


Adult experiences of emergency care in Victoria 2018–19

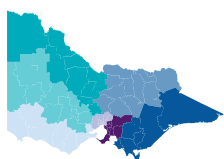
Key findings



Ambulance

97% 

of patients had positive overall experiences of ambulance care in 2018–19, the same as in 2017–18.



Across the seven Ambulance Victoria regions, almost all patients had positive overall experiences (between **95%** and **98%**).

97% 

of patients said they were definitely treated with respect and dignity by the paramedics.

Area for improvement

78% 

of Aboriginal Victorians had positive overall experiences of care compared with non-Aboriginal Victorians (**96%**).



Emergency department

84% 

of patients said they had positive overall experiences of emergency department care in 2018–19, similar to 2017–18 (**83%**).



The percentage of patients who had a positive overall experience of care ranged from **69%** to **95%** across the state's emergency departments.

79% 

of patients said the doctors treating them were compassionate.

Area for improvement

58% 

of patients said they received enough information about their condition and treatment while they were in the emergency department.

