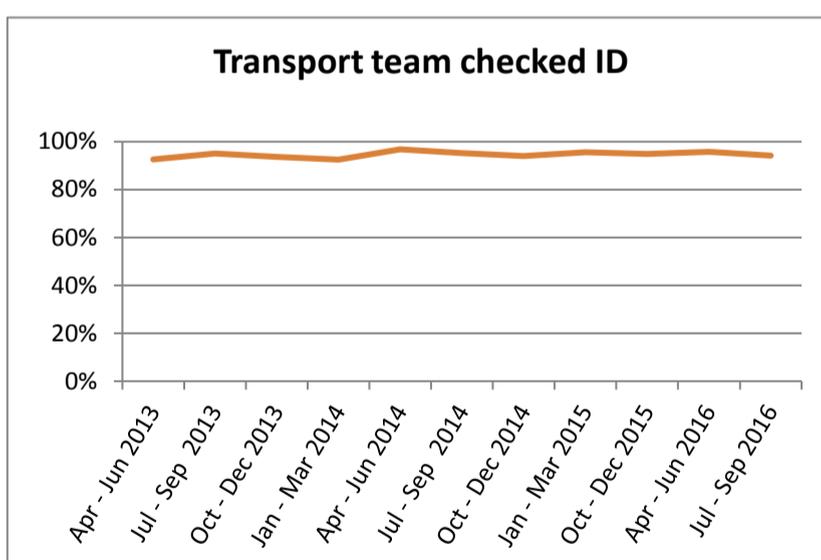
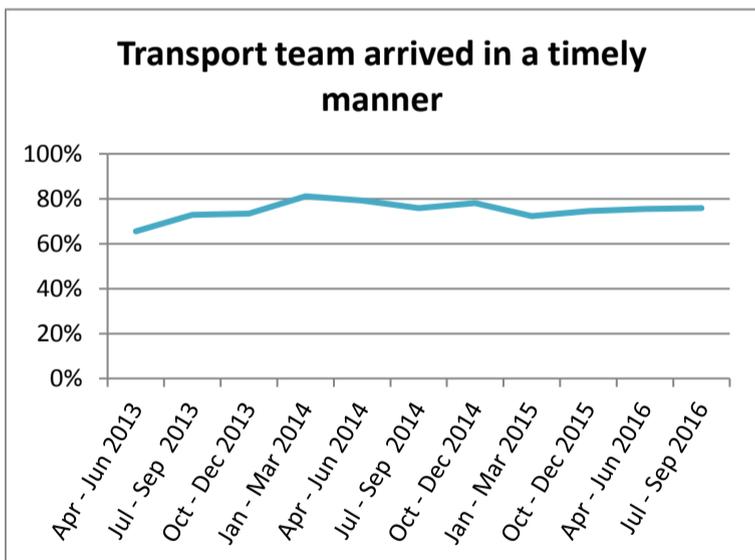
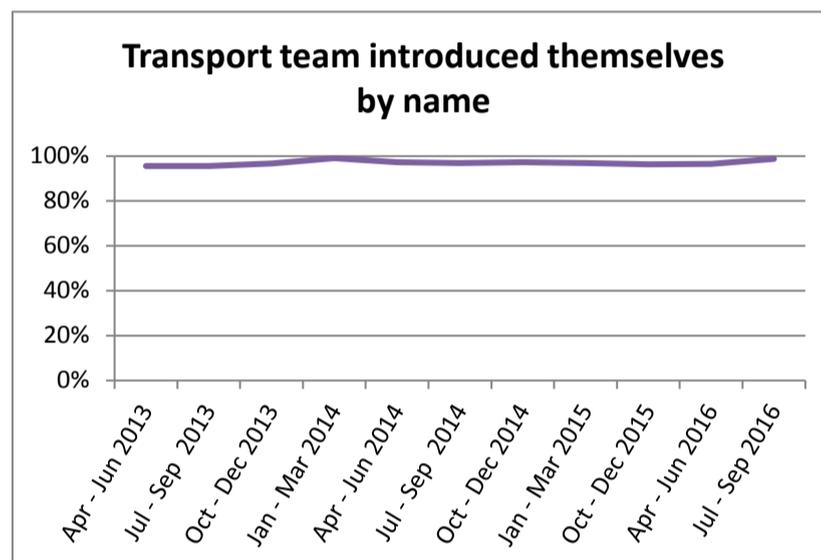
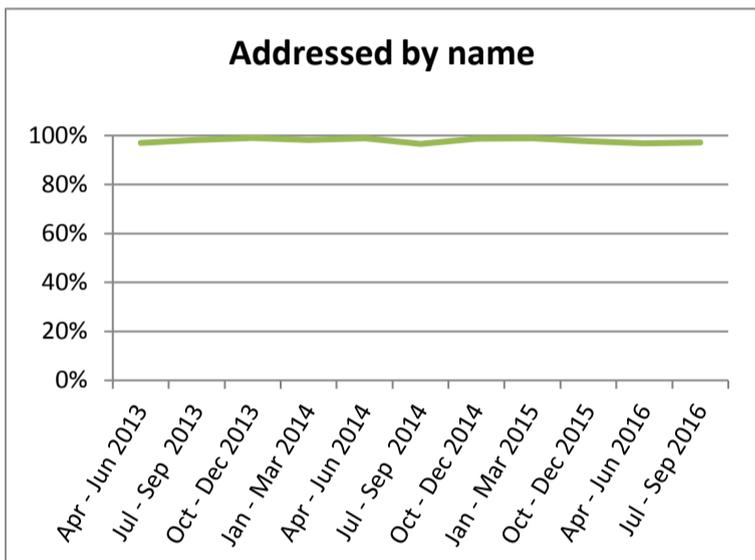
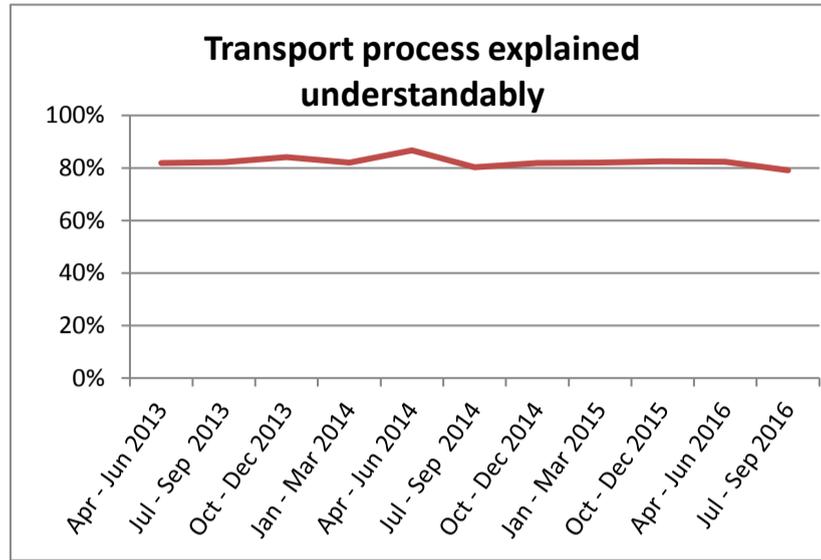
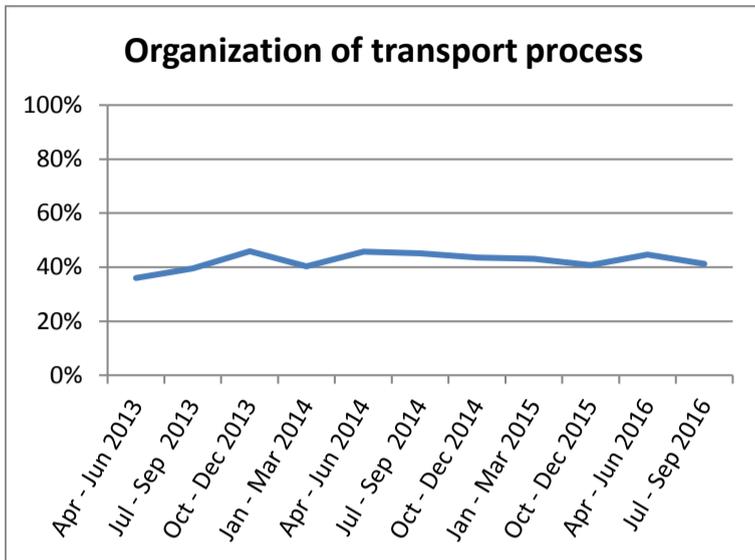
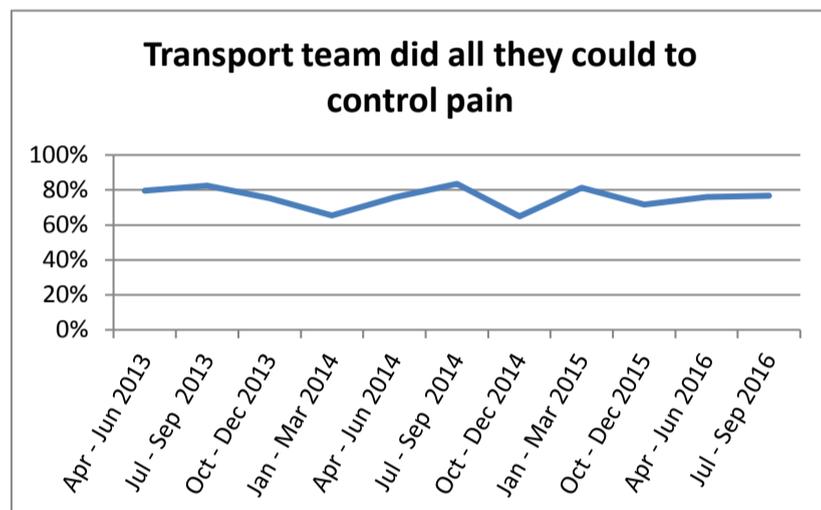
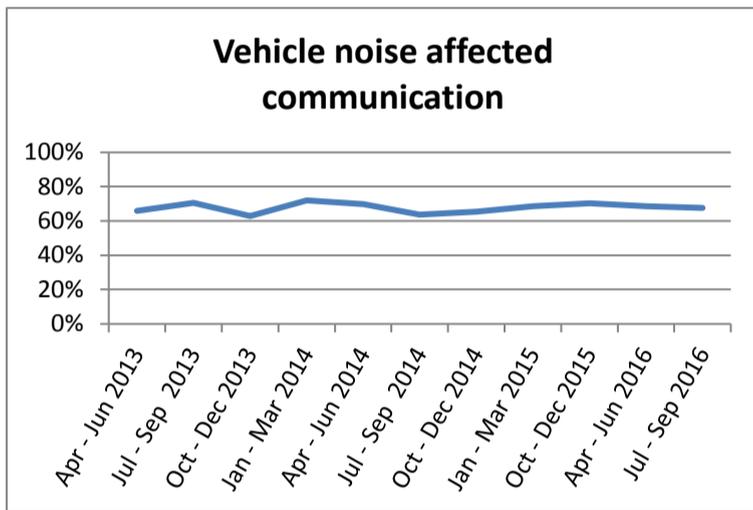
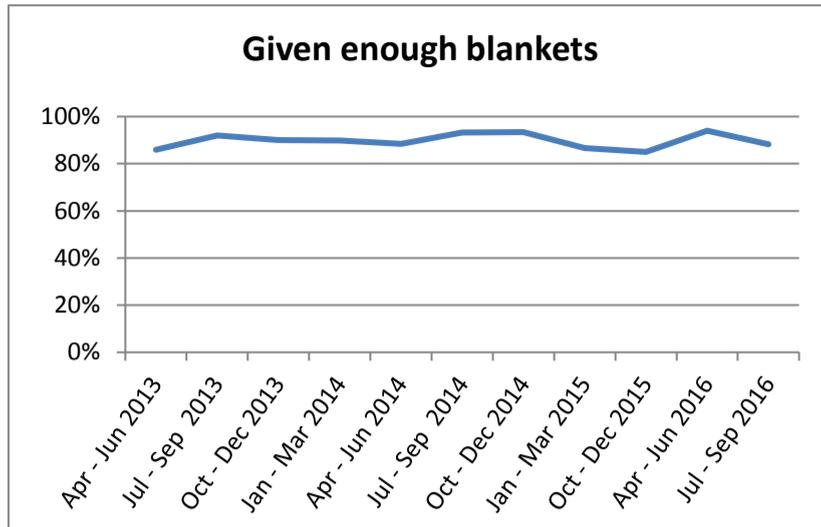
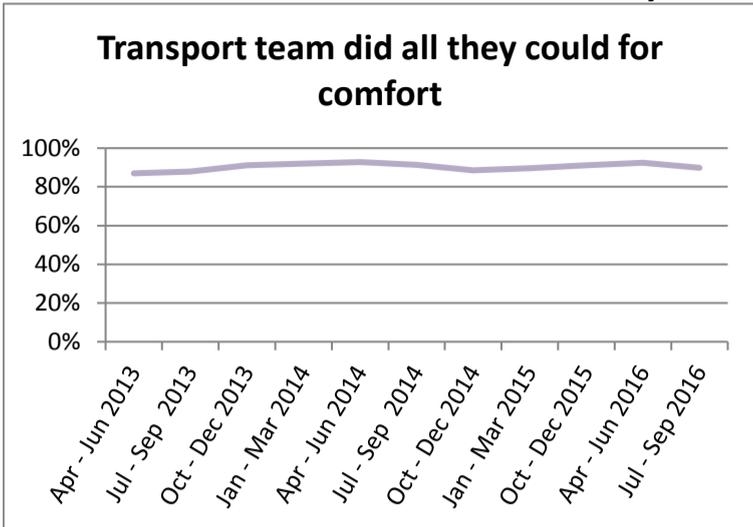


**Ornge Patient Satisfaction Survey Results  
April 2013- September 2016**

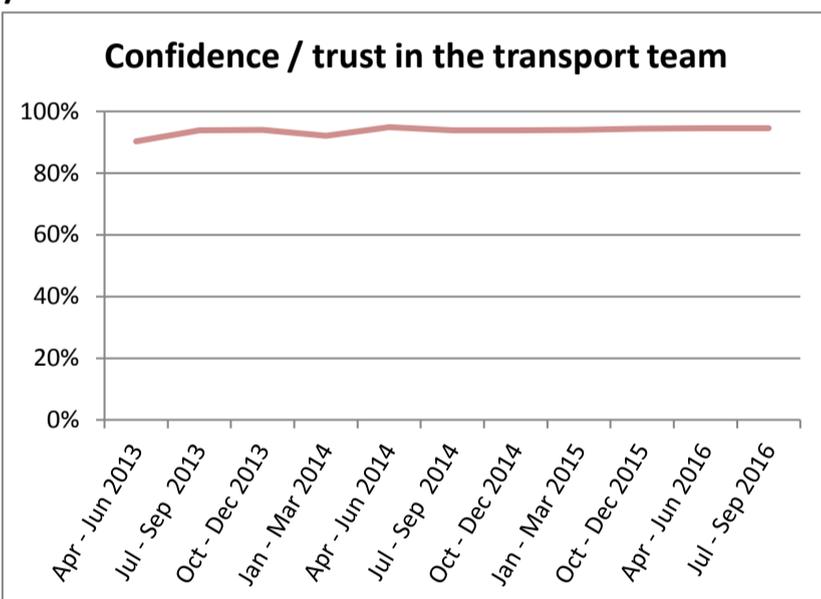
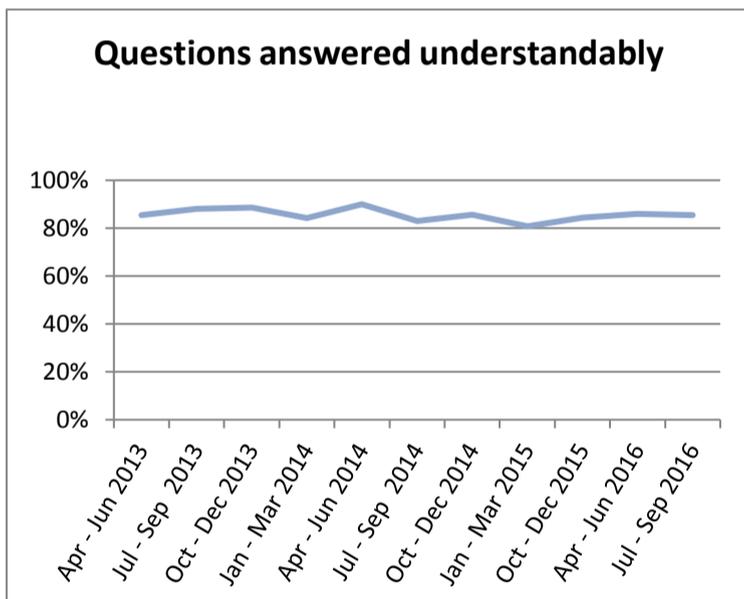
**Coordination of Care**



## Physical Comfort

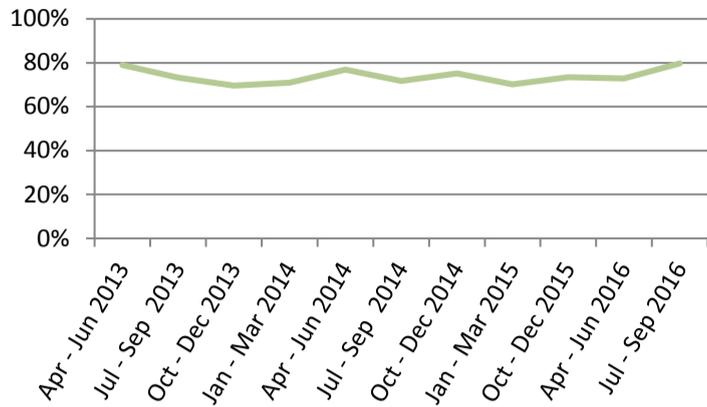


## Attitudes and Behaviours / Professionalism

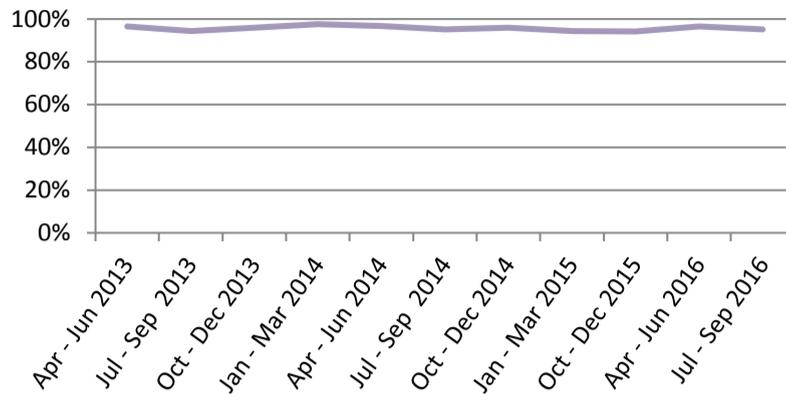


## Attitudes and Behaviours / Professionalism

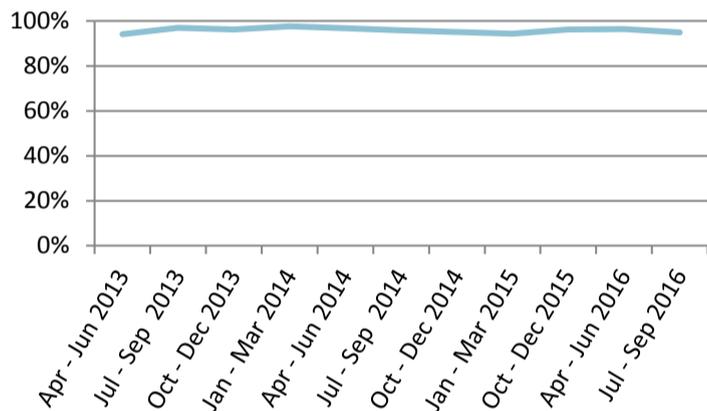
**Transport team discussed anxieties / fears**



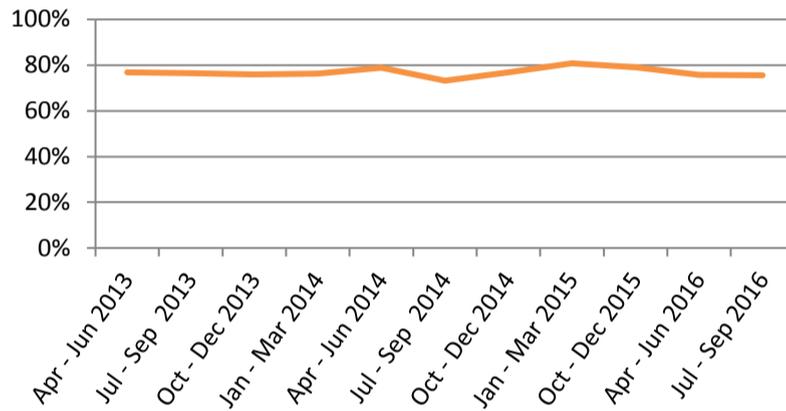
**Transport team behaved in a professional manner**



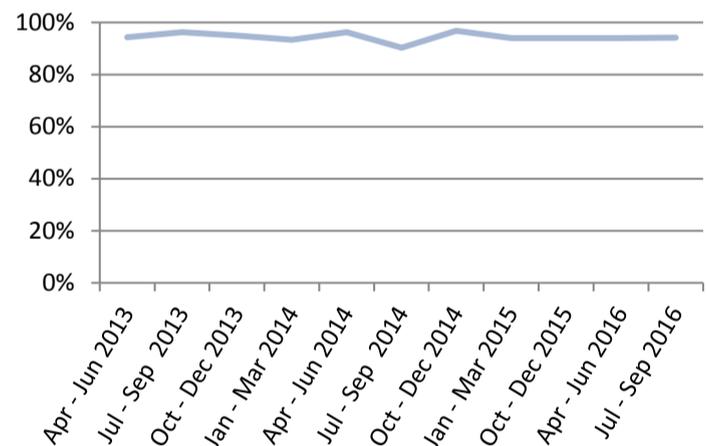
**Transport team treated you with respect / dignity**



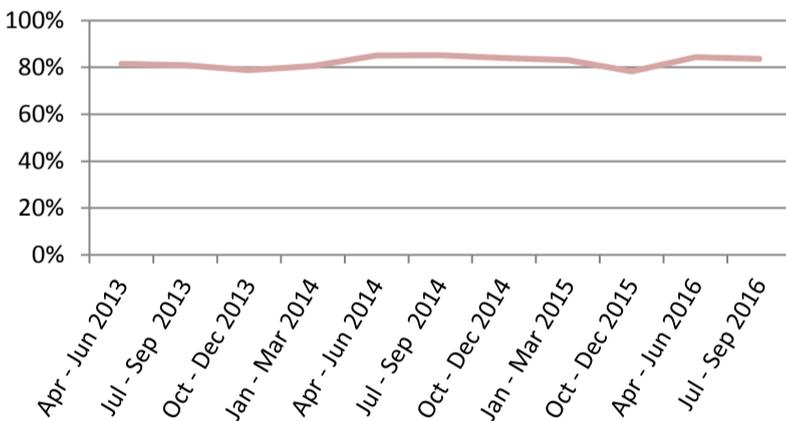
**Medical procedures explained understandably**



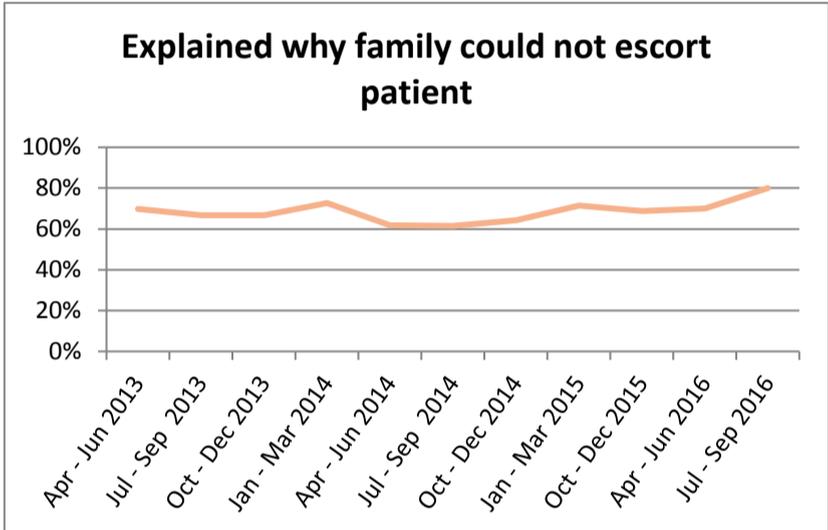
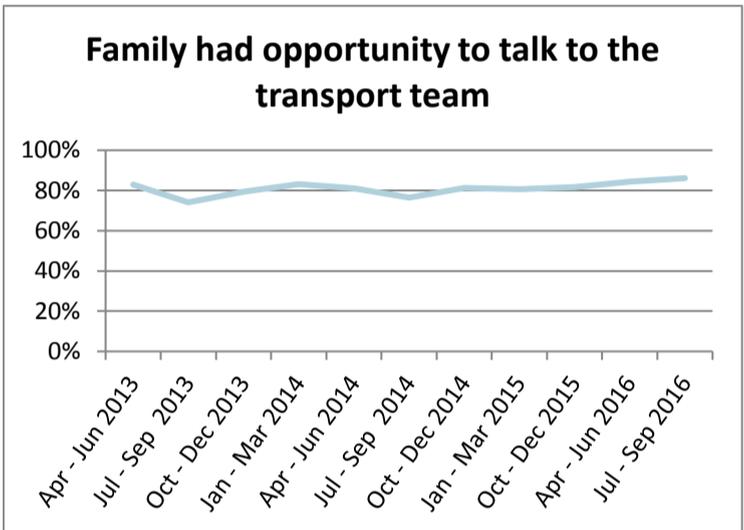
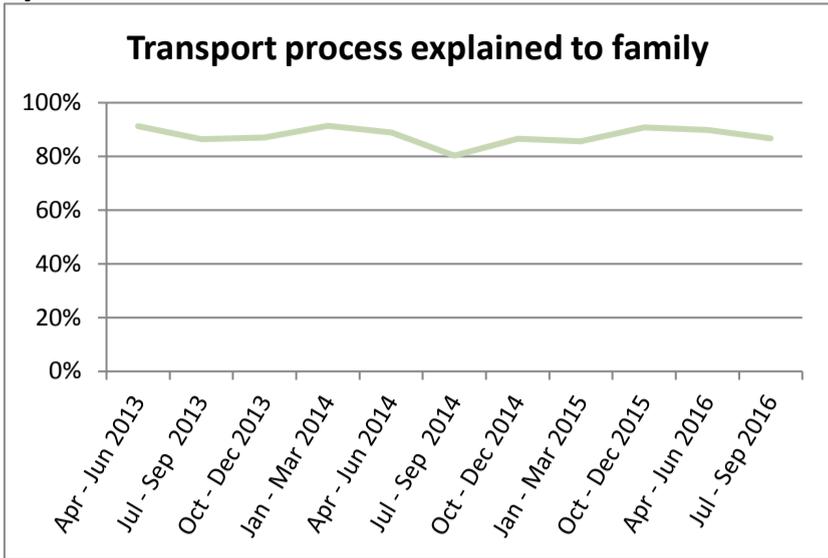
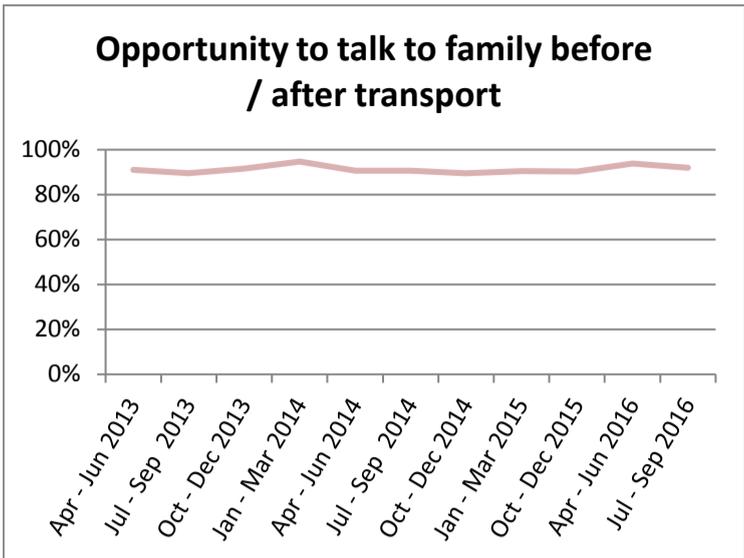
**Respect for cultural background**



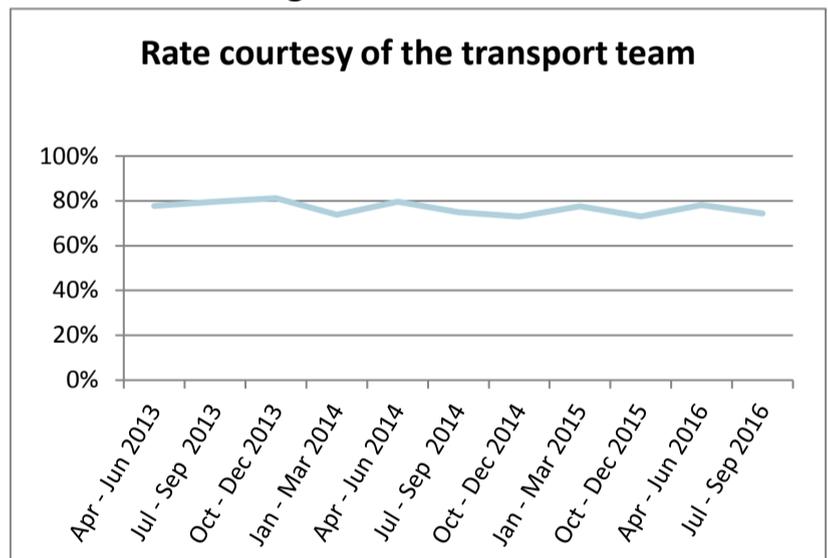
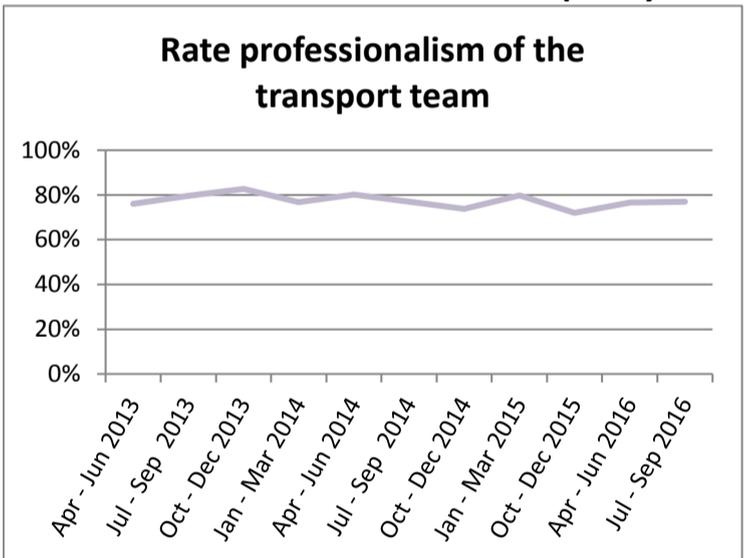
**Conversations taking place without your input / inclusion**



### Involvement of Family and Friends



### Overall quality of care received from Ornge



## Overall quality of care received from Ornge

