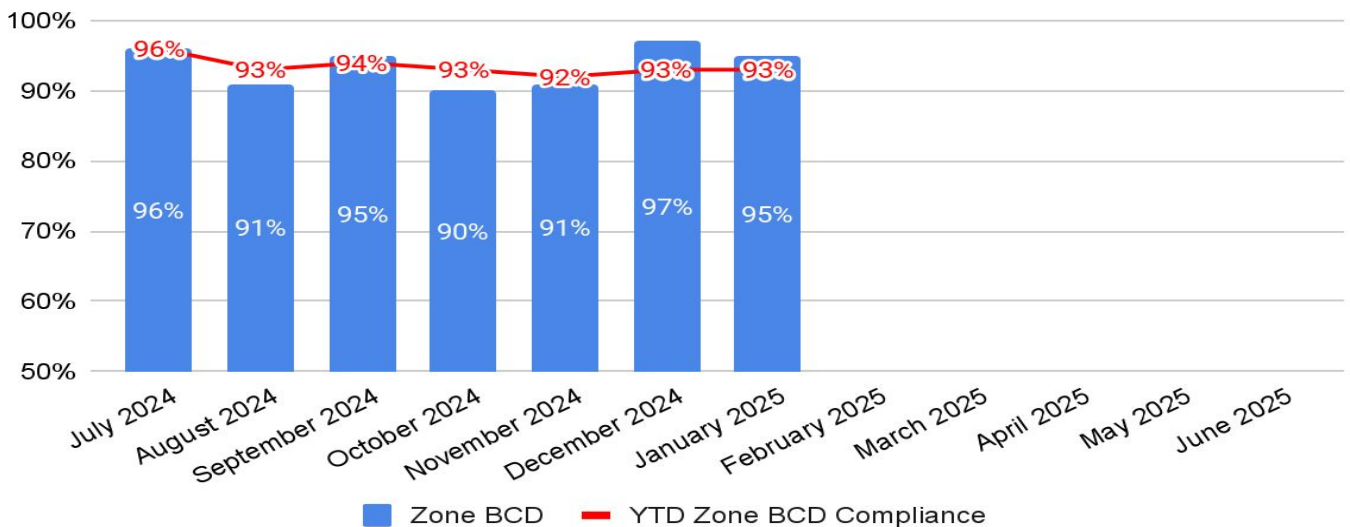
REMSA Priority 1 Response Compliance

Zone A



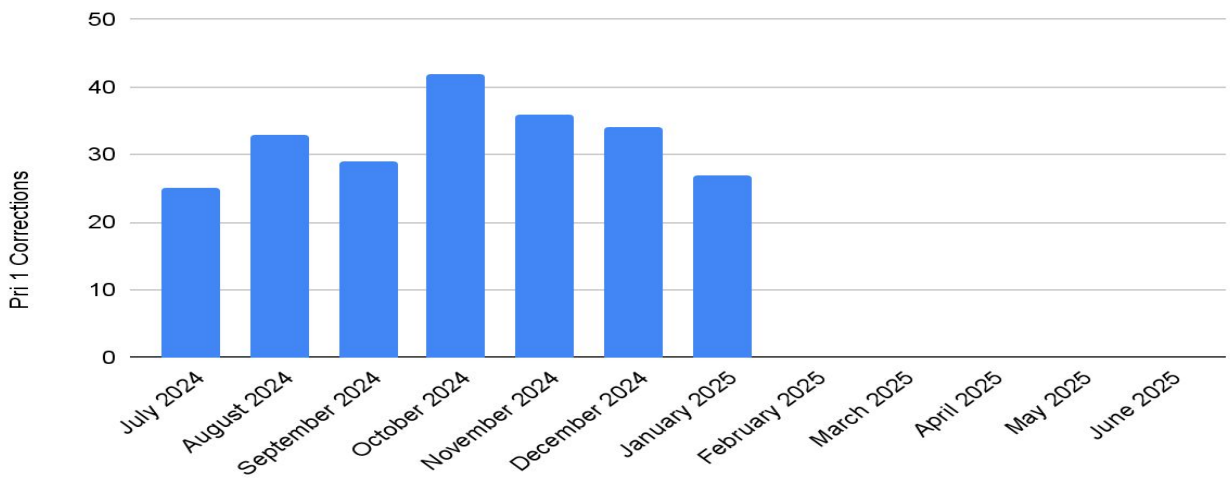
REMSA Priority 1 Response Compliances

Zone BCD

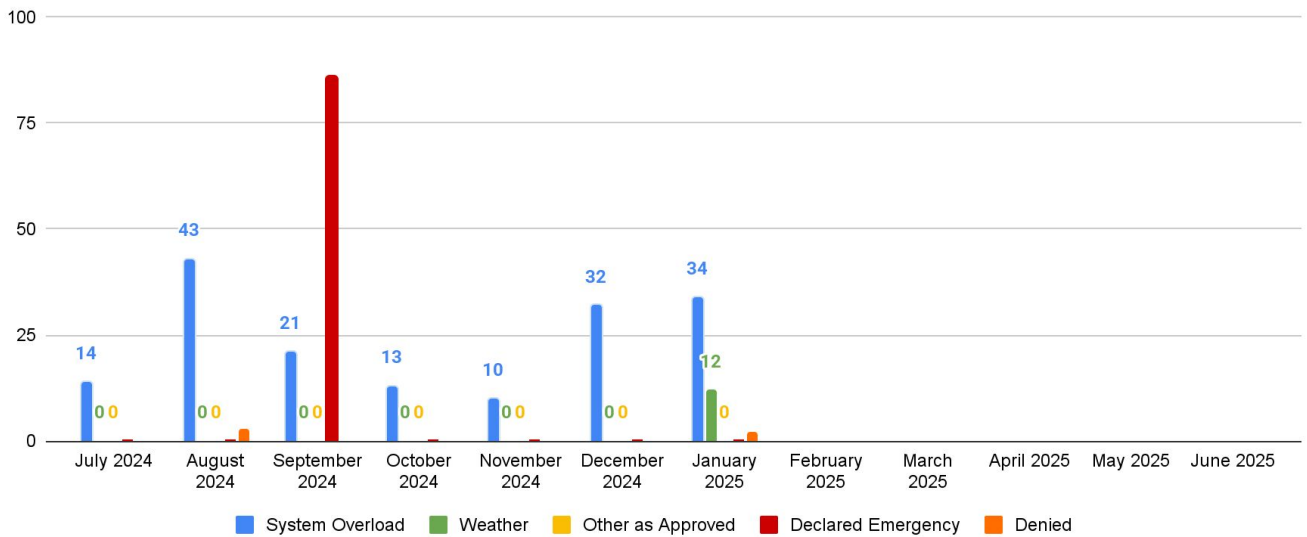


REMSA Operations Report

Priority 1 Incidents Corrected



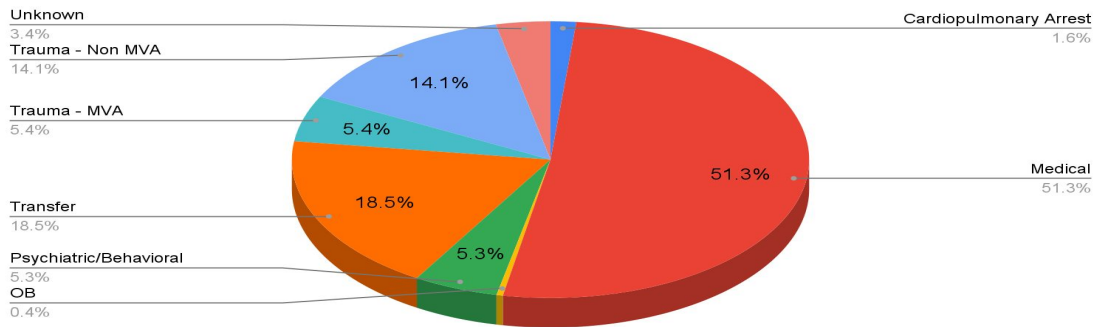
Priority 1 Exemptions



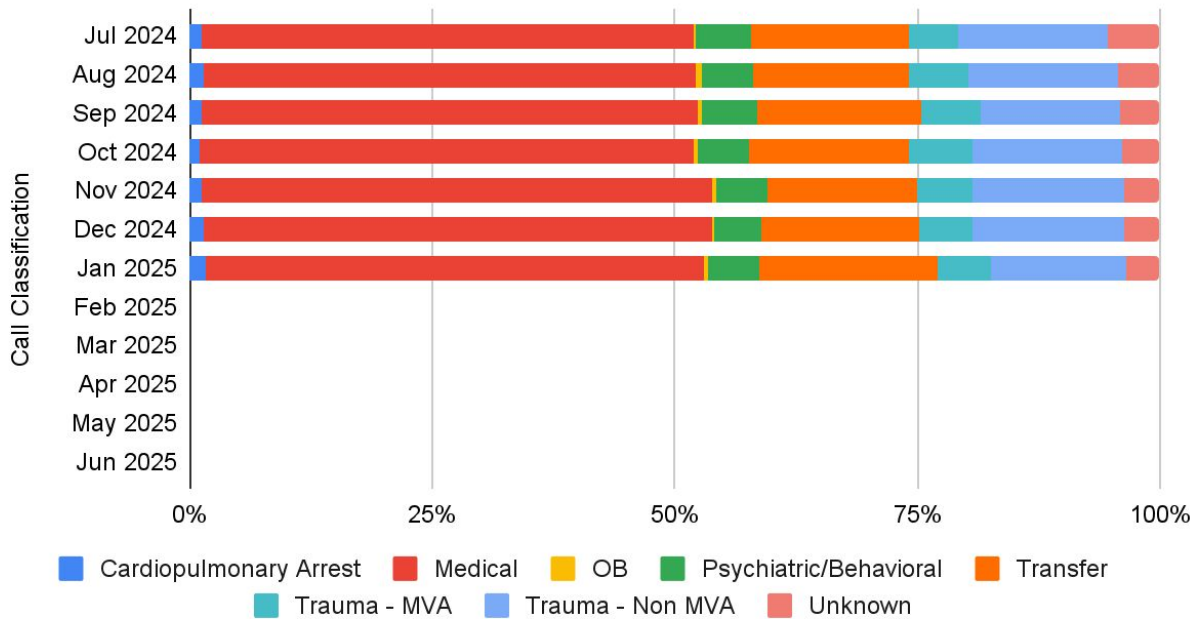
REMSA Operations Report

Call Classification

Reporting Month



Call Classification



Medical Directors Report

The Clinical Director or designee reviewed:

- 100% of cardiopulmonary arrests
- 100% of pediatric patients (transport and non-transport)
- 100% of advanced airways (excluding cardiopulmonary arrests)
- 100% of STEMI alerts
- 100% of deliveries and neonatal resuscitation
- 100% Advanced airway success rates

	Total Number of ALS Calls	Total Number ALS QA Reviewed	Percentage Reviewed
July 2024	2,309	252	11%
August 2024	2,304	246	11%
September 2024	2,148	230	11%
October 2024	2,295	230	10%
November 2024	2,231	281	13%
December 2024	2,424	320	13%
January 2025	2,442	282	11%
February 2025			
March 2025			
April 2025			
May 2025			
June 2025			

Education Report

	ACLS		BLS (CPR)		Heartsaver (CPR)		ITLS/PHTLS		PALS	
	Classes	Students	Classes	Students	Classes	Students	Classes	Students	Classes	Students
Jul 2024	22	77	95	308	93	569	2	6	20	122
Aug 2024	29	88	117	474	126	782	2	5	24	61
Sep 2024	18	65	119	420	124	743	3	9	11	29
Oct 2024	30	113	121	404	105	500	1	4	19	57
Nov 2024	21	51	117	554	105	537	1	3	13	46
Dec 2024	25	52	126	455	81	500	1	1	20	46
Jan 2025	42	150	132	458	117	655	2	19	29	91
Feb 2025										
Mar 2025										
Apr 2025										
May 2025										
Jun 2025										
YTD	187	596	827	3073	751	4286	12	47	136	452

Education Report

	COMMUNITY OUTREACH				
	Cars Inspected	Adults Educated	Car Seats Installed	Car Seats Distributed	Community Events
July 2024	68	103	90	57	3
August 2024	67	102	78	34	3
September 2024	56	82	65	39	4
October 2024	68	99	86	52	4
November 2024	50	68	55	29	3
December 2024	35	50	44	21	0
January 2025	52	74	66	31	3
February 2025					
March 2025					
April 2025					
May 2025					
June 2025					
YTD	396	578	484	263	20

Customer Survey Report

REMSA Ground

Reno, NV
Client 7299



1515 Center Street
Lansing, MI 48096
(517) 318-3800
support@EMSSurveyTeam.com
www.EMSSurveyTeam.com

Patient Experience Report

December 01, 2024 to December 31, 2024

Division: Ground

Your Score

92.57

Your Patients in this Report

154

Total Patients in this Report

5819

Total EMS Organizations

245

Customer Survey Report

REMSA Ground
December 01, 2024 to December 31, 2024



Executive Summary

Your overall score for the period selected is **92.57**, a difference of **+1.17**, compared to your score from the previous year, **91.40**.

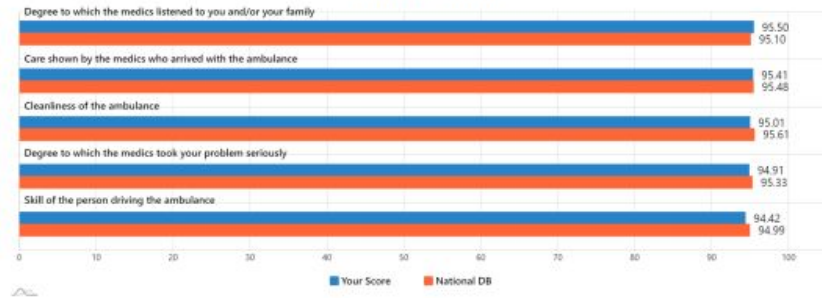
Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **79%**.

In addition, your rolling 12-month score of **90.89** is a difference of **-2.28** from the national database score of **93.17**.

When compared to all organizations in the national database, your score of **90.89** is ranked **67th**.

Highest and Lowest Scores

5 Highest Scores



Public & Relations Report



PUBLIC RELATIONS

JANUARY 2025

Global Relations



We welcomed two members of the UK's Welsh Ambulance Service. They participated in a ground ride along, a dispatch sit along and met with division leaders about operations.

Media Relations

The Journal of Emergency Medical Services (JEMS) recently shared a thought leader article from Shannon Popovich, Director, REMSA Health Regional Emergency Communications Center. She explains how partnering with Truckee Meadows Fire Protection District to dispatch fire-related emergency calls continues to advance our team's dedication to excellence. By doubling our skillset, understanding the geographic complexities of the region and embracing a commitment to continuous training we are offering a level of dispatch excellence for the first time to Washoe County.



Compassionate Care

Renee Davis
 Communications Manager, EMS Communications
 Congratulations @remsahealth for delivering safe & compassionate care to a patient who is a member of our community. We are proud you're a part of the Communications team. You're going to be an expert! Thank you for all you do.



Lucia Lippman
 Emergency Medical Technician, 2025-01-20
 I wanted to share a patient navigation success story courtesy of @remsahealth and @remsahealth. The patient was unwell, but unfortunately didn't feel ahead of schedule to get tested or get home, leaving her few options aside from the ER. The nurse contacted the Community Response for and, as a result, was able to contact Care Clerk and secure a new time scheduled for the patient. The Ambassador also on the Community Response team was then able to bring the patient home to her place where a Care Manager was able to arrange to get the wheelchair home Care Clerk.
 Couldn't picture asking and communication goes? This community is lucky to have you! Keep up the good work!



Shout out to Eric Motron on @Courtney Hanel who got a thank you from a secure patient they recently reached to Truckee, NV and Courtney for providing care and compassion to this patient.

Hi I'm not sure if I'm writing the right people here. I had a medical emergency @remsahealth. I had a seizure @remsahealth so I don't remember much, but I do remember the team I woke up to that was helping me. Would this be in your team? I wanted to thank them if so.

Oh no problem at all. I know how busy you guys are. Yes please do. I actually work in the medical field & the team that helped me was INCREDIBLE, knowledgeable & very kind. It was so scary and they made me feel very safe and at ease. Please send along my sincerest thanks to your team! ❤️ happy new year 🙏

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
10/21/2024	Everything was done very well. I was in a mental crisis and they did everything they could to make things the best they kid.	Nothing really. Just same quality please.	
12/20/2024	Everything	The same way.	
12/21/2024	Your staff were and are always very professional and understanding.	More smiles 😊	
12/18/2024	Think left wallet	Not in Reno NV no more tried of Reno	
12/29/2024	Kindness, skilled decisions, gentle, respectful, listened, advised what was going to be done before doing it. I was a woman all alone going through this awful event. Because of both of theses professionals, I FELT SAFE. Thatâ€™s compassionâ€¦	I could not think of a single thing in my case.	
12/29/2024	I was in a very sick state at the time of my transfer. I cannot remember the resma staff member names but I remember one said he was from Canada and worked with me to try to ease my worries. He was kind and made me feel safe. The younger one was also just listening to my concerns and validating my feelings of distress. They were able to transporting without causing me more distress than I was already in. They listened to my concerns and made me feel better. Iâ€™m so grateful for the two people in the car calming me down, and then my driver for getting to Renown safely.	Nothing but hopefully I wonâ€™t need a next time!	
12/20/2024	Everything	Nothing	

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
12/20/2024	<p>The paramedics knew exactly what to do in response my (our) answers to specific questions. They were considerate of my family's anxiety in those minutes prior to getting me to the ER at Renown. As I am 79 years old with Medicare and supplemental insurance, I did not answer your questions on billing. Thank you for the fast response to our 911 call along with the Sparks Fire Department to my home. Many thanks, Dave Smith, 7305 Sansol Dr., in Sparks.</p>	<p>As technologies become more advanced, I believe your support and timeline will also advance. I also believe the general public as well as my family already have an appreciation for Remsa's quick response and caring personnel Thank you again.</p>	
12/24/2024	<p>The ambulance team talked to me so kindly while I was in horrible pain. That helped me more then I can say.</p>	<p>I can't think of a thing.</p>	
12/31/2024	<p>They were very professional.</p>		
12/21/2024	<p>I've used Ramza a lot. I've been really sick in the last few years and they have always been very kind and professional and have done everything they could to help me.</p>	<p>I would say put some shocks on those ambulances that was a bumpy ride</p>	
12/31/2024	<p>Everyone was great from the 911 dispatcher (who was very calm and soothing asking her screening questions and instructing me to prepare for the REMSA arrival) to the team of 3 arriving at my home, assessing the situation and telling me what they were planning and doing up until the handoff to the ER staff.</p>	<p>Not a single thing. Everyone was very calm, reassuring and clearly focused on the tasks at hand. I was very impressed with everyone's sincere interest in assisting me and their professionalism.</p>	
12/26/2024	<p>Listened well to all problems</p>	<p>Service was excellent!</p>	

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
12/19/2024	I was well taken care of until turn over to hospital staff.	Everything was done correctly.	
12/20/2024	They had a GREAT human touch with wonderful professionalism!		
12/18/2024	The whole arrival, checkup, and transport to ER was handled efficiently and professionally by the REMSA team.	Better shocks on the remsa vehicle!!!	
12/5/2024	The staff were respectful and polite. They made me feel comfortable and cared for.		
12/3/2024	<p>Your REMSA staff was excellent from the time they arrived to get me in the ambulance to treating me in the ride to the hospital and get him into the hospital. They were extremely professional, and I would highly recommend your service to anyone.</p> <p>Thank you.</p>	<p>Under my circumstances, I don't believe your staff could've done any better. I think getting two IVs and one in each arm while doing 80 miles an hour down the freeway and we're leaving my pain and getting me to the hospital in the Very timely fashion was all that anybody could do in the circumstances so I think they were great and I really really appreciate what they did for me. Feel free to contact me to discuss if you like, but your staff and crew were excellent.</p>	
12/4/2024		Being told when and where to leave from after release	

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
12/9/2024	<p>On January 9th my mother fell in her apartment breaking her hip. I arrived at her apartment 30 minutes after the ambulance was called. Another 30 minutes went by and then the ambulance and the attendances showed up. The two ambulance attendances were untrained and unprepared to assist in getting my mother to the hospital. They had to call out a supervisor who took 45 minutes to get to the scene. In total, she laid on the floor in pain for over 2 1/2 hours. The equipment on the ambulance was not working, and the supervisor was unable to make decisions regarding getting my mother to the hospital. I had to assist getting my mother on the gurney to the hospital. My assessment of the overall performance of the three individuals was very poor training, very poor execution, The address of this incident was _____ . Patients name is _____ My name is _____ my contact _____</p>	<p>The one thing I did learn about this experience is, call EMTs first.</p>	

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
12/5/2024	They had a nebulizer and medication to give me as soon as they arrived. It saved me from full respiratory failure and stopped my asthma attack. They were amazing. Thank you for helping me.	Always have a nebulizer and the medication for it on the ambulance. About a year ago I had a severe asthma attack and the ambulance that came did not have a nebulizer or the treatment medication and by the time I got to the hospital I was in full respiratory failure and had to be put on a ventilator and was in a coma for 3 days and ICU for 10 days.	
12/7/2024	Taking me to mental hospital	Idk	
12/8/2024	I was in coherent remember nothing		
12/4/2024	Every thing, the staff were very nice and friendly	Ivâ€™s I donâ€™t like needles. My vains are small and roll	
12/8/2024	Professional staff	Your doing it right.	
12/2/2024	Getting me in and out of the ambulance safely	Hopefully there wonâ€™t be a next time for quite awhile.	
12/5/2024	Well, if I had actually needed and/or taken an ambulance, for any reason, that my survey answers would represent the service your company provides however, I have not, fortunately, needed your services over the past five years, but thanks for sending me a survey!		
12/3/2024	Everything! They wee very kind and professional!!	Nothing!!	
12/3/2024	They listened and I responded in a professional and caring manner..	Don't have a thought about that	

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
12/9/2024	Have no complaints.	Ambulances in general should have stronger struts and better shocks. The ride was not to good. It's the vehicle itself, not the drivers. Thank you	
12/6/2024	Arrived quickly and listened carefully	Nothing, the experience was very good	
12/7/2024	Everything	N/a	
12/1/2024	The service was both caring and professional		
12/2/2024		I asked the guy if people outside could see me. He said no. That was a lie. My husband was following us and took a picture of me in the back. I'm a very private person and it would be nice to know if all the people behind us could see into the ambulance.	. I contacted today at 1245. She was very pleasant and stated the crew took very good care of her. She said her criticism of the window was intended to educate the crew member in case he was unaware that patients could clearly be seen through the back windows. She felt when she asked that she was misled, though not intentionally. But she did want to stress that the crew was very friendly and helpful. Crew member was , no longer employed so I will not be able to provide him with her feedback. was his partner, the driver.
12/6/2024	Everything was perfect	not sure they were very compassionate and they did their job the way they're supposed to do their job. I felt very comfortable.	

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
12/5/2024	Picked up my husband at our home. He was having acute pain and vomiting. The EMT's were excellent in staying in touch with me. I thank the Fire Dept for responding so quickly.	Hopefully we won't need it again!	
12/2/2024	Good service and help.	Everything perfect.	
12/6/2024		You	
12/4/2024	The paramedics started calming me down right away. They helped me breath slower and more calmly. They really made me feel safe and more relaxed.		
12/8/2024	I was out of it. They were able to get me to emergency to see my issue was resolved	N/A	
12/8/2024	Very professional, kind		
12/7/2024	Trauma, don't remember much		
12/2/2024	Great customer service and very understanding.	Your paramedics were very caring.	
12/5/2024	The two female paramedics were freaking awesome ! I was so sick and scared and they were amazing - so genuine and compassionate and it really really helped me feel calmer	Iâ€™m a REMSA fan for life !	
12/7/2024	The wsy they got me onto the guerney from yhe position i was in without causing any additional pain. I just love your huys. They are so caring.	Not a tjing! They are perfect.	
12/5/2024	Good job		

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
12/5/2024	You were very efficient in your service, especially in picking up all the items you removed that we no longer needed. Thank you.	I am satisfied with your service and have no further comments . Thanks Carol. Morse	
12/6/2024	Very kind and respectful without judgment	Your team was great. Very kind professional and respectful	
12/7/2024	Everything		
12/5/2024	Listened well. Good IV skill. I actually taught in a couple of ACLS classes about 14 years ago.	There was nothing more the medics could do to make the experience better.	
12/3/2024	Everything in the entire process went well.		
12/1/2024	Very caring		

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
12/17/2024	<p>I was in the ER at south meadows and had to be transported to Regional for higher level of care and was in excruciating pain because of blood clots covering my lungs and legs and Remsa was so caring and more patient than the Dr! I was screaming (embarrassing) but also rightfully so..due to the pain and was scared to move and the paramedics were so caring and calm and patient and once they got me in the ambulance immediately addressed my pain weren't even listening to the nurses and Dr in a good way as far as he was just paying attention to me and got me as comfortable as possible didn't make me feel bad for screaming I could not have asked for a better experience considering what was going on. One of the worst days of my life and you guys made it as good as possible. THANK YOU! The ER DR was very impatient thinking I was exaggerating and then when he saw how many pulmonary embolisms I had he apologized you guys did the opposite you treated me with respect and and empathy</p>	<p>Everything was 10/10 you guys are the best no improvement needed if you ask me</p>	
12/16/2024	<p>Great emts. Very calm and made me feel better about what was going on.</p>	<p>Nothing. They did great.</p>	

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
12/10/2024	I arrived at hospital	Take patient sweious when they express sever pain	I spoke with Paramedic Outland regarding the comment. He assured me he was taking the complaint seriously, and stated he recalled the call and reported they were also very kind to the patient. He not only took the complaint seriously, but he even offered the patient analgesics to which the patient refused due to recent fentanyl addiction and documented that in his narrative. I reviewed his report, and noticed he did not document pain scale in his vital signs. I reminded him to document the pain scale.
12/15/2024	Very attentive and sweet.		
12/11/2024	Transporting out of my townhouse, down the stairs and into the ambulance.		
12/16/2024	Everything	You could have gotten here faster	
12/14/2024	Everything		
12/16/2024	The care given was excellent and very comforting.		
12/13/2024	All care and transport aspects were excellent. I have nit yet received a bill, cannot comment.	Nothing.	
12/9/2024	They knew what to do when I went into adrenal crisis lâ€™m So glad we have good paramedics here in Nevada		
12/12/2024	The ambulance medics where kind and patient with me. I was kind of panicking they put me at ease.		
12/17/2024	Excellent care	Nothing	

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
12/15/2024	Everything went very well... i enjoyed the guys and took great care of me	Thank you for a enjoyable 5 min ride..	
12/14/2024	Fast and very concerned for my comfort.	Excellent service	
12/9/2024	Everything everything everything this is an excellent company with excellent teams of people that are in there for us to be safe and well cared for and I give you 1000% and I am so happy that I had my experience with your team	Zip -0- Zedâ€™ nothing!	
12/16/2024	Everything		
12/11/2024	Very caring shown by ur staff	The transport seemed rough ride! Wheels seemed not balanced!	
12/10/2024	They came fairly quickly and transported me from the ER on Mccarran to Renown hospital. They were very friendly and helpful!!	Nothing to change!	
12/14/2024	The medics were kind and knowledgeable in administering treatment.		
12/17/2024	The 2 Medics that came to transfer me from St Marys Hospital to Renown were Very Professional & Very Caring. They explained everything that was going to happen while be transported to the other Hospital. Very Grateful for their assistance & timely arrival. Extremely Helpful & Nice! Thanks Much!		
12/13/2024	They grabbed a warm blanket from the closet to transport my dad and U thought that was so thoughtful. I never thought of that	You all have always been so great to my Dad canâ€™t think of anything you would need to change	

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
12/13/2024	The guys that showed up took very good care of me. It was clear their primary concern was that I would be okay. I knew I was getting the best care possible.	Nothing	
12/12/2024	Very polite, made me feel they have the qualifications to do this hard job, I got to be an opportunity for someone to learn their job.	Organization is greatly needed in a time of emergency. I was very coherent so I didn't need the same questions asked for 10 minutes. Also, my family gave the same information that I was giving. This is a very hard job, but I was aware of everything & had everything ready for them when they arrived. There was no guessing. I had my phone emergency app completely filled out for this emergency & my family member keep giving them the information but did it for over 10 minutes.	
12/14/2024	They were very helpful and micr		
12/17/2024	Rofessionalism throughout the incident. Coordinated well with the firecrew who had arrived a few minutes before the ambulance crew.No suggestions	No suggestions	
12/13/2024	Always good response time. Professional care very good and thorough. Transport offered several times during their time with me.		

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
12/11/2024	<p>They arrived quickly and were able to convince my mom to go to the hospital with them, and were extremely gentle with her and understanding that she was going to be okay, (she ended up having to stay in the hospital for 5 days). I am extremely grateful to the crew . They treated my mom with respect as well as kindness,</p>	<p style="text-align: center;">Nothing</p>	
12/14/2024	<p>The EMTs were wonderful. They recognized how much pain I was in and were so kind in their interaction with me. The dispatch woman was clear in her instructions and very calm. When my wife left her purse in the ambulance we received a call and an EMT brought it to our home. He was so kind and went over and above any expectations we had.</p>	<p>The whole experience was professional and humane. I have no complaints.</p>	
12/11/2024	<p>The medics were knowledgeable, professional, and kind in their care of me during a traumatic injury and helped me to feel safe. I hope to never need them again, but I know if I do, they will be prompt, professional, and compassionate in their care.</p>	<p>100% in the interest of constructive feedback: Dislocation of my ankle and multiple fractures in my tibia and fibula - during gurney transport from my dining room to the rig, my unsecured foot was allowed to bounce multiple times causing some pain (but I was thoroughly medicated at this point) but my family was able to see this and it concerned them enough to want to call and complain. I reassured everyone that wasn't necessary, but in the future, maybe someone could make sure they've obstructed the view of family/friends/onlookers? Thank you so much for what you all do!!</p>	<p>I reviewed the comments with Paramedic . I relayed the patient's suggestion. Paramedic discussed with me the struggles they had splinting the fracture and we discussed ways of splinting it effectively.</p>

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
12/17/2024	Everything. This was a frightening experience and the ambulance crew were phenomenal.	Nothing.	
12/15/2024	Did a good job	Nothing, everything was good	
12/14/2024	They arrived in a very timely manner. Medics were courteous and explained what I needed to know		
12/16/2024	These guys were awesome....thank you	Nothing	