



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	4,667	\$10,036,983.48	\$2,150.63
March	5,049	\$10,886,632.16	\$2,156.20
April	5,056	\$10,919,688.48	\$2,159.75
May	5,157	\$11,122,359.84	\$2,156.75
June	5,073	\$10,936,438.25	\$2,155.81
July	5,182	\$11,180,631.56	\$2,157.59
August	5,243	\$11,318,293.04	\$2,158.74
September	5,263	\$11,363,283.53	\$2,159.09
October	3,884	\$8,349,282.57	\$2,149.66
November			
December			
January - December Total	49,905	\$107,546,938.72	\$2,155.03

Penalty Fund

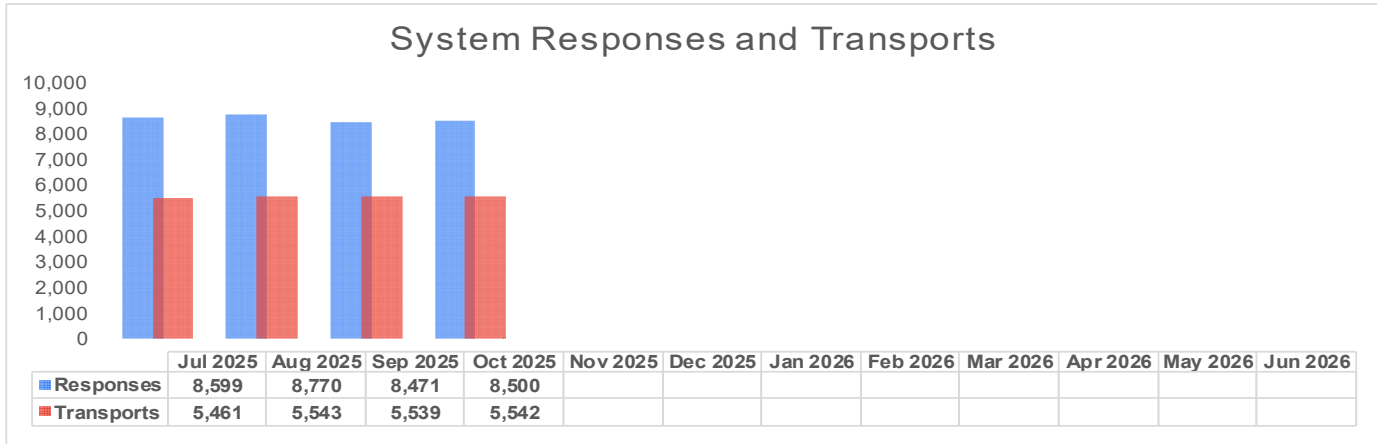
REMSA 2025-2026 Penalty Fund Reconciliation

Month	Amount
Carryover Balance	\$105,223.39
Jul 25	\$14,295.54
Aug 25	\$15,569.67
Sep 25	\$13,895.52
Oct 25	\$13,920.75
Nov 25	
Dec 25	
Jan 26	
Feb 26	
Mar 26	
Apr 26	
May 26	
Jun 26	
Total Penalty Fund	\$162,904.87

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 WCSO 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	<u>\$123,022.76</u>		

Penalty Fund Balance at 10/31/2025 \$39,882.11

REMSA Operations Report



Average Response Times FY 2025-2026

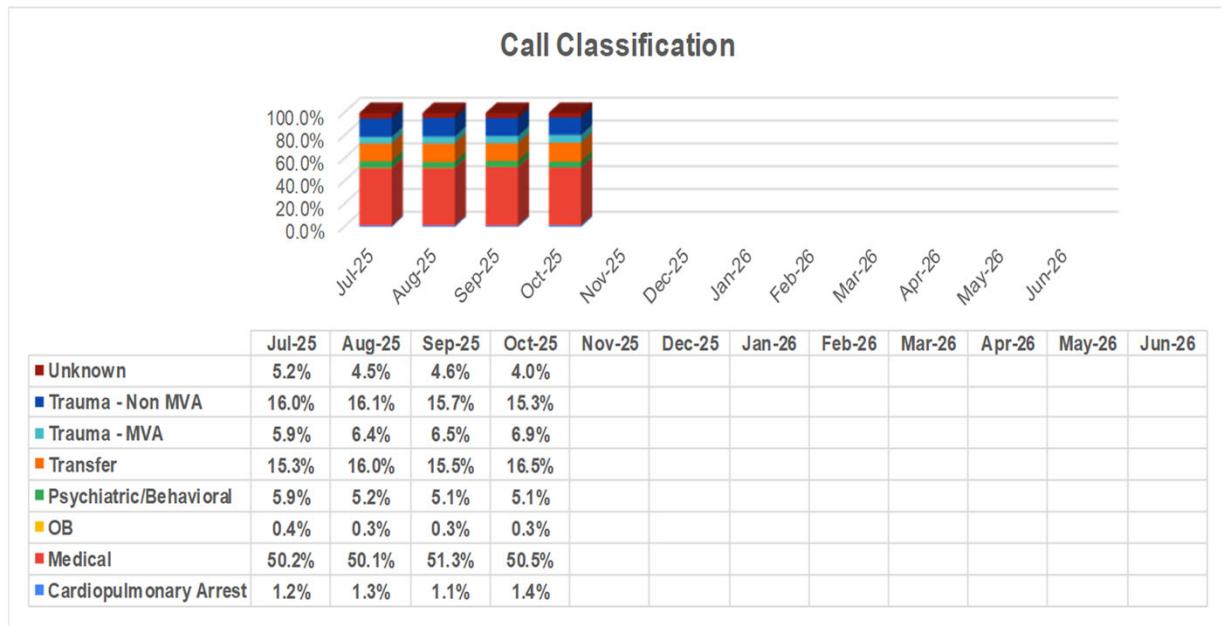
	Priority 1 Avg. Response Times			Priority 2 Avg. Response Times		
	Reno	Sparks	Washoe County	Reno	Sparks	Washoe County
Jul 2025	5:20	6:01	8:22	7:10	7:31	9:18
Aug 2025	5:32	6:09	8:56	7:12	7:25	10:21
Sep 2025	5:24	6:08	8:36	6:48	7:53	9:11
Oct 2025	5:25	5:51	8:45	7:01	7:41	9:33
Nov 2025						
Dec 2025						
Jan 2026						
Feb 2026						
Mar 2026						
Apr 2026						
May 2026						
Jun 2026						
YTD	5:26	6:03	8:42	7:03	7:35	9:35

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						
Dec 2024						
Jan 2025						
Feb 2025						
Mar 2025						
Apr 2025						
May 2025						
Jun 2025						
YTD	91%	41	127	94%	4	1

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

REMSA Operations Report



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			
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										
Dec 25										
Jan 26										
Feb 26										
Mar 26										
Apr 26										
May 26										
Jun 26										
YTD	74	227	457	1644	394	2396	5	20	52	119

	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	TBD	TBD	TBD	TBD	TBD
Nov 25					
Dec 25					
Jan 26					
Feb 26					
Mar 26					
Apr 26					
May 26					
Jun 26					
YTD	186	259	223	107	9

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

October 01, 2025 to October 31, 2025

Division: Ground

Your Score

93.73

Your Patients in this Report

232

Number of National Database Patients in this Report

5353

Total EMS Organizations

252

Customer Survey Report

REMSA Ground
October 01, 2025 to October 31, 2025



Executive Summary

Your overall score for the period selected is **93.73**, a difference of **+0.88**, compared to your score from the previous year, **92.85**.

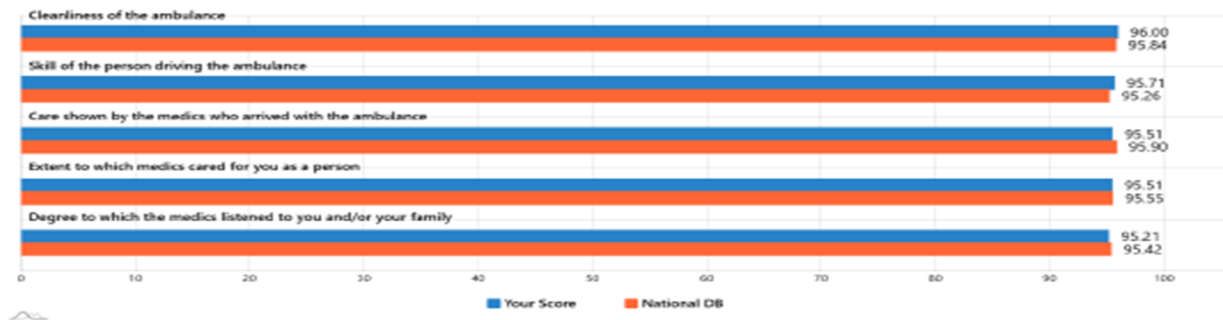
Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **82%**.

In addition, your rolling 12- month score of **94.25** is a difference of **+0.41** from the national database score of **93.84**.

When compared to all organizations in the national database, your score of **94.25** is ranked **47th**.

Highest and Lowest Scores

5 Highest Scores



Public & Relations Report



**PUBLIC RELATIONS
OCTOBER 2025**

Community Investment Fund



REMSA Health, in partnership with Renown Health and Northern Nevada Public Health offered a series of flu shots to underserved populations at the CARES Campus and at Our Place.

Halloween Safety Media Coverage

REMSA Health shares important Halloween safety reminders



REMSA Health, director of communications provided Halloween safety tips to the local media.

State of REMSA Health



Over the last month, Barry Duplantis, president and CEO has made public presentations to the cities of Reno and Sparks and the Washoe County Commission about the state of the organization.

Date of Service	What could we do better to serve you the next time?	Please tell us what was done well by REMSA?	Follow Up
5/14/2025	El tratado o sea la atenciÃ³n fue excelente y los felicito por tener un equipo muy bien entrenador para efectuar estas emergencias felicitaciones yo estoy satifecha por el servicio y la atenciÃ³n del equipo felicitaciones y hay ni uno ningÃºn problema <i>“The treatment, or rather the attention, was excellent, and I congratulate you for having a very well-trained team to handle these emergencies. Congratulations! I am satisfied with the service and the attention from the team. Congratulations, and there is absolutely no problem.”</i>		
8/2/2025		They listened to me as I answered their questions. They also translated medical speak into things I could understand. They also explained what they were going to do to me and the purpose for doing so. I felt like I was a valuable partner in the treatment they administering. They were positive & professional.	
7/26/2025	Always reach in time when someone calls for help	Took care of the baby	
8/31/2025	No	Everything	
9/14/2025	I would give the crew that helped me a grade of 90 Percent.	Personal well trained,put you at ease for transport overall experience as pleasant as could be.	
9/4/2025	Send me the female team!!	They were all females. They did an excellent job. I was amazed at how well they did. Great strength, worked well as a team. Great attitudes. Pleasant, caring and competent. Can't express it enough. I was pleasantly surprised. They were as good OR better than a male persuasion team! You go girls! Please send my comments to the team.	
9/11/2025	nothing i was very satisfied	All 3 medics and i forgot the other ladies name. they made me feel comfortable, they were friendly and set my mind at ease bustling care of me through the transportation process.	
9/20/2025		All the staff was wonderful.	
9/19/2025		Transporting me to hospital emergency room.	
9/15/2025		REMSA transported my husband from Renown to our home in after he was released from the hospital to home health. The two REMSA team members that came to transport my husband home were very friendly, told us what they would be doing with him and helped to get him situated in his bed once we arrived home. They were very kind in their interactions with our family.	
9/9/2025	All good!!!	They operated as a well trained team	
9/12/2025		Timely transport	
9/18/2025	Nothing	Everything	
9/20/2025	More staff	Everything but it was slow and very crowded	
9/3/2025		They were very kind to me when I was in a lot of pain.	
9/18/2025	It was all perfect from start to finish!	Otto and Taylor were amazing! They both made me feel comfortable from the time they picked me up from the emergency room until arriving at the next emergency room! Very sweet and compassionate from the second they got to me! Taylor held my hand on the drive which was so comforting, she knew I was so scared! Those two were a dream team and helped calm me a little from what I was going through!	
9/23/2025	I don't know the billing or costs associated yet or questions related to how clean the ambulance was or how the driver drove since I didn't ride in the vehicle.	911 was excellent! The person who I talked to was so good at what she does, she helped me through a frightening experience and was able to help me focus and keep calm. I appreciated everything about the experience, grateful for all who came to help me that day. So grateful.	
9/19/2025	NA	Caring and considerate. Easy to talk to.	
9/23/2025			
9/19/2025	Absolutely nothing. The service was impeccable.	Excellent. The service I received was absolutely amazing, from the moment they came to me at the house where I fell, to the moment of the drop off. They showed absolute professionalism with a very caring attitude. I was absolutely amazed at the treatment I received. It was so good. In fact, that I am considering moving to that area from the San Francisco area. We do not have that type of service over here, I am just so impressed and appreciative of the treatment that I received. Remsa did everything right as far as I'm concerned. Thank you so much to all the ambulance staff.	

Date of Service	What could we do better to serve you the next time?	Please tell us what was done well by REMSA?	Follow Up
9/22/2025	NA	Good service	
9/11/2025	Listen to your patients. When they indicate that they don't want to be transported then don't transporte.	Showed up	
9/23/2025	I don't have any recollection of what happened	I don't remember a lot of it so can't tell you	
9/27/2025		The two young men who took me to the other hospital were very caring !!!	
9/30/2025	Not a thing	I had 2 great experiences. Ride to hospital I had the kindest most amazing man named GEORGE he was the best! His attitude and attentiveness were above and beyond! Then I had transport from Renown to Rosewood facility with Destinie and Gabriel who were very kind. There was situation at hospital that prevented me from being ready to transport which upset me greatly. Destinie jumped right in and calmed me down. Gabriel was perfect paired with Destinie and took care of missing paperwork and together they got me to the rehabilitation center safely. I appreciate them all very much	
9/23/2025		Communication	
9/19/2025	Same service would be excellent.	First time I have needed resma and was truly impressed.excellent service and care. Don't know any of the financial questions because it was handeled by the insurance company's I assume.	
9/23/2025	All good	Taking care of me	
9/23/2025	Nothing	EVERYTHING IVE HAD TO CALL THEM IN THE PAST SEVERAL TIMES!!! THEY HAVE ALWAYS BEEN SO PROFESSIONAL AND CARING SOMETIMES I JUST HAD TO CALL FOR A LIFT ASSIST AND THEY STILL HELPED!! MY HUSBAND IS NOW AT NO NV VETERANS HOME, WHICH WAS ANOTHER MIRACLE CANT THANK THEM ENOUGH FOR SAFE TRANSPORT!!	
9/27/2025	I don't know..	Paramedics where awesome, it was a shifty situation, but, through being human beings and all they where awesome..	
9/8/2025		To start with room so employees were very helpful very patient for the time it took me to get to the door and for them to care for me the way that they did hats off to them. They were very concerned. They were very meticulous and how they handle the situation. I understood what was happening, and I was given the opportunity to transport or not to transport the car for me during transport arrival at the hospital was easy. They talk to me until someone took over at the hospital so I was very very pleased with the two people that came to help me and should I ever need the service again I wouldn't mind having those two people taking care of me in my time of need	
9/24/2025	Nothing	They were very caring and efficient	
9/18/2025	The ambulance was another story. It was probably the roughest ride I have ever had in a truck. I'm thinking it needs some shock absorbers. It was like riding in an old farm grain truck driving on washboard roads. I know, because I can say I've experienced both. And with it that rough, everything inside the truck really rattles loudly. So that's the only thing negative that I can think of.	The medics were awesome. They got rather quickly from Northern Nevada hospital and strapped me down so I was safe, got me into the ambulance, all in a very quick time frame. Impressive!!! And while I was in severe pain they administered some relief through my IV. And we had a very nice conversation on our ride down to Sierra Medical center.	
9/27/2025		They were all very friendly and helpful . They calmed me down and explained the process of me arriving at the hospital	
9/12/2025	Time of response was ok	Getting me to the hospital and I stayed for 3 days and they were treating me as I was going to the hospital	
9/29/2025	I don't think you need to change everything anything everything was great		
9/23/2025	I don't think that there is anything different you could do to improve the experience.	From the time I called 911 and Remsa arrived, the service was great. Two young men arrived and took wonderful care of me. They had a very calming side to them. During the transport they were very caring and thoughtful. I would always use Remsa in the future if need be.	
9/12/2025	Fire the people who were in that ambulance. That was the most neglectful experience i've ever had	Genuinely nothing I thought I was dying and they made me feel like I was crazy and my symptoms were in my head. They refused to actually help me and I was passing out and seizing up constantly in their careand they did nothing.	
9/26/2025	They are perfect they are helpful and amazing	Remsa has been very helpful to me they are very nice and also they come on time but also they helped me a lot and also they are very respectful to patients	

Date of Service	What could we do better to serve you the next time?	Please tell us what was done well by REMSA?	Follow Up
9/28/2025		I've had to use remsa several times this year, always great service as well as the fire department medics	
9/19/2025	Everything was done above and beyond.	Skill of paramedics.,Utmost courtesy. Very professional . They were wonderful. I want to thank the two young men.	
9/16/2025	I couldn't have asked for better. I was scared, did not know what was happened, and felt like a burden but they never made me feel that way during the situation. They reassured me that anxiety can be a very physical response and what was happening to me was very real. I had not had another episode like I had after knowing I just needed to take their advice they gave me and knew even if it did happen again, I was going to be okay if I had to be taken to the hospital again.	They were very patient while I was overwhelmed with the symptoms I had. They helped me out of the house when I thought I couldn't walk but encouraged me to manage the situation as best I could. While in the ambulance they rubbed my hands while they were locked up and clenched, related to me with their own stories of anxiety attacks and let me feel taken care of for the first time in a long time. They advocated for me in the ER while they were there and took my situation seriously even when I was telling myself I was being ridiculous. I appreciate the team who helped me I will remember them going forward.	
9/25/2025	M they saved my life they got me to the main hospital in time for me to live and had everything prepared when I got there they did everything necessary they were absolutely wonderful both of them the driver in the one in the back with me I couldn't ask for more thank them very much for me they knew what they were doing and they did it thank God or I wouldn't be here today and I thank them very very much		
9/30/2025	Hopefully there wont be a next time	Caring for me.	
9/27/2025	Nothing at all !	Everything from the start of the care before going in the ambulance the care I got in the ambulance to the great services I received at the hospital. Great service all around	
9/27/2025	You couldn't have done anything better you sent me those three Emma Ben Jordan Jordan was a good little driver, Ben set up with Jordan and Emma sat back with me. I've only called four and five times leaving messages so I could talk to their supervisor, but no one ever got back with me. Now I think that's not good business. I still want to call. Your EMTs were fabulous	Ben Emma Jordan They were wonderful so caring. I kept telling them I'm not going. I'm not going after an hour of me being stubborn. Ben looked at me and grabbed my arm and said I've seen this too many times Debbie you need to go.! I said OK Ben let's go nothing	
9/25/2025		Primarily getting me the assistance I needed immediately!!! Thank You All, you rocked for this 81 year old.	
9/13/2025	Just keep doing the same thing they are doing. I have a question? I was transfer out of mammoth to Renown. I was out of it, I believe I was on a plane, but how did I get to the hospital if they don't have a runway? You can I talk to, to find out what happen to me?	The complete team was very caring and I felt I was in good care.	6268257707
9/18/2025	Drive faster	Friendly	
9/6/2025		The paramedics were kind, compassionate and very professional. They took great care of me and addressed all of my questions and concerns. They really helped to keep me calm and made the experience as stress free as possible.	
9/19/2025	I have nothing to offer in that regard! I was extremely satisfied with their care	Their interest from the moment they arrived to caring for me and making me comfortable	
9/17/2025			
9/29/2025	Nothing	He was very concerned about my mother's care and the plan my sister and I had for her" he called me back to make sure I was in agreement after I had hung up with the facility administrator.	
9/26/2025	Make the back of the ambulance a little larger or just redistribute the stock on the driver side of the back of the ambulance	Everyone was thoughtful thorough experience professional it's very skilled at conveying the urgency of the matter at hand	
9/27/2025	It's perfect service already so nothing you guys are awesome thank you !!!	Everything !	
9/27/2025		The ambulance team was very professional and worked quickly to address my injuries and needs. I am very grateful for the service they provided	
9/24/2025		As always, Exceptional!!	
9/16/2025	For me nothing	Both operators of the bus were fantastic, Personable, professional, and Barry communication	
9/8/2025	Nothing	Picked me up, treated me as an individual with serious concerns, Delivered me to the ER staff, handed me off and ensured I had all my belongings. Great job!	

Date of Service	What could we do better to serve you the next time?	Please tell us what was done well by REMSA?	Follow Up
9/17/2025	I couldn't make it to the front door so I gave the 911 dispatcher my door code. I could hear them telling the responders to use the code but they kept ringing the door bell. I was afraid to walk to the front door from the family room in the back of the house because the pain in my arm intensified and my hand became whiter.	Very professional. Immediately put me at ease. I was very scared and between the paramedics and the firemen, they were very efficient at keeping me calm and relieved most of my fear. They were efficient in providing the necessary assistance to treat my aura problems and my heart problems. I don't remember if they gave me pain meds but they were all distracting enough I wasn't in pain. Also, the IV in the ambulance was the only one that didn't leave a bruise or hurt when she inserted the needle.	
9/13/2025	Ambulance fee is way too high.		
9/17/2025	Can't think of anything more that you could have done to take care of me thank you very much again	They transported me from the emergency room to the hospital Northern Nevada everybody took good care of me at their emergency and at the hospital will recommend your services in the future thank you very much	
9/30/2025	Maybe offer some oxygen.	Taking the time and care needed to address my issue.	
9/6/2025	Putting a proper IV and treat her with compassion and cleaned up the throw up off her face	My 88 year old mom had fallen - The paramedic put her IV into an artery into her arm. You can check with ER staff at Sierra Medical Center, who had to properly put on an IV The Remsa crew advised the ER that she had lacerations on her right arm. She had none as the Remsa crew had not wiped the blood from her arm that was on the floor from her scalp. The Remsa crew did not clean her up as her face was in dried throw up as well as her chest	
9/23/2025	needed compassion. Blocked my way to my bedroom treating me like I was a meth addict when I was complaining about the mess that was being made above me. The ambulance I took a few weeks before was wonderful. Patrick was awesome and so was his helpers sometimes you just get a bad medic. Didn't care for disposition at all.	No comment	"I spoke with the patient today. She basically summarized that she did not like the way was speaking to her and felt like he was being dismissive of her complaints/issues. She reported she kept asking them to just take her to the hospital that her blood pressure was too high and the meth from the upstairs neighbors was making her not do well. She did not like that blocked her in the hallway from getting her stuff and thought he was "too much like a cop." She did state that she is moving away from this area as the upstairs neighbors cooking meth is bad for her health and the DEA won't do anything about it. had a different viewpoint on it citing the patient was being quite pushy in the sense she really didn't want the medics to do diagnostics or help her but just transport her to the hospital. He stated she was quite anxious and amped up. Clinically, treatment seemed fine and her vital signs were definitely trending with her being anxious and not doing well. He was receptive to the feedback and had no questions." - Marc 11/03/2025
9/23/2025		Ground transport from Carson City to San Francisco. No meds given?!?! Just a long ride. Arrangements made by Carson Health.	
9/17/2025		The men who transported my daughters and I were very nice	
9/11/2025		response was excellent and coordination with Dr Roo's medical team was very good	
9/25/2025	Nothing, everything was fantastic.	Everything from the moment they arrived at the address to drop off at hospital.	
9/17/2025	It was a great experience.. ty	They were all awesome! Told me what was happening and what to expect.	
9/22/2025		Excellent care during transfer from one facility to another.	
10/8/2025	Stay with the same program it worked this time Roy Thompson	I had a very smooth ride to the hospital and even through all the ripped up roads and the ride from the person in the back was great. He kept me talking and tried to keep my mind off everything and we went very fast and courteously.	
10/5/2025		As always, your team made me feel like I was in the right hands. Thank you	
9/29/2025	N/A	The crew was very polite and aware of my bad back. They worked with paramedics to get me on the stretcher very well. These ladies were Great!	
9/22/2025	Not a thing	Great job along with Reno fire department thank you	
9/24/2025		I don't remember enough about that entire evening to comment.	
9/29/2025	Can't think of anything	They were able to move me from my home into the ambulance with very little pain.	
9/26/2025		They were knowledgeable and kind.	
9/29/2025		they were here very quickly, they should compassion and make sure that my mom was covered up on her way out the door	
9/29/2025	Nothing, they were all really hard workers.	They were very attentive and caring for my child and me, during a traumatic time for us.	
9/26/2025	Nothing...care was great	Excellent professional care	

Date of Service	What could we do better to serve you the next time?	Please tell us what was done well by REMSA?	Follow Up
10/8/2025	Good	Good	
10/3/2025	Only ask for prayer and continuing support, ðŸ˜Š HAPPY. THANK YOU	They understand my situation and feel secure when the treatment to er and ask questions even I can't speak very well they are misunderstood me, I need help the time went to hospital and told about the day and year and who is the president of USA. Thank you for understanding my situation, now feel okay. ROTC /g.	
10/5/2025		Remsa has always cared for us with compassion and kindness.	
9/22/2025	stay the way you are. Every went great	Arrived in a timely manner	
10/5/2025	I received optimal and more than adequate service	Concern, being taken seriously, quick course of action, complete and transparent exchange of information	
10/6/2025	I can't think of anything.	I had a uti and have almost no memory of the ride to the hospital. What memory I do have is that everyone was very professional and explained what they were going to be doing just before they did it. They also let me know when we were getting close to the hospital. All of that was great because it helped me feel not so out of control.	
10/3/2025	Nothing	They took action right away. Provided the service needed for my situation	
10/5/2025	Pay attention just because I'm older doesn't mean I don't care	They were not caring at all with my condition. So I guess the drive there was done well	
10/4/2025	Nothing	Friendly staff	
10/5/2025		The whole experience was great. Explained what they were doing and assured me everything would be ok. Outstanding treatment!	
10/17/2025		They all worked together as a team. The ambulance crew knew what to expect before they arrived.	
10/22/2025		Understanding and care for my well-being as well as reassuring me that they had everything under control and wouldn't let anything more happen to me	
10/14/2025	Nothing that I can think of.	Very kind, caring, skilled and reassuring.	
10/6/2025	Ambulance was pretty rough riding. Needs Better shocks		
10/6/2025	Nothing I can ththink no of.	Very helpful for the wife when her husband was incompasitated. Was able to take my husband out of the house when he couldn't walk and was very confused.	
10/24/2025	N/A	They took great care of my daughter	None
10/21/2025		They were both very concerned to take care of me. All there attention was on me and kept me informed step by step. I appriciate both of them very much because I didnt understand the seriousness of my heart attack and they did with the utmost urgency. They did not take anything lightly. Thank you so much for caring about my life.	
10/15/2025	N/A	They were quick and had a great bedside manner	
10/18/2025	Can't think of any.	Arrived quickly concerning the traffic due to the No Kings demonstration.	
10/22/2025		The communication amongst the two were wonderful and I felt safe with them. Thank you.	
10/13/2025		Acknowledge my suffering. Didn't treat me like some street person looking for drugs, unlike the hospital staff after admittance the following week.	
10/18/2025	Be more understanding of Medicsl problem I felt threatened	Fast response	
10/4/2025	Fine	Good ðŸ˜Š „	
10/15/2025		Always have problems getting IV. Medic who inserted IV got vein in first shot	
10/17/2025		Had many paramedics there to take care of my spouse who is an Alzheimer's patient . Do I can not answer as a patient.	
10/21/2025		I don't remember the ride due to my condition	
10/12/2025	can't think of a thing.	The staff in the ambulance were excellent, thank you all for your help.	
10/13/2025	slcan't think of anything	They were very concerned with my pain and worked to ease it	
10/8/2025	I don't know about the bell, but it looks like I owe \$600 and I don't know if the claim was denied which I'm kind of frustrated with because I had no way to get myself to the hospital and I was trying to make it easy for everyone and just go up the street thus the misdiagnosis	The survey is very biased because I was given a transport to the hospital because of the severity of my illness. I had no time to look inside the ambulance to see if it was clean. The girls were phenomenal, but they made me so comfortable to give me nutrients that once I got to the hospital, they disconnected everything and was misdiagnosed.	
10/24/2025	Nothing keep everything the same minus the c-pap	Everything they always give great service	
10/7/2025	Nothing more is ever needed.	Everything was done perfectly. I really do not remember much but they got here fast! And very professional. They saved my life. Please thank all of themðŸ™‚ðŸ™‚	

Date of Service	What could we do better to serve you the next time?	Please tell us what was done well by REMSA?	Follow Up
10/19/2025	I'm thought the team was professional, experienced and very effective .	Transported 90 yo husband to emergency.	
10/17/2025	Nothing; I was well-treated.	The driver and attending EMT were calm, professional, respectful, kind and thoughtful. They allowed me to feel safe.	
10/7/2025		I went to urgent care with a breathing issue. They called Remsa for me. The entire team of people working for Remsa were absolutely wonderful. I had never ridden in an ambulance before so it was a whole new experience for me, but everybody was so wonderful and made me feel as comfortable as could be.	
10/8/2025	A plate a place to go pee on the airplane	It met more than my expectation	
10/16/2025	There needs to be a step outside the side door. I had broken my right wrist and have a bad right knee. The step was almost too big. The lady driver said some people squat down but I couldn't do that. Thankfully I could. So another step would be helpful!	Everything	
10/26/2025		arrived immediately, crews took good care of me very well	
10/7/2025	Terrific first responders We are so grateful	Absolutely everything	
10/12/2025	Let's hope never a next time	Each time Remsa has been involved. CARE has been excellent.	
10/22/2025	Nothing everything is great!!	Care, patience and kindness answering questions !!!	
10/11/2025	You guys where perfect	Pain meds in timely matter, splinting, transportation	
10/11/2025		Very informative, kindness, concerns of my comfort while being airlifted to Mayo Clinic from Renown Regional Hospital. The medical staff on med flight were wonderful and in general overall very professional.	
10/21/2025	There's nothing they could've done better, excellent job.	They wrapped and treated my injury. As well as giving me pain medication in the meantime before arriving to the hospital. They were extremely helpful.	
10/17/2025		Everything! Thank you for saving my life	
10/21/2025	Nothing	Everything the guys were very respectful and kind	
10/16/2025	NA. Everyone was great	Everyone was very nice and professional. I felt like I was in great hands	
10/24/2025		The crew was absolutely fantastic. Knowledgeable, friendly and caring. All three were amazing and helped me through a really tough evening	
10/16/2025		Picked up my wife and transported her to Renown ER	
10/20/2025		Seizure protocol. Only mistake was being tested for an old medication instead of what I'm currently taking but I don't know if that's just what I told them.	
10/4/2025	Not cause \$2000 for 4 miles	My pick up seemed very quick, the staff was professional. Training was going on while I was in route to trauma room. Clear concise direction to me and trainee.	
10/13/2025	I live in an assisted living facility. The ambulance driver was told to take me to St Mary's as that is where my medical records are and my doctor. But I was taken to Renown and my insurance does not work at Renown. This is the second time this has happened. Now I have a 2000.00 ER bill at Renown that I can't pay. My daughter called the REMSA people and told them I needed to go to St Mary's and they said they were never told that. I told them St Mary's and my caregiver told them at Mary's. I can't afford to pay the Renown bill so I guess I won't. I am 91 and have a fixed income. Your people should make sure they take the person to the right hospital.		
10/12/2025		911 was called by someone else. I did not talk with them. I have no interaction with the business/billing personnel to date.	
10/3/2025		Very professional.	
10/12/2025	I have no complaints	Communication. Kindness and staying informed.	
10/14/2025	The hospital was horrible. I sat in excruciating pain in emergency for 2 hours before being seen by a doctor. He gave me something that did not relieve the pain. It was a horrible experience. Remsa was wonderful while I was in their care.	Remsa was great. They relieved my pain. .	
10/16/2025	I can't think of anything	All of events	
10/15/2025	Be as polite and caring as you were this time	Making me comfortable and caring for my immediate needs	
10/6/2025	As far as I know, they did everything very well as I said, they saved my life	They saved my life! I remember them saying I hope you're not attached to these clothes as they cut my clothes off me. Last thing I remember was the ketamine as I was in trauma.	

Date of Service	What could we do better to serve you the next time?	Please tell us what was done well by REMSA?	Follow Up
10/14/2025		Never had a bad experience with your company other than a time when they transported me in the dead of summer in a ambulance with a broken air conditioner. It was over 100 degrees in that ambulance and it was just awful the crew looked heat beaten and I was miserable. I am not entirely sure it was this company though but I hope they fixed the air conditioner on the unit because it was not ok to put the crew or the patient through that!	
10/12/2025		My life Partner died a week later. This review was derby his conver.	
10/15/2025	Nothing	Every thing	
10/25/2025	Nothing! They did an excellent job!	Made sure I was comfortable during transportation to the hospital.	
10/2/2025	With all due respect I hope to never see you again. Or at least not for a very very long time	Larry saved my life. Thank you	
10/7/2025	Nothing	Everything	