

## 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
11/15/2024	Great experience	Thank you	
12/30/2024	Thank you		
12/17/2024	The EMS guys were very friendly and had a great sense of humor		
1/25/2025	Rick and Jessi were an awesome team. They couldn't have handled my situation any better!	My back pain was so severe that the ER doctor had to use morphine on me! Rick and Jessi just didn't have time to get it under control before we arrived st the hospital. Nonetheless, I give the kudos for doing their best!	
1/24/2025	The medics were very professional and caring and you felt like you're in good hands		
1/27/2025	Personnel exhibited professional skills and accommodated my needs.		
1/28/2025	The paramedics were attentive and empathetic. I feel they did everything we could to keep me alive until I got to the hospital.	Nothing. They helped save my life.	
1/28/2025	I was scared the night I was transported. This is because I've been in anaphylaxis and respiratory arrest in the past (allergic reaction); respiratory failure due to asthma; and two years ago I was in a coma for a month (allergic reaction to chemo given before stem cell transplant). I let the paramedics know this and they helped me keep from worrying about these past events.		
1/28/2025	Explained everything just continue that good service	Just continue that good service!!!!	

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1/24/2025	Nothing they even told my ADHD and ODD diagnosed son along with the sheriff to stop taking his medication he was taking up their time	Tell Paramedics I am sorry I called them I will never call another paramedic in my life even if I thought I was dying I would rather die driving myself	I spoke with the patient's mother this evening and she was in fact upset with Carson City Fire. It seems that she was unaware that the survey she had received was for us and not in regards to her experience from the 911 call. She apologized for jumping down our throats" and said that she had no issues with our crew during the IFT of her son."
1/27/2025	The 2 paramedics were super nice and took great care of me the gentleman paramedic especially he was trying to comfort me as well as help treat me.		
1/30/2025	Professional, understanding & professional! Listened & were concern in my well being	Oh, that a hard sell pizza ,& donuts maybe?? Your staff was Exemplary in caring out their duties; human, tech & explaining line of action.	
1/26/2025	Thank you		
1/31/2025	The car comfort that they provided me was excellent very knowledgeable very professional	Nothing different	
1/24/2025	They immediately started to care for me , I felt very confident that they were helping me ..I appreciate them	Nothing I can think of	
1/24/2025	Helped me on the gurney very carefully and as easy as could be done. Got a warm blanket on me and got my medical history and administered some pain injection.kepp	Keep up the excellent service you provided. Good job!	
1/23/2025	The ladies that took care of me were great!	Nothing, they were perfect!	

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1/22/2025	Communication was informative, direct, empathetic and very good at listening and not interrupting. The staff was gentle, they were positive and realistic.	Nothing that I can think of, all around it was a superior experience, thank you.	
1/18/2025	All of the whole trip .	Keep having Meds like the one that heaped me.	
1/16/2025	I felt well cared for. Thank you	Can't think of anything	
1/15/2025	They were all so kind and caring. I felt I was in good hands.		
1/19/2025	Well they saved my Life, I wish that I could thank them all, I had a Cardiac Arrest, and I believe from what I heard that I Flatlined, They did compressions and used the electric Paddles kickstart me back to life!!! I tried to thank them while I was in the ambulance but I'm not sure if I said it loud enough THANK YOU	They did everything Perfectly !!! THANK YOU	
1/17/2025	Starting IV	All ready perfect	
1/15/2025	Very helpful and supportive all the way! Outgoing!		
1/23/2025	Very professional and friendly and understanding	Lets hope there is no next time!!!	
1/17/2025	The EMTs understood that I am a hard stick and only pokes me once to get the IV. When that failed. They'd let me wait to the hospital to get one.	Listen to my family regarding my medication. They were told they were shown. They were given a list and yet still did not know what medications I was on.	
1/16/2025		Desired to go to so. Meadows but taken to downtown which resulted in several hours to be seen	

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1/21/2025	They arrived quickly. Very nice & polite., very clean. They helped me and I appreciate that.	They were amazing, and helped me.	
1/23/2025	Care and concern for my well being.	Nothing	
1/19/2025	I was having a bit of memory problem just remember both being so kind helpful. Got excellent care . Thankyou		
1/21/2025	Everything		
1/15/2025	Arrived quickly Listened to my (husband) thoughts Evaluated my wife Confirmed my evaluation Acted quickly suggesting the best hospital for stroke		
1/15/2025	The two medics that took care of me were very conscientious, efficient, caring attentive of my needs. I couldn't ask for a nicer people to take care of me when I needed it.	The questions I could not answer was because I have not received a bill yet nor do I know what the cost was or anything about the billing department.	
1/18/2025	How can I rate them I was not on the ride my husband died on the way down. The sheriff make me drive myself. His injuries were extremely serious no one offered me a ride with him .	How can there be ! he's dead .	
1/16/2025	Ms made feel comfortable	Nothing is l	
1/16/2025	Was having a bad anxiety attack and they helped calm me down by just talking with me and being there for me I wish I could thank them personally they were really cool	Just keep doing what you guys are doing you guys save lives	

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1/20/2025	They were both very nice and professional and they explained everything that they were doing before they did it and I was already shocked up from the DMV my ex gave me so they were gentel with ne	Nothing	
1/23/2025	Good care, and they remember seeing us multiple times.	They usually have a fast arrival time, but this last one was delayed.	
1/23/2025			
1/14/2025	Everything I needed to make it to the hospital.	Nothing they were great and professional.	
1/18/2025	Got me out out 2nd story apartment to ground floor.	Maybe kept warmer while moving to ambulance	
1/23/2025	Everything. Very caring, competent and professional.	Nothing	
1/19/2025	I haven't seen the billing yet, therefore unable to answer business questions.		
1/13/2025	Good teamwork, professionalism, good iv placement. They did their best to relieve my pain and explained what was going on the whole time and had a balance of caution with the meds they gave. They also had good communication with eachother.	Dispatcher was a little rude and needs to have more understanding of the perspectives and situations of those on the other end of the line. EMT and medics were great. Thanks.	
1/12/2025			
1/11/2025	Quick arrival and assessment of injury. My 4YO great grand daughter was panicked and the attention paid to her calmed her quickly.	Can't think of anything.	
1/8/2025	I was not there when my husband was sent to ER. He is in Seasons of Reno		

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1/14/2025	Caring, compassionate and driver contacted family member to inform of care , situation and destination		
1/8/2025	Husband brought home from hospital as not able to drive him home.	We were very pleased with the service, thank you!	
1/12/2025		Rough ride, put shocks on vehicle	
1/10/2025	Caring, attentive	Nothing	
1/11/2025	Very nice, professional and caring.		
1/11/2025	Professionalism, confidence and communication.	Hope no more next time.	
1/12/2025	Very professional, very friendly	I had no complaints	
1/12/2025	Finding vein in moving vehicles		
1/11/2025	Crew was very friendly	Everything was perfect	
1/13/2025	Positive attitude, treatment and care were great.	More blankets when it's cold outside	
1/10/2025	They got their quickly and helped a lot and were very nice and funny.	Nothing to report	
1/12/2025	Very efficient but caring Knowing what to do Respectfull	I don't know	
1/7/2025	Everything	Nothing	
1/13/2025	Everything was done to make me feel safe and cared for		
1/11/2025		Everything	
1/14/2025	All was smooth & efficient.	Car drivers need to PAY ATTENTION & REALIZE AMBULANCES ARE ON A MISSION SIREN OR NOT. The one I rode in needs NEW SHOCK ABSORBERS for sure!	
1/10/2025	Their personnel	Nothing	

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1/8/2025	Everything		
1/8/2025	<p>The overall response is awesome, it is difficult to wish that any other crew would come to my door. They have always been awesome, but, in my wife's instance, they do not always listen to me, and I often feel like I'm being poo pooed, or just not listened to. Frustrating, as I am the care giver, and I think I have input that is her life. We have been married for 43 years and together for more years than that. Most I meet in the medical business have not been alive that long, so to be put aside, as some of your people have done, to me, is discouraging. I understand their concern, that they are here in my house caring for a distressed person, they have a job to do, but sensitivity to the fellow partner of the distressed is necessary. They should be attempting to get as much information from the surrounding world as they get from the computer program. Make them analyse the answers, don't just swipe and assume. Curious would be the thought I would use.</p>	Listen	
1/10/2025	They got here in no time, ready and prepared for action, loaded me up and off to hospital in a clean equipt ambulance.		
1/12/2025			

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1/9/2025	Everything they did i thought they were very nice to me. No complaints On the other page i never had any thing yo do eith those wqyoubuestiond	You all did very well to me	
1/14/2025	I felt they cared about what I was going through and they were professional and nice to me. I was in a lot of pain so k was being emotional but they handled it well. And they were being nice to my dogs.	Nothing	
1/8/2025	They. Advised me that it was important that I should go no to the hospital to be checked, I ended up getting admitted so their advice was important to me since o really did not know what I should do. I appreciated their advice.	Nothing additional was needef	
1/14/2025	Courteous		
1/13/2025	Professional and pleasant.		
1/3/2025	I didn't call for ambulance i was transported at request of medical doctor and was assured I would not be billed		
1/1/2025	Everything from arrival to the emergency room was very good.		
1/4/2025	Transport to Renown	Nothing	
1/6/2025	La atención y la amabilidad de los paramédicos es excelente, su delicadeza para tratar a sus pacientes es muy buena		
1/3/2025	Everything!	Nothing!	
1/5/2025	All	Need an N/A On this survey.... I didn't do anything with billing	



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1/1/2025	Everything. From the time they arrived they listened and acted quickly to assess my issue and relieve my pain. They were kind, eased my fear and worry and despite how much pain I was in they made me feel like it was all going to be ok. I initially called because I had some chest and back pain and thought I may be having a heart attack. As the minutes passed the pain in my back got worse, at first I thought I was going to die. It turns out I had pneumonia in one of my lungs and I only spent a couple of days in the hospital. Remsa was great 100%! I want to say to the ones who cared for me: THANK YOU!!!	Walk on water? I can think of nothing! They were too notch	
1/1/2025	Everything was done with such professionalism. I would recommend Ramza to anyone who is in need of ambulance service. They were great! Thank you, Georgina Moore.	Everything that was done to me on that day to keep me well was done! They even put me on their Oxygen so I wouldn't use mine up. Thank you Georgina Moore	
1/2/2025	Treatment to the hospital	The REMSA units have a very bad ride, bumpy ride	
1/6/2025	Na	Na	
1/6/2025	When I got into the ambulance they made sure I was comfortable and warm before they assessed my problem and could treat me	Nothing	
1/1/2025	Medics were good- worked together and helped me.	Took too long to arrive on scene (my house).	
1/3/2025	Everyone was very nice and professional.	Vehicle could use better shocks.	
1/2/2025	Promptness		

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1/3/2025	The whole experience was great. I felt safe and the staff was excellent.	N/A	
1/1/2025	Just overall professionalism	Na	
1/1/2025	Everything, I was in the dark on the side of the road in bed of medical attention at 1am. I was found rite away and got help rite away	Everything was perfect	
1/1/2025	Thanks for saving my life		
1/4/2025	Professional	Keep vehicle cleaner	
1/1/2025	All personnel involved was courteous and respectful	Keep up the good good work	
1/1/2025	Everything they were respectful and professional	Can't think of anything	