

MARY JORGENSEN

Kevin K.
Brian G.

#7018

2 July 2007

Tri-State Ambulance, Inc.
221 Buchner Place
LaCrosse WI 54603

To Whom It May Concern:

On Sunday, June 10th '07, my husband and I were in a motorcycle accident. Wish I could tell you where, but all I know is we moved the Jackson County line sign! The details of the crash are fuzzy, but now we know that my husband's head hit a rock from which he sustained a 4" cut down to the bone. He went by helicopter to Gunderson. The 6" cut on my arm required 36 stitches, which I retained for 5 days. At that point, I had an infection, lost half the stitches, was hospitalized 3 days, and am now at home recuperating.

Anyway – I was transported to Gunderson Lutheran via Tri-State Ambulance. The reason I am writing is to send the enclosed check, but more importantly, to give you an unsolicited customer satisfaction report.

Kevin was the "ambulance guy" that day. His sense of humor, efficiency, and attention to my oncoming & increasing pain were simply outstanding. I am happy to say that I have never ridden in an ambulance before, and this was certainly an excellent experience. With the health care horror stories you hear multiplying; I feel it imperative that you know that you have a real gem in Kevin. He told me what he was going to do, why it was happening, and truly entertained me the 29 miles to the airport. My sister-in-law rode up front, and soon after we got to the trauma center, she asked what I was laughing about as that was all she heard during the ride.

Thank you, Kevin, for being a bright spot in an otherwise frightening event. The bike sustained over \$6,800 in damage – totaled – and will be sold by the insurance company as salvage. Because of Kevin's expertise, kindness, & personality; my spirits AND my arm are still together.

Warmest regards,

Mary

Mary Jorgensen



Jason/Jeremy

Run # 8554

Tri-State Ambulance, Inc. recently provided service to you or a member of your family. In an effort to help us continually improve our services, please take a moment to rate the service we provided to you. If you prefer, you may also visit www.tristateambulance.org/feedback or e-mail your feedback to customerservice@tristateambulance.org or call 608-784-8827.

The ambulance arrived promptly
 Yes No

The crew was compassionate and courteous
 Yes No

The ambulance crew was competent and professional
 Yes No

The ambulance was clean and orderly
 Yes No

Overall rating of the service provided to me by Tri-State Ambulance

Excellent Good Fair Poor

What can Tri-State do to improve its service?

Both guys were really great esp. Jason very calm thorough and confident.

Tri-State Ambulance

Lucy/Kevin

7473

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The ambulance arrived promptly
 Yes No

The crew was compassionate and courteous
 Yes No

The ambulance crew was competent and professional
 Yes No

wasn't used
The ambulance was clean and orderly
 Yes No

Overall rating of the service provided to me by Tri-State Ambulance

Excellent Good Fair Poor

What can Tri-State do to improve its service?

nothing! We were impressed most favorably!

J. G. & Helen Zimmerman
1506
Tri-State Ambulance

Dear Tri-State Rich S. / Enrique

5/26/07

I want to thank you for transport-
me to Junderson on April 17 when
I fell at Southern Bluffs - injuring
my left ankle and R elbow - then suddenly
becoming a lefty - without the quick
response of your self and first responders
the outlook would not be so optimistic.
Thanks for being there.
Barb Fisher

54603+3123 CD43

Ann: NICK

9559

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The ambulance arrived promptly
 Yes No

The crew was compassionate and courteous
 Yes No

The ambulance crew was competent and professional
 Yes No

The ambulance was clean and orderly
 Yes No

Overall rating of the service provided to me by Tri-State Ambulance

Excellent Good Fair Poor

What can Tri-State do to improve its service?

Tri-State Ambulance

Nick / Jason

Run #8076

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The ambulance arrived promptly
 Yes No

The crew was compassionate and courteous
 Yes No

The ambulance crew was competent and professional
 Yes No

The ambulance was clean and orderly
 Yes No

Overall rating of the service provided to me by Tri-State Ambulance

Excellent Good Fair Poor

What can Tri-State do to improve its service?

SEEMS NOTHING - I WAS HAPPY w/ POLICE SERVICE - I WAS IN GOOD HANDS.

Tri-State Ambulance

