



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 100,000 requests for service per year.



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Average Bill

REMSA Accounts Receivable Summary

Calendar Year 2025

Month	#Patients	Total Billed	Average Bill
January	5,331	\$11,433,345.81	\$2,144.69
February	4,666	\$10,032,164.73	\$2,150.06
March	5,049	\$10,886,632.16	\$2,156.20
April	5,056	\$10,919,333.48	\$2,159.68
May	5,157	\$11,122,359.84	\$2,156.75
June	5,073	\$10,936,438.25	\$2,155.81
July	5,181	\$11,178,894.06	\$2,157.67
August	5,243	\$11,318,293.04	\$2,158.74
September	5,262	\$11,357,878.53	\$2,158.47
October	5,242	\$11,283,360.80	\$2,152.49
November	3,068	\$6,599,969.82	\$2,151.23
December			
January - December Total	54,328	\$117,068,670.52	\$2,154.85



Penalty Fund

REMSA 2025-2026 Penalty Fund Reconciliation

Month	Amount
Jul 25	\$14,295.54
Aug 25	\$15,569.67
Sep 25	\$13,895.52
Oct 25	\$13,920.75
Nov 25	\$15,495.78
Dec 25	
Jan 26	
Feb 26	
Mar 26	
Apr 26	
May 26	
Jun 26	
Total Penalty Fund	\$73,177.26

2025-2026 Penalty Fund Dollars Encumbered by Month

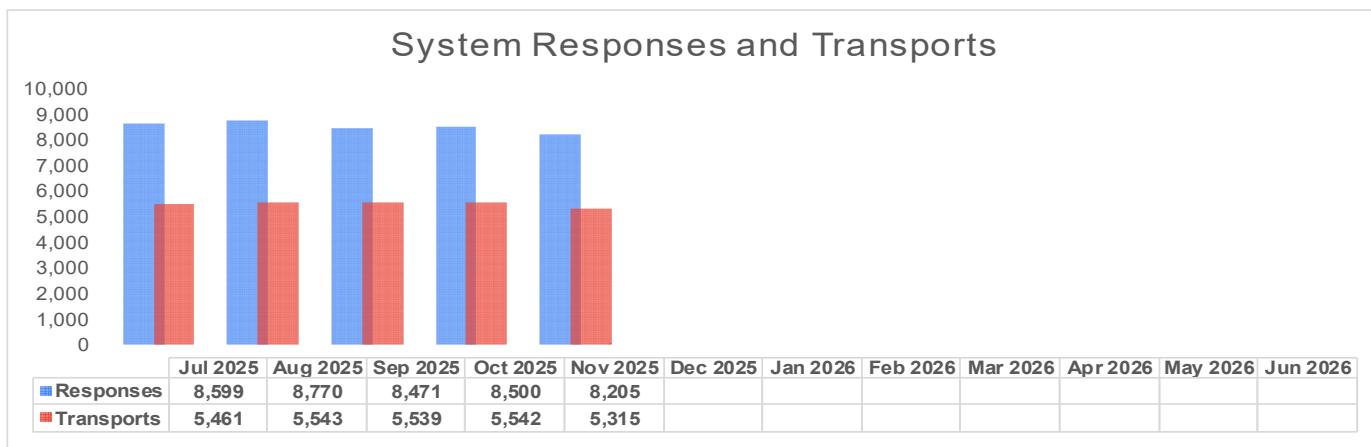
Program	Amount	Description	Submitted
Purchases encumbered for FYE 2025	67,878.59	Stop the bleed stations for WCSD and UNR Campuses	Oct 2025
Purchases encumbered for FYE 2025	5,551.49	Stop the bleed stations for Kidslife Child Development Center	Oct 2025
Purchases encumbered for FYE 2025	10,655.00	REMSA Education Classes attended by NNPH Staff July 2024 - June 2025	Oct 2025
Purchases encumbered for FYE 2025	5,463.64	Cardiac Registry to Enhance Survivability (CARES)	Oct 2025
Purchases encumbered for FYE 2025	11,699.50	Tactical EMS and Search and Rescue Equipment - Combat Arms Plate Carrier System Equipment	Oct 2025
Purchases encumbered for FYE 2025	\$3,975.17	Tactical EMS and Search and Rescue Equipment - Armor Plates (Total cost was \$13,546.00 - Difference not claimed)	Oct 2025
Purchases encumbered for FYE 2025 - Total	\$105,223.39		
Cyanokits for North Lake Tahoe Fire Protection District	\$4,799.37	3 Cyanokits for NLTFPD	Oct 2025
Pulsepoint Application	\$13,000.00	Pulsepoint Application	Oct 2025
Total Encumbered as of 10/31/2025	\$123,022.76		

Penalty Fund Balance at 10/31/2025

\$39,882.11



REMSA Operations Report



Average Response Times FY 2025-2026						
	Priority 1 Avg. Response Times			Priority 2 Avg. Response Times		
	Reno	Sparks	Washoe County	Reno	Sparks	Washoe County
Jul 2025	5:20	6:01	8:22	7:10	7:31	9:18
Aug 2025	5:32	6:09	8:56	7:12	7:25	10:21
Sep 2025	5:24	6:08	8:36	6:48	7:53	9:11
Oct 2025	5:25	5:51	8:45	7:01	7:41	9:33
Nov 2025	5:27	6:03	8:24	6:53	7:54	9:08
Dec 2025						
Jan 2026						
Feb 2026						
Mar 2026						
Apr 2026						
May 2026						
Jun 2026						
YTD	5:26	6:03	8:37	7:01	7:40	9:29



REMSA Operations Report

Monthly P1 Response Compliance						
	Zone A			Zone BCD		
	Compliance	Exemptions	Corrections	Zone BCD	Exemptions	Corrections
Jul 2025	91%	1	32	96%	0	0
Aug 2025	91%	25	29	90%	3	1
Sep 2024	91%	9	27	96%	0	0
Oct 2024	91%	6	39	94%	1	0
Nov 2024	90%	0	18	95%	0	0
Dec 2024						
Jan 2025						
Feb 2025						
Mar 2025						
Apr 2025						
May 2025						
Jun 2025						
YTD	91%	41	145	94%	4	1

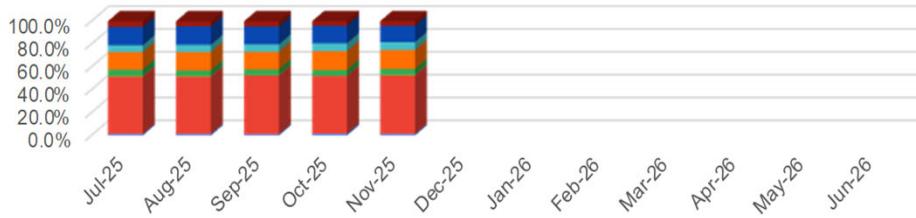
System P1 Exemptions						
	System Overload	Weather	Hospital Delay	Construction	Declared Emergency	Other as Approved
Jul 2025	1	0	0	0	0	0
Aug 2025	28	0	0	0	0	0
Sep 2025	9	0	0	0	0	0
Oct 2025	7	0	0	0	0	0
Nov 2025	0	0	0	0	0	0
Dec 2025						
Jan 2026						
Feb 2026						
Mar 2026						
Apr 2026						
May 2026						
Jun 2026						
YTD	45	0	0	0	0	0

REMSA Operations Report

Priority Changes FY 2025-2026

Month	Problem	Original Pri	Response Pri	Reason
Jul 2025	Abdominal Pain P1	1	3	ALS Supervisor on scene
Aug 2025	Psych/Abn Behav/Suicide P1	1	3	Edit request to change the priority back to the original response priority. The ILS crew arrived on scene and requested an ALS unit; the priority should not have been changed.
Sep 2025	Traumatic Injuries P1	1	2	ALS Unit On Scene
Oct 2025	Chest Pain P1	1	3	Priority changed from a P1 to a P3 per the event standby unit who co-responded.
Nov 2025		None		
Dec 2025				
Jan 2026				
Feb 2026				
Mar 2026				
Apr 2026				
May 2026				
Jun 2026				

Call Classification



	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26
■ Unknown	5.2%	4.5%	4.6%	4.0%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
■ Trauma - Non MVA	16.0%	16.1%	15.7%	15.3%	14.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
■ Trauma - MVA	5.9%	6.4%	6.5%	6.9%	6.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
■ Transfer	15.3%	16.0%	15.5%	16.5%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
■ Psychiatric/Behavioral	5.9%	5.2%	5.1%	5.1%	5.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
■ OB	0.4%	0.3%	0.3%	0.3%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
■ Medical	50.2%	50.1%	51.3%	50.5%	51.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
■ Cardiopulmonary Arrest	1.2%	1.3%	1.1%	1.4%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%



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

	ALS Calls	ALS QA Reviewed	Percentage Reviewed
Jul 2025	1,966	205	10%
Aug 2024	3,097	378	12%
Sep 2025	3,104	667	21%
Oct 2024	3,058	329	11%
Nov 2024	2,866	232	8%
Dec 2024			
Jan 2025			
Feb 2025			
Mar 2025			
Apr 2025			
May 2025			
Jun 2025			



Education Report

	ACLS		BLS (CPR)		Heartsaver (CPR)		ITLS/PHTLS		PALS	
	Classes	Students	Classes	Students	Classes	Students	Classes	Students	Classes	Students
Jul 25	24	75	106	389	101	578	1	3	15	48
Aug 25	18	76	124	454	128	837	2	5	17	43
Sep 25	16	38	110	375	82	480	1	6	10	14
Oct 25	16	38	117	426	83	501	1	6	10	14
Nov 25	8	40	119	618	101	572	1	5	8	23
Dec 25										
Jan 26										
Feb 26										
Mar 26										
Apr 26										
May 26										
Jun 26										
YTD	82	267	576	2262	495	2968	6	25	60	142

COMMUNITY OUTREACH

	Cars Inspected	Adults Educated	Car Seats Installed	Car Seats Distributed	Community Events
Jul 25	53	72	61	29	4
Aug 25	69	101	89	46	3
Sep 25	64	86	73	32	2
Oct 25	71	96	84	30	1
Nov 25	31	45	39	15	1
Dec 25					
Jan 26					
Feb 26					
Mar 26					
Apr 26					
May 26					
Jun 26					
YTD	288	400	346	152	11



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

November 01, 2025 to November 30, 2025

Your Score

93.77

Your Patients in this Report

156

Number of National Database Patients in this Report

3833

Total EMS Organizations

253

Customer Survey Report

REMSA Ground
November 01, 2025 to November 30, 2025



Executive Summary

Your overall score for the period selected is **93.77**, a difference of **+0.52**, compared to your score from the previous year, **93.25**.

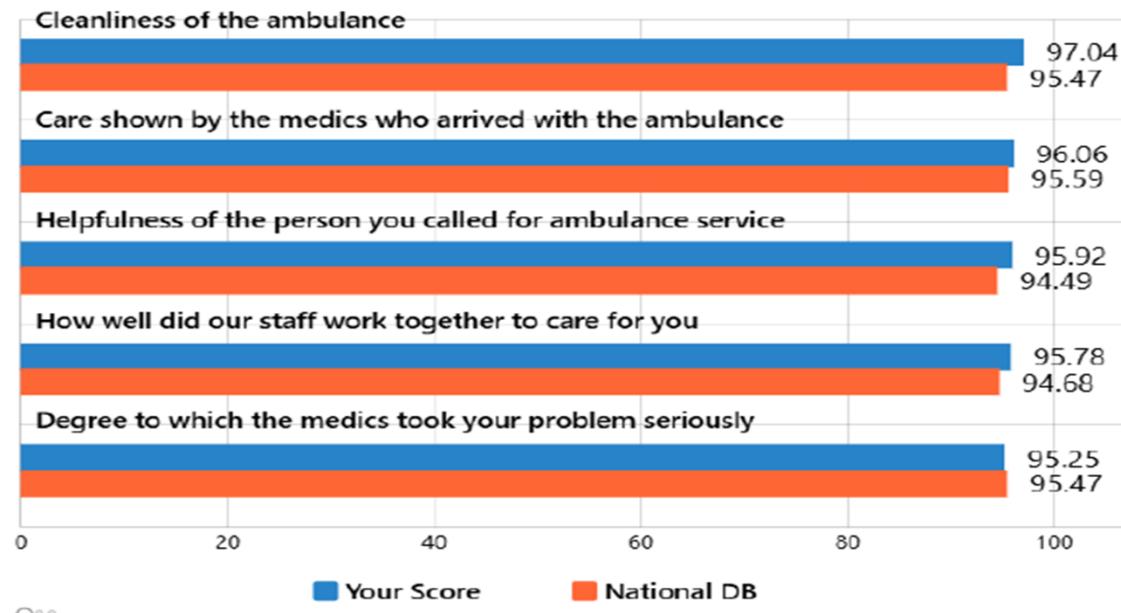
Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **83%**.

In addition, your rolling 12- month score of **93.66** is a difference of **+0.40** from the national database score of **93.26**.

When compared to all organizations in the national database, your score of **93.66** is ranked **43rd**.

Highest and Lowest Scores

5 Highest Scores



Public & Relations Report


REMSAHEALTH.

PUBLIC RELATIONS
NOVEMBER 2025

Crew Recognized with Commendation Medal

Paramedic William Bryant Hines and Advanced EMT David Biggs were each awarded a Commendation Medal Bar during the November District Board of Health meeting. Bryant and David demonstrated quick thinking and compassion during a behavioral health emergency call involving an individual walking in and out of freeway traffic. They acted decisively to secure and transport the patient to safety and care. We were proud to honor their heroic actions with a Commendation Medal Bar—recognizing their skill, calm, and commitment to our community.



Katelyn Roberts, EMS Manager is National Star of Life



Congratulations to Katelyn Roberts, EMS Manager on being recognized as REMSA Health's 2025 National Star of Life honoree by the American Ambulance Association. Katelyn was presented with her medal locally during the October District Board of Health meeting and then represented REMSA Health in Washington D.C at the AAA's national celebration. Along with 147 other honorees from across the country, she met with members of congress to highlight the critical role EMS providers have in every community's healthcare infrastructure.

SOCIAL MEDIA TIPS FOR A SAFE HOLIDAY

REMSA HEALTH. WISHES YOU A HAPPY, HEALTHY THANKSGIVING WEEKEND! TAP AND HOLD TO READ THE FOLLOWING SLIDES FOR WELLNESS & SAFETY TIPS.	 Don't Wait for Chest Pain to Improve	 Choking Help Worst During Holiday Meals	 Severe Allergic Reactions Are a Medical Emergency	 Get Moving - Safety	 Safety for Holiday Light Installation	 WISHES YOU A HAPPY & SAFE HOLIDAY SEASON
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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
9/12/2025	Don't take me to NNMC even if I ask for it.		
10/9/2025		Rema was prompt, knowledgeable of what to do and caring. One of the techs came to check on my wife after his next hospital run. Very good person.	
10/21/2025		I'm not sure what this is for. I have not contacted REMSA recently.	
10/13/2025	Not a thing.	Everything!	
10/13/2025		Very professional.	
10/12/2025		Expertise and caring	
10/28/2025		Very good help	
10/18/2025		They got me into the ER on time.	
10/21/2025	Nothing, the service was impeccable.	Every step of the way was carefully done so as to minimize the pain in my back. The team worked well together and skillfully you could tell that they were being careful. If I were setting up an ambulance company this is the sort of team I would be looking to hire.	
10/28/2025		They immediately put me at ease and told me to relax, they would take care of everything for me and they did.	
11/2/2025	Finish	All	
10/29/2025		EMS personnel very professional and caring.	
10/30/2025	Serve dinner	Very nice people and caring	
10/25/2025	Nothing	Everything	
10/25/2025		I was very thankful to the Ambulance Staff that came in and rescued me on that day. This was my first experience going in to an Ambulance. The Staff was so professional. I was so happy to see them come in friendly ready to do their job. Thankyou, thank you so much. Keep up the good work. I retired from medical field too. It was very rewarding to see your patients appreciate you. Thanks again.	
10/23/2025	Nothing. Everyone was caring and great	Everything	
10/27/2025	Drive faster. Could've driven myself quicker. Took surface streets instead of the freeway so it was a very SLOW ride. I was in a lot of pain and they acted like it was no big deal. I expected much better care. Pretty disappointed.	Put in an IV	
10/26/2025		Everyone involved seemed knowledgeable and caring for their patient.	

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
10/31/2025	I was slightly confused about why a paramedic wouldn't transfer me with a blood pressure of 88/64 when they are trained to deal with emergencies. If that was the case do they not transport GSW's or traumas? she provided excellent service tho inc so was fluid overloaded enough for transport	She was very thorough and genuinely cared for what was going on	"Spoke to the pt on the phone. she stated that she was overall happy with her care but that she had some trepidation in regards to the medics concerns with transporting her with a low BP. I explained the medics concerns and we had a good conversation about everything on the call (pt is an ex-medic) and overall the call went well. Pt was appreciative of REMSA reaching out to her and had no further concerns. I will consider this ticket closed at this time. Followed up with the crew. they reported that upon arrival for the transfer the pt's BP was critically low "60's over 30s" and that they had concerns about transporting a pt from a higher level of care (ER in the care of a physician) without the pt first being stabilized. the crew reported that they brought their concerns to the staff at ERSS and felt that their concerns were dismissed and that the ER stated "pressors don't do anything except for fix numbers". the crew reported that the facility stated the pt had already received 3x 1000mL boluses. Crew reported that a nurse at the sending facility had stated in a condescending manor as if talking to a child, "I know those numbers look scary to you". Crew reported that staff had reported pt was asymptomatic but upon assessment by crew pt was lethargic and weak. crew reported that they were concerned about the lack of change in BP at facility despite the large amount of fluid administered indicated something cardiac or otherwise not volume related. the crew reported that the entire conversation including the comments made by sending staff all occurred in front of the pt which crew felt undermined their credibility as care providers. crew transported the pt and reported that they felt they had good report with the pt and that the pt had seemed understanding of the situation. the crew administered atropine during transport and vital signs improvements were noted in the ePCR as well as pt reporting improvement of symptoms of lethargy." -
11/3/2025		Caring. Gentle with me.	
10/28/2025		Thanks	
10/21/2025	Hopefully there won't be a next time	They kept me comfortable, they got me there in a timely manner. The guys were friendly and took good care of me	
10/22/2025	Call the VA if they have a VA card!	They came and someone went through my Medicare caused bilut completely forgot mt my VA card which is my primary dr! Now a whole series of tests, dra, abd bills which I did not have before and I am just beginning to straighten out! Being done ny a man with a stroke! Evdn my cell phone was left behind in my vehicle so I couldn't contact anyone for a few days!	
11/1/2025		I marked everything very good. To be honest I dont remember much during that time period. But everything transport wise worked out fine Hx: broken femur from a fall in the back yard.	
10/26/2025		The medics were friendly and had a good sense of humor. They took good care of me.	
10/27/2025		Total professional	
11/2/2025	Nothing that I can think of.	The medical person thought he could get a iv in me but I told him good luck on that. My veins blow very easy and he probably won't get a vein. He tried but he didn't get one. I told him that's ok everyone misses once in awhile. They were both nice and did a great job. Thank you	

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
11/1/2025	Not sure when I should call Ambulance or use personal automobile very confused.	The Female & smaller of the two male EMT were kind .. The taller EMT gave me a 10 minute lecture as to when the Ambulance should be calledâ€¢ at this point I had bleed through my second pad as I'm on 10 mg of blood thinners.. He did inform me my husband was able to take me to the ER per personal car, and my insurance may not pay for this ambulance transport.. This information has been passed on to my Hematologist & Vascular Physician, as they are the ones who informed me to call the Ambulance.. The young man did tell me even though I was bleeding heavily the ambulance team was unable to do much for me. Wow	
10/23/2025		Hand warmers	
10/28/2025	Nothing	As wonderful as always. Very good service.	
10/27/2025	nothing it was very helpful thank u guys	yes was well done	
10/27/2025		Everything was perfect!!!! Getting me in and out of buildings to ambulance was flawless!	
10/30/2025	Nothing	Very Respective of helping me get dressed and taking me down to flights of stairs they didn't excellent job	
10/28/2025	See that i could read their name badges so that u could have thanked them by name. They were all fantastic.	I was very well pleased with the compassion & professionalism shown to me by every member of your staff that i encountered. I felt safe & in good hands all the time icwas in their care	
10/28/2025		Don't remember much about the ride. Staff were very friendly.	
11/5/2025	Stay the same	Nothing more	
10/30/2025	Hopefully no next time	Personality and ability to calm me down	
10/29/2025	Faster response time.	Very polite, took my situation serious, provided great information, eased pain and discomfort before leaving.	
11/9/2025		Everything was taken care for us professionally and very respectful. Great service	
11/6/2025		They were awesome	
11/5/2025	Nothing	The entire experience	
11/3/2025	A little more â€˜privacy'. Litteraly undressed me in front of 8 guys!		<p>"Called both numbers. number ending in _____ did not answer and the mailbox was full so i was unable to leave a message. the number ending in _____ also did not answer but i was able to leave a message on that numbers answering machine.</p> <p>I also spoke to Lang who was the preceptor on this call and he remembered the call and reported that they never undressed the pt for any assessment or during any point of care with REMSA. I wonder if the comment below was in reference to the hospitals usual procedure of</p>
10/30/2025		I was hit by a car. I'm pretty sure I was in shock. I cannot think of anything better that they could have done as I felt at peace while in their care.	

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
11/5/2025	I am pleased with the service.	Friendly and professional, talked with me the whole time I was in the ambulance. I am also an RN, so they were able to communicate well with me.	
10/23/2025		Thanks for your help and assistance which I was in desperate need at the time!!!	
10/31/2025	Use some common sense! A brain bleed and you want answers?!	How anyone could expect someone with a brain bleed to answer this amount. This is a terrible disappointment !	
11/7/2025		The two medics that show up for my care were awesome people, thank you	
11/4/2025		They were here in less than 10 minutes and very respectful. All around it was good experience.	
10/29/2025		EMTS were very explanatory about everything. This was my first experience with needing an ambulance and they were all very helpful	
11/5/2025	Nothing	They listened and were concerned,  Awesome crew	
11/16/2025		Very respectable and they listen.	
11/6/2025		They were all very kind. I was absolutely terrified and they were very reassuring	
11/16/2025	Nothing	They were very responsive, Professional, and Caring. Im a REGISTERED NURSE and Appreciate the Care I was given by this Excellent Fire Department.	
11/7/2025	Give them a raise	The two medics who transported me between hospitals were fantastic. They were very caring and thoughtful and eased my mind during such a scary experience.	
11/3/2025	Charges are too high	Everything good, except of the charges	
11/11/2025	Provide names of people on call. This would allow me to provide personal thanks!	Timely emergency service, less than 10 minutes, amazing. Information shared with me on way to hospital. I knew exactly what was happening (heart attack) n what was going to happen in the eR. I was well prepared. EMTs notified hospital en route so they were knowledgeable and prepared. They kept me calm and advised. Over the top emergency response.	
11/2/2025	Nothing	Knowledge and concern	
11/10/2025	Nothing	Very Professional. IV installed well and IV med's administered professionally.	
11/12/2025	Knowing costs beforehand- more transparency	All transport was A quality	
11/16/2025	Not a thing	Always great service and very knowledgeable people. Also super polite.	
11/15/2025	Continue doing it	Everything	

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
11/6/2025	In my opinion, I think upper management should congratulate and show our appreciation for their outstanding performance by taking them all out for some fun and festivities.	The level of teamwork should be called DreamWork! They a team, more like a family of all stars and that day my heroes as well. I would like to especially recognize "Otto", with out his ability to remain calm and in control of the situation all the while practicing empathy and kindness elevated him to a shooting Star and Angel status in My book! Thank you all very much, its not often I've had such an amazing patient experience!!	
11/10/2025		They got me to the hospital very quickly and probably saved my life thank you so, sorry for being a pain in the butt about keeping the mask on. ☺	
11/3/2025	Nothing they were great	They were caring and polite. Helped me stay calm and gave me medicine	
11/4/2025	Can not think of a	Explanation of all parties, took care of me	
11/10/2025	I don't know Thanks for the great staff	The REMSA staff members were superb. I was pleased by their work. More importantly, my wife was pleased with their work.i	
11/11/2025	Nothing. They were awesome.	Did a great job helping me up after my motorcycle crash and managing my pain on the way to the hospital. Very empathetic group, who explained everything they were doing as they were doing it. I'm very grateful for them	
11/12/2025		The paramedics were prompt and professional. I was treated with respect and courtesy	
11/10/2025		They were excellent! Explained things well very comforting kind and sweet! Couldn't have been better!	
11/15/2025	Show some care. I've had one of the medics several times due to an ongoing history of chronic illness and he was cussing at me because I asked him not to be rude.	Nothing.	
11/4/2025		Did did very well letting me go with my son to the hospital they in for me he was just underweight he needs to be gone up	
11/14/2025		The 3 EMTs that came to my place to help me were very kind, patient, professional, helpful and concerned about my well being! I appreciated their concern, care and easiness of talking to them. Plus they made sure they got all my things..purse, phone, keys. They were great! I wish I remembered their names but I was so sick and out of it! It was 2 gentleman and 1 lady. They picked me up on 11/14 in Sparks a . Great service!	
11/13/2025	Nothing	Payed attention to detail and showed care for patient in	
11/6/2025	Was all good	Professional and listened to me Tried to make the journey as comfortable as could be. Handed me off to hospital well.	
11/5/2025	Nothing	Everything	

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
11/14/2025	Huh	Concern and understanding of my situation. They were more than instilled into my happening, and sensitive to my needs. I appreciated their response and their sensitivity. They were quite simply, excellent.	
11/16/2025	I fail to see what they could have done better. They are my heroes .	This was my second trip by ambulance each time the EMT' were efficient and professional. Put me at ease and they were caring and attentive, If I was asked to rate them from 1-10 I would rate 10 plus. I could not ask for better care.	
11/17/2025		The EMTs were kind, courteous, and showed a genuine care for my well being.	
11/9/2025		Really nice, caring, professional, knowledgeable, and helpful	
11/23/2025	Listen to the wants and needs of the patient. I wasn't faking in any sense but felt like I was not believed.	Didn't want to try to start an I've or give me pain meds by either ambulance ride. The first wanted to only take me to NNMC, not my preferred Renown. The second ambulance would neither start an I've or give me pain meds either. I WAS admitted to RENOWN very sick, so needless to say I'm upset with my treatment by REMSA.	
11/17/2025	One of your questions doesn't sit right with me and that's the would you be willing to pay this again? I would love to say yes however I'm a military veteran and I have 100% coverage through the VA so I can't say that your cost was within expected terms, but I will say I was very pleased with your service. Unless you can get your EMTs to start singing show tunes there's not much they were amazing staff.	They definitely made my problem, feel forefront whether I was having a panic attack or a heart attack. They were extremely professional about. The only thing they could do better is not hit all the holes and bumps and potholes in the road. They did amazing job from showing up and starting IVs getting me on The gurney and getting me to the hospital.	
11/14/2025	Nothing I can think of, everything was caring professional personable nothing could be improved	Transport, bedside manner putting me at ease, efficiency, professionalism, easy friendly banter, attention to every detail of physical specifications for individual care...thanks! May GOD BLESS you and your staff and company ☺	
11/14/2025		Professionalism and very nice to feel concern from staff	
11/22/2025	N/A	The staff that came into my apartment was very professional and very concerned about my welfare. They assess the situation and ask if I wanted to go to the ER.	
11/15/2025	Introduce the professionals who check your vitals as e.g. paramedic Smith, Nurse Johnson, Dr Jones...etc.	Timely. Carefully	
11/17/2025	N/A	They were very professional	
11/11/2025	The ambulance itself was old and worn out.	Immediate response was reassuring	
11/16/2025	Nothing	Was there in time to help 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
11/19/2025	Fix the way that EMTs speak to their patients.	My experience in the hospital was wonderful; however EMTs were extremely rude, referring to a psychosomatic disorder as "fake" and "in my head", making crude comments to my friend while I was passed out	
11/23/2025	Everything excellent	Techs were very, kind, helpful and compassionate	
11/16/2025		Very professional and caring	
11/22/2025	Nothing	Moving me in comfort and quietly	
11/14/2025		They were very very nice and kind. And professional	
11/7/2025	Ambulance was rough riding. Possibly better springs, or it's just Reno's city streets. I was not in pain, so this did not affect my treatment. But it could have been for another patient.	Prompt, courteous, professional, caring, cheerful.	
11/16/2025		Good thoughtful care, very professional	
11/11/2025	Service was very good	Care for the patient	
11/13/2025		Professional paramedics. Very gentle with this elderly lady.	
11/19/2025	Nothing. Great job.	Listening to symptoms, waiting to stabilize before transporting, good iv insertion, communication with hospital. Got me through triage. Very caring.	