



**TRI-TOWN** Emergency Medical Service  
247 Pembroke St., Pembroke NH 03275

**PATIENT SATISFACTION SURVEY**

*Please tell us how we did.....*

If you would like to talk with the Director,  
Please Call: 485-4411

Where did the Ambulance Respond to?

Allenstown  Pembroke  Other: \_\_\_\_\_

Did the Ambulance Transport you to the  
Hospital?  YES  NO  N/A

Please rate our service using the following scale:

*(1-Poor, 2-Fair, 3-Average, 4-Good, 5-Excellent)*

Rate the Ambulance RESPONSE Time: ①②③④⑤

Rate the Crew's APPEARANCE: ①②③④⑤

Rate the Crew's PROFESSIONALISM: ①②③④⑤

Rate the Crew's KNOWLEDGE: ①②③④⑤

Rate the Crew's DEMEANOR: ①②③④⑤

Rate the AMBULANCE'S APPEARANCE: ①②③④⑤

Rate the AMBULANCE'S CLEANLINESS: ①②③④⑤

How well did the Crew WORK TOGETHER: ①②③④⑤

Rate the MEDICAL TREATMENT  
that you received: ①②③④⑤

Rate the COMFORT LEVEL of the  
Ambulance Ride: ①②③④⑤

Rate the PROFESSIONALISM of our  
BILLING AGENCY: ①②③④⑤

Were you Satisfied with TRI-TOWN EMS:  YES  NO

COMMENTS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**TRI-TOWN EMS PRIVACY PRACTICE**

The medical providers of Tri-Town EMS obtained sensitive personal information which the federal government defines as Protected Health Information (or PHI). This information is essential for providing medical treatment to those the agency serves. Under the Privacy Rule, Tri-Town EMS may disclose, without a patient's authorization, protected health information about the patient as necessary to treat the patient or to treat a different patient. Treatment includes the coordination or management of health care and related services by one or more health care providers and others, consultation between providers, and the referral of patients for treatment. See 45 CFR §§ 164.502(a)(1)(ii), 164.506(c), and the definition of "treatment" at 164.501. By Law, Tri-Town EMS may also use information about you for billing of Emergency Medical Services rendered to you by the service, and for administrative functions such as audits and quality improvement processes. The service may legally disclose your personal information without your consent for public health purposes, auditing, research data, and for emergencies. The service will also provide law enforcement with information, without your consent when required by law to do so in specific circumstances.

**Patient Rights:**

Generally Tri-Town EMS will obtain your consent or that of your authorized representative before releasing any PHI for billing purposes and releasing copies of your documents. You have a right to schedule an appointment to view your medical documents as well as receive a copy your medical documents that the service maintains for a fee. Tri-Town EMS charges \$25.00 per copy of each patient care report and will provide the document within *thirty (30)* days of receipt of your dated written request. Send request to: **Tri-Town EMS, 247 Pembroke St, Pembroke NH 03275**

**Complaints:**

If you feel Tri-Town EMS have violated your privacy rights, you may contact the **Service Director, Christopher Gamache at (603) 485-4411**. You may also contact the U.S. Department of Health and Human Services, Office of Civil Rights.

Tri-Town EMS is required by law to protect your information, provide you a copy of this notice and adhere to the Federal Law known as "Health Insurance Portability & Accountability Act" (HIPAA).

*From the Director.....*

Greetings;

I want to take the opportunity to thank you or your family member for using the services provided by Tri-Town Emergency Medical Service. This mailing contains a patient satisfaction survey and the service's privacy practices of which we are obligated by law to give to our patients. TRI-TOWN EMS is a municipal ambulance service that proudly serves the towns of Allenstown and Pembroke.

It is our goal to strive to improve the service we provide such that we can better meet the medical needs of our patients. In order for us to do this, we need you or your family's feedback on how the service did when we were called upon. Please take a few moments to fill out the attached survey, separate it and mail it back to Tri-Town EMS. The postage on the surveys have been prepaid.

Please feel confident that your responses will be kept confidential unless you indicate otherwise on the survey.

If you have any questions about the survey, the service you received, our privacy practice or any other concerns you have with the ambulance service, please feel free to call Tri-Town EMS at 485-4411 and ask to speak with the Director.

Thank you for your time,

Christopher Gamache  
Service Director

