



Thanks to our Auxiliary and a generous donor, patients throughout the hospital can now enjoy the healing powers of music. Music Pharmacy Kindles have been distributed and here, Angela tries one out in the ICU.



Bob's checking out the January edition of Healthy Choices. Pick up a copy from the lobby for local resources and affordable programs to help you improve your health and stay well, in body, mind, and spirit.



Students Instrumental in Establishing Joe's Pond Beach Area Substance-Free



OVX spokespeople Zoe Crocker and Allie Beliveau address the Danville select board with a proposal to make Joe's Pond beach area a substance-free zone.

Members of Danville Our Voices Xposed (OVX), an anti-tobacco group, addressed the Danville select board with a proposal to make Joe's Pond beach area a substance-free zone on Thursday, January 16, 2020. With little debate, the policy, which applies to everyone who visits the beach area, including public and private gatherings, was unanimously passed, marking a

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second win for Danville OVX.

OVX was established in 2001 with a \$1.5 million-dollar grant from the American Legacy Foundation to the Vermont Department of Health's Tobacco Control and Prevention Program. NVRH Prevention Services partners with the St. Johnsbury District Office of the Vermont Department of Health and other community partners to identify any gaps in services, which may result in a regional strategic plan comprised of evidence-based prevention strategies to reduce adolescent and young adult substance abuse, including tobacco use, vaping, and marijuana use and misuse.

"I am very proud of the students and how much they have grown," said NVRH Prevention Specialist Tennyson Marceau. "Our OVX leaders are making a considerable environmental impact contributing to the health and wellness of our communities."

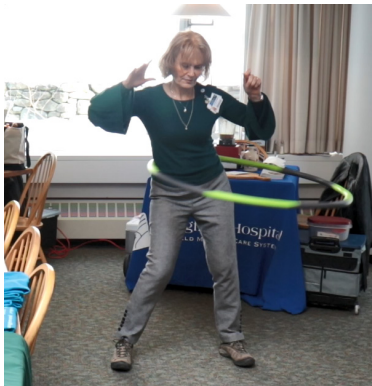
This particular substance-free policy appealed to a large audience, as it provides everyone with a safe and healthy environment by recognizing that the use of tobacco, marijuana and alcohol products is detrimental to the health and safety of the community and the environment. For example, according to Truth Initiative, a nonprofit health organization committed to eradicating tobacco use, cigarettes make up nearly 38 percent of all collected litter, leading to an estimated 1.69 billion pounds of waste each year. These discarded cigarettes also contain chemicals such as arsenic and lead, which can contaminate water.

"It is wrecking the life of animals and many humans as well. We want our families to be able to have a fun, safe and healthy time when they go to Joe's Pond," OVX spokesperson Zoe Crocker said. "We are the next generation, and we want a clean, reliable environment for ourselves and our families," OVX spokesperson Allie Beliveau added.



Laural Ruggles, VP Marketing and Community Health Improvement and Katie Moritz, Marketing and Communications Coordinator attended A Healthier State House health fair at the State House on Thursday, January 23!

They talked about Food Hero initiatives and handed out easy, healthy recipes as well as homemade pumpkin breakfast cookies. For more information on Food Hero, visit foodhero.org.



Eat or Heat Food Drive for Kingdom Community Services Food Shelf runs until Feb. 14 in the Cafe

At this time of year, some people will have to make the choice between food or fuel. You can help by contributing healthy food to this year's food drive.

According to Feeding America, "Healthy Food Donation List Feeding America's 2014 Hunger in America study found that 79 percent of clients purchase inexpensive and unhealthy foods just to make ends meet. However, clients reported that they want to have a healthier diet; 55 percent of client households reported fresh fruit and vegetables as one of their most desired items when visiting a food pantry, 47 percent cited protein food items (including meat), and 40 percent cited dairy products."

The KCS food shelf seeks canned vegetables or fruit, peanut butter, and pasta sauces. THANK YOU!



Extraordinary Nurses Are Now Being Recognized at NVRH!



Director of Med/Surg Sharon Mallett, Med/Surg Project Coordinator Michael O'Dell; Chief Nursing Officer Julie Schneckenburger, Med/Surg Nurse Educator Kara Lawrence, and Nursing Admin Project Coordinator Jillian Knight start the DAISY Award Kick-Off on Jan. 8, 2020.

Nurses at NVRH are now being honored with The DAISY Award for Extraordinary Nurses®. The award is part of the DAISY Foundation's mission to recognize the extraordinary, compassionate care nurses provide patients and families every day.

The DAISY Foundation (Diseases Attacking the Immune System) is a not-for-profit organization, established in memory of J. Patrick Barnes by members of his family. Patrick died at the age of 33 in 1999 from complications of Idiopathic Thrombocytopenic Purpura (ITP), a little known but not uncommon autoimmune disease. The care Patrick and his family received from nurses inspired this unique means of thanking nurses for making a profound difference in the lives of their patients and patient families.

"When Patrick was critically ill, our family experienced first-hand the remarkable skill and care nurses provide patients every day and night," FAAN, President and Co-Founder of The DAISY Foundation Bonnie Barnes said. "Yet these unsung heroes are seldom recognized

for the super-human, extraordinary, compassionate work they do. The kind of work the nurses at NVRH are called on to do every day epitomizes the purpose of The DAISY Award."

Nurses may be nominated by patients, families and colleagues. The Nursing Shared Governance Council at NVRH will then review nominations and honorees will be selected based on criteria developed by nursing staff. Any licensed nursing staff, including LNAs, can be nominated.

Awards are presented throughout the year at celebrations attended by the honoree's colleagues, patients and visitors. Each honoree receives a certificate commending her or him as an Extraordinary Nurse. Honorees also receive a DAISY Award pin and a sculpture called A Healer's Touch, which is hand-carved by artists of the Shona Tribe in Zimbabwe.

"These awards are a way to recognize nurses throughout NVRH for their caring and compassionate work," NVRH CNO Julie Schneckenburger said. "Nurses are an integral part of the outstanding care our patients receive every day here at NVRH and this gives our patients and their families an opportunity to share their thoughts about a specific nurse or group of nurses that have given exceptional care to a loved one. This is also a formal way for staff to nominate a nurse for exceptional care they have seen provided to patients that may go unrecognized otherwise."

This is one initiative of The DAISY Foundation to express gratitude to the nursing profession. Additionally,



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DAISY offers J. Patrick Barnes Grants for Nursing Research and Evidence-Based Practice Projects, The DAISY Faculty Award to honor inspiring faculty members in schools and colleges of nursing, and The DAISY in Training Award for nursing students. More information is available at <http://DAISYfoundation.org>.

DAISY Award Nominations can be made electronically at www.daisynomination.org/NVRH or by completing and submitting a nomination form found in patient waiting areas around the hospital and at the NVRH medical practices.

2020 NVRH AEROBIC EXERCISE CHALLENGE



February is National Heart Month and HR is challenging all employees to do 2 1/2 hours of aerobic exercise a week during the month of February (a total of 10 hours). The teams who complete 100%, will win the Golden Sneaker Award.

The challenge is to complete 10 hours of aerobic exercise during the month of February, preferably 2.5 hours a week. At the end of the month, we will add up hours completed, and divide it by the number of hours that should have been exercised if everyone completes the challenge. This gives a percentage for each group. To make it easy for everyone to compete, only 10 hours maximum can be listed per person.

Exercise should be aerobic for the most heart benefit, but for those who have difficulty exercising, they may use a pedometer and walk for 15 miles a week instead.

Aerobic exercise is exercise which raises your pulse consistently for an extended period of time.

THESE ARE CONSIDERED AEROBIC:

Brisk walking
Dancing
Racquetball
Step aerobics

XC skiing
Hiking
Jumping rope
Shoveling snow

Cycling
Rowing
Swimming
Brisk calisthenics
Skating
Running
Snowshoeing

Target Heart Rate Calculation:

$(220 \text{ minus your age}) = \text{Maximum heart rate (MHR)}$ Multiply MHR by .60, then multiply MHR by .80. This is the range that your heart rate should stay in when you exercise. If you have heart disease, or are on medications to lower your pulse, you should check with your doctor. Usually your max target heart rate should be your resting pulse + 30.



NVRH Welcomes 1st Baby of 2020

Northeastern Vermont Regional Hospital (NVRH) welcomed its first baby of the new year – Raelynn Lea Chase – at 8:50 a.m. on Jan. 1, 2020. She is the first child of Amanda Chase of Lyndonville.

Anea LeLong delivered the healthy baby girl, who was just over 17 inches long and 6 pounds, 13 ounces. Certified Nurse Midwife Kathleen Mulkern was also with Amanda during her labor.

Each year, the hospital's first baby of the year receives a basket of baby items to celebrate his or her birthday.

The Birth Center at NVRH is one of two Vermont hospitals designated as Baby-Friendly by the World Health Organization. In 2018, the space underwent a \$2.4 million dollar renovation to enhance the birthing experience and to bring the process of labor, delivery, recovery and postpartum (LRDP) care all into the same room with new LRDP rooms. More than 200 babies were delivered at NVRH last year.

Medical coverage changes at the Pines

After 40 years, NVRH Corner Medical Transitions Care Over to New Medical Director

As of January 1, 2020, the position of medical director at the Pines Rehab and Health has transitioned from Corner Medical-based providers Joyce Dobbertin, MD, DC; Tom Broderick, MD; Mitchel Sullivan, MD and John Scott, MD to Delores Burroughs-Biron, MSN, MD and Kate Guilmain GNP- BC. Burroughs-Biron and Guilmain will be on-site every week, offering residents and their families more availability and scheduling flexibility.

The relationship between Corner Medical and the Pines started with Corner Medical providers John Elliott, MD and Tim Thompson, MD approximately 40 years ago. Nurses and staff at Corner Medical also helped with patient care, from communicating important instructions to connecting Pines residents



From left to right, Joyce Dobbertin, MD consults with Delores Burroughs-Biron and Kate Guilmain over long-term care plans and discusses the Pines' transition to Burroughs-Biron as the new medical director..

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with providers. In the past, Corner Medical providers visited residents in the morning, and if necessary, after-hours and in the evening. However, Burroughs-Biron and Guilmain will spend more time on-site during the day. “It’s time to have dedicated people at the Pines for more hours during the day, much like an on-site hospitalist,” Dobbertin said. “In the past, doctors used to see patients before and after their clinic hours. That meant families had to come in early in the morning or they had to arrange another time to meet with the doctors. Now, residents can be seen at different times during the day and family members can get their questions answered and feel better about the care of their loved ones.”



Burroughs-Biron, who goes by Dr. Dee, works per diem for Northern Counties Health Care. A Board Certified Family Medicine doctor with a master’s degree in nursing and specialization in gerontology, she has worked at different health and long-term care facilities throughout the state. “It’s a humbling experience to take on the medical director role after Corner Medical has been here for 40 years,” Burroughs-Biron said. “Dr. Dobbertin has been here for 18 years, which means I have some pretty big shoes to fill. But we’ve been working together to make this a smooth transition.”

Kate Guilmain, a geriatric nurse practitioner, has worked in primary care at the Veterans Affairs in White River, VT for several years. She has also worked for the Ray of Hope, a voluntary adult behavioral health program in Woodsville, NH. “This has always been what I wanted to do,” Guilmain said. “Being a part of the Pines community allows me to have real relationships with the people I am taking care of.”

“The nature of healthcare is changing, and our patients both in the hospital and in long-term care facilities are becoming more complex,” NVRH CEO Shawn Tester said. “Long-term care facilities like the Pines are getting people who would ordinarily have spent more time in the hospital post-surgery or recovery from an acute illness. Now these individuals are going to places like the Pines, and it requires a lot more attention and time from providers and healthcare staff.”

Dobbertin and Burroughs-Biron will continue to communicate throughout the transition. Dobbertin is not retiring, and instead is looking forward to spending more time on her office practice at Corner Medical and her palliative and hospice patients. She will continue to be the primary provider for most of the Pines’ assisted living patients.

“Two heads are better than one, Dobbertin said. “Dr. Dee and I have previously worked together, and patients benefit from our collaboration. I’m really looking forward to this transition and I know the Pines community is in good hands.”

Auxiliary/Volunteer News

By Pat Forest, Director Volunteer Services

NVRH Auxiliary Meeting Focused on New Respiratory Tools

NVRH Lead Respiratory Therapist Heather Nelson presented at the NVRH Auxiliary's bi-monthly meeting on January, 10, 2020.

Nelson discussed the NVRH Respiratory Department's Green Initiative, an initiative that educates respiratory therapists and provides patients with color-coded thermometers as a way to stay on top of their COPD and asthma.

In addition to all of the services provided by the respiratory department, NVRH Auxiliary attendees learned that the Green Initiative provides patients with a thermometer, purchased through the NVRH Auxiliary Wish List. Patients take their temperature and an arrow will point to one of three colors on the thermometer, depending on the patient's symptoms of an exacerbation. Green means there is no action needed, yellow means you should be cautious and call your primary care provider and red means you should go to the Emergency Department (ED).



By keeping track of their temperature colors, patients can avoid costly ED visits and more effectively manage their breathing diseases. The respiratory department is currently visiting Kingdom Internal Medicine and will be visiting Corner Medical soon. Respiratory Therapy is also working on providing future Pulmonary Function Tests at several NVRH practices.

Auxiliary membership is open to all adult individuals who are interested in NVRH and who are willing to uphold the purpose of the Auxiliary. All volunteers are automatically members of the Auxiliary. Membership includes over 140 individuals who give a total of 20,000 hours of volunteer service annually. If you are interested in volunteering, please contact Volunteer Services at 748-7310.

And remember,

Red Cross Blood Drive is on Friday, February 28, 2020, 11 a.m. – 4 p.m.

Lyndon Institute J-term students arrive for a three-week immersion in learning at NVRH. Ethan Brill, Emily Tanner, and Olivia Matteis are on the Medical Surgical floor; Sadie Bora in Diagnostic Imaging; Haleigh Gould in the Birth Center; Jasmin Ballar-geon is at Northern PT; and Mackenzie Bandy is in Prevention Services.



Many thanks to everyone who made a 2019 year-end gift to the NVRH Fund in support of the patients and community members we serve. A total of 171 people gave more than \$28,000. Patients like William (featured in the year-end letter) are benefitting from excellent medical care close to home... because of you!

Click [here](https://nvrh.org/support-nvrh/ways-you-can-help/) or visit nvrh.org/support-nvrh/ways-you-can-help/ to learn more about the NVRH Fund.



Health Department Offering Free Kits to Test Your Home for Radon

Protect Your Family, Order Your Kit Today

Radon is colorless, odorless and can invade your home. But you won't know if this naturally occurring, radioactive gas is present at unsafe levels in your home – unless you test for it. That's why the Health Department is making it easy for Vermonters to find out if their homes have high levels of radon – by offering free test kits.

Breathing air with radon can increase your risk of getting lung cancer. Radon decays into radioactive particles that damage lung tissue and can lead to lung cancer over the course of a person's lifetime. If you smoke and your home has high levels of radon, your risk of getting lung cancer is especially high.

"Testing is the only way to know whether your home has too much radon," said Health Commissioner Mark Levine, MD. "More than 52,000 Vermonters have already tested their homes. Make 2020 the year you check whether yours is safe from this dangerous gas."

One in seven Vermont homes has high levels of radon. Radon gas enters homes from the surrounding soil and bedrock. It doesn't matter where or how old your home is – it can still have high levels of radon.

The Health Department's kits test the air in your home over time because radon levels can change daily, weekly and seasonally. If you do get a high result, there are steps you can take to reduce the level of radon in your home.

Request your free kit today. Email your name, mailing address, physical address and phone number to radon@vermont.gov or call 1-800-439-8550.

You can learn more about radon's impact in Vermont by visiting healthvermont.gov/radon:

- Hear the story of one Vermonter whose mother was diagnosed with lung cancer, even though she was not a smoker. Then they learned about radon.
- Watch a video on how to use your radon test kit.
- See the results of radon tests in your town and learn about how the bedrock geology of Vermont relates to radon risk.

FEBRUARY IS AMERICAN HEART MONTH!

National Cardiac Rehabilitation Week is February 9 to February 15. Cardiac Rehab will be decorating the 3rd floor cardiology areas, so keep a look out for event announcements in your email that month!

HEALTHY HEART TO-DO LIST

- ☐ Reduce sodium intake
- ☐ Increase physical activity
- ☐ Eat more vegetables
- ☐ Practice healthy ways to deal with stress
- ☐ Take your medications as directed
- ☐ If you use tobacco products, set a quit date



Take care of your heart! Contact your primary care provider for more information.





NVRH's Gray Gallery Welcomes Mixed Media Artist Matt Bassett

Bassett is a Vermont artist specializing in Pop/Street Art style paintings using multi-layer hand cut stencils & spray enamel. His usual subject matter is a cross section of pop culture, including Star Wars, 80's movies, Saturday morning cartoons and various dogs of the short snout variety.

Bassett grew up in Danville, VT. As an only child, he quickly realized he could amuse himself with things he constructed using cardboard tubes and empty boxes. This soon grew into an obsession, collecting items that would normally be thrown away.

"Sometimes there's a very fine line between collecting materials for art projects and being classified as a hoarder," Bassett said.

Bassett tries to use everyday items that would normally be overlooked, turning the recognizable into the unrecognizable. Hardware stores, thrift shops, lawn sales & "FREE" piles are a treasure trove of materials for future projects. In addition to lamp building, Bassett has created a series of assemblage sculptures he has dubbed "ReBots," which are robotic creations using recycled & repurposed items.

The Gray Gallery is located on the hospital's main floor. The exhibit is on display January 6 through March 5, 2020. A portion of the proceeds benefit the NVRH ARTs program. For more information, please contact Associate Director of Philanthropy and Art Gallery Curator Jennifer Layn at j.layn@nvrh.org or 802-748-7313.



NVRH & NEK Prosper Announce Healthy Cents Fund

NVRH and NEK Prosper – Caledonia and Southern Essex’s Accountable Health Community have launched the NEK Prosper Healthy Cents Fund. The Healthy Cents Fund provides multi-year funding for organizations serving people in the NVRH service area of Caledonia and southern Essex counties.

The purpose of the NEK Prosper Healthy Cents Fund is to provide funding for projects that will create healthy and thriving communities and positive social, economic or environmental impact across a wide range of areas, including things like affordable and supportive housing, healthy food production and access, transportation, education and arts and culture.

“These types of prevention or wellness funds are popping up all around the country,” NVRH VP Marketing and Community Health Improvement Laural Ruggles said. “They are seen as an effective way to move healthcare dollars from treating illness to preventing illness, while addressing the issues that make it hard for people to be healthy in the first place, like not having enough healthy food to eat.”

The money for the fund comes from the Medicaid capitated payments NVRH receives through OneCareVT, the statewide Accountable Care Organizations (ACO) as part of Vermont healthcare payment reform and the All Payer Model. The NEK Prosper Healthy Cents Fund will be held and managed at NVRH.

“We are making an investment in the health of our region,” said NVRH CEO Shawn Tester said. “By addressing social factors and prevention efforts, we may, in time, keep people healthier for longer, and that will decrease spending on medical care.”

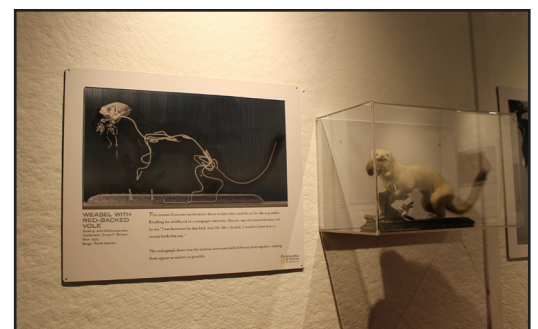
Applications are accepted until 5 p.m. on March 13, 2020. The projects must contribute to healthy and thriving communities by addressing social determinants and prevention opportunities, accelerate the work of NEK Prosper, and be tied to at least one of the NEK Prosper outcome areas of well-nourished, well-housed, mentally healthy, physically health or financially secure.

To download all the information to apply, visit nekprosper.org. Questions can be directed to Laural Ruggles at 748-7590.

Fairbanks' Opening Exhibit, Inside Out

We partnered with the Fairbanks Museum & Planetarium on their new exhibit: INSIDE OUT; Hidden Art in Natural History Collections and on Sat, CEO Shawn Tester spoke about the importance of sparking STEM curiosity at the museum's 2020 re-opening.

In this exhibit, photographs are combined with lenticular prints so that visitors can experience a sort x-ray vision. Stop by and check it out!



Human Resources Corner



FREE TAX SERVICE

Thanks to our supportive alliance with the Green Mountain United Way Working Bridges program, we are able to offer you a **FREE** Income Tax Assistance benefit this year! This service is offered in February and the last two weeks in March on Mondays from 9 a.m. to 11 a.m. and Fridays from 2 p.m. to 4 p.m. Your total household income must be \$56,000 or less. The Tax preparers are all IRS Certified.

Each appointment is 45 minutes long. You must sign up with the Human Resource Assistants Paula Gaskin or Hilary De Carlo. Please call 748-7949 or email hrrassist@nvrh.org.

Taxpayers should bring the following items with them when they come to their appointment

1. Photo ID (adults) - If married and filing jointly, both spouses must be present
2. Social Security Card(s) or other proof of valid Social Security number for taxpayer, spouse, and dependents
3. Wage statements (W-2)
4. Interest Statements (1099-INT)
5. Dividend statements (1099-DIV)
6. IRA and Pension statements (1099-R)
7. Social Security payment statements (SSA-1099)
8. Other income statements (1099-C, 1099 MISC, W2-G)
9. Health insurance statement (1095-A) from VT Health Connect
10. Exemption Certificate (if you applied for a health insurance exemption from VT Health Connect)
11. Last year's Federal and State income tax returns
12. Current Property Tax bill for homeowners*
13. Landlord Certificate for renters (LC-42)*
14. Total paid for daycare and daycare providers Employer Identification Number
15. Proof of Bank Account Routing and Account number such as blank check

**For both 12 and 13 above, bring names, social security numbers, and income- both taxable and untaxable – for all persons living with you*



Dec/Jan Orientation: Shayne Reis, DI Students, Melanie Willman, Access, Joshua Bedor, Food Service, Renee Stalczynski, Access, Terry Clerico, ER, Kelly Sinclair, Women's Wellness, Laurie Richardson, ER, Kristen Weaver, Ortho, Kara Weaver, ED, Joshua Gerrits, Lab, Samantha Davis-Lescault, Corner Med, Kara Downing, Pain Clinic, Kelly Bormann, Nursing Admin, Linda Salls, EVS, Lisa Baldwin, Corner Med, Abbie Derrochers, Deb Bach, Nurse Admin, Sabina Hansen, Food Service, Misty Marchbanks, Med/Surg, Deborah Ratta, EVS, Shawna Johnston, NP, ED, Pamela Sweet, Birth Center.

Welcome to NVRH!

What Our Patients Are Saying About Us

Ambulatory Surgery

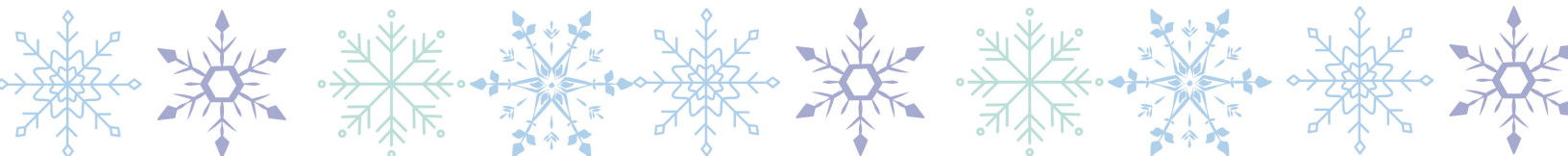
- In DSU, Jennifer was my nurse and was kind and caring. Donna did a great job starting my IV. Dr. Frye was calm and gave great explanations.
- Awesome staff throughout! Molly, Westerly & Dr. Kaufman
- Shawn, these people are all keepers. Everyone are assets keep them happy. This is a great bunch of people. Thanks again.
- Very happy with Dr. Prohaska's service.
- Very nervous day of surgery and everyone was amazing to help me relax and be okay. Dr. Siegel is a great doctor and really cared how I was!
- Everyone I dealt with was competent and went out of their way to make me comfortable and to feel good about what was happening. They get an A+ from me.
- I had a total left hip replacement. The surgery went very well. NVRH staff all treated me in an excellent manner.
- An ideal surgical experience - highly professional in all aspects.
- This surgery was my first experience at NVRH hospital. Being a retired RN from a large facility, I feel as if I am a pretty good judge of medical care. I was delighted with the friendly, professional staff that cared for me during my day surgery. It was really a very pleasant experience.
- Exceptionally good staff!
- The initial nurse who prepped me for surgery was amazing!
- VERY CARING AND VERY PROFESSIONAL STAFF!
- Surgery staff had to be called in as it was after hours. They came quickly & gave me good personal care.
- The staff was very comforting I was well informed on my procedure and what to expect. I felt very comfortable and well taken care of!
- Everyone was professional, kind and respectful. The food is exceptional and the volunteer dulcimer player was a nice touch.
- I must commend the NVRH staff on their commitment to excellence. I felt cared for and important, never rushed and always given respect. This made my fears melt away, and encouraged follow up in the future.
- Everyone was tremendous. My care was wonderful.
- I was particularly impressed with my two young pre-op nurses. They made me feel relaxed and non-anxious.

Emergency Department

- Dr. Spicer explained things well. Has been so kind to us each time we have to come in.
- If I have to go to an ER - I would definitely want to go to yours! (I live in NJ & was visiting) there is no comparison to other ER's in NJ. Yours is outstanding.
- Didn't need to wait.
- I'm very pleased with the improvements of care and respect @ NVRH.
- Always letting us know what else they needed to do.
- Asked if wife needed anything "coffee at 3 a.m."
- Kept talking to me to make me feel better.
- Staff made EVERY attempt to make me comfortable.
- Thank you, very gentle.
- Since my hand was deformed the three people I saw in the x-ray dept. were very careful in moving my arm and also communicated what they needed to do empathetically.
- I appreciated having two close friends stay with me, and I also liked the fact that they were welcomed and included (since I made it known that I wished them to be).
- Despite a broken bone, this was one of the best ER visits I've had anywhere. You have a great team, rooms that are pleasant and calming, and efficient coordination between all team members and other depts.
- I was greeted the instant I reached the window. From that moment on, I was never left hanging. Everyone I met was efficient, kind and thoughtful.
- I have already recommended NVRH's ER to friends, and I will continue to do so. Thank you!
- Nurses in ED were so kind & gentle.
- Many people in ED offered to bring something to drink. So kind!
- Very fast help offered.
- Very fast registration!

Inpatient

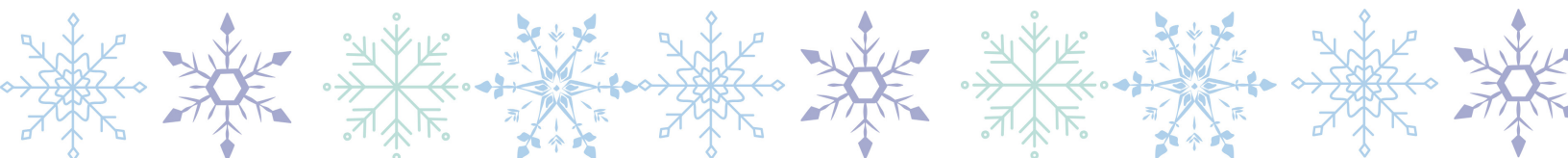
- Dr. Prohaska is a true professional in his field. The best!!
- Just thought you should know nurses on 2nd floor were awesome Diedra in particular was the "best" nurse I have ever had!!
- Dr. Prohaska is wonderful!
- Dr. Kogan is so kind.
- Dr. Prohaska is fantastic!



- Excellent care received (as always!). Love NVRH!
- My experience in this hospital could not have been better. Best doctor/team/staff ever!
- My hospital experience was excellent with great care from all staff.
- The male nurse was doing everything he could, very good care from him.
- My physicians were responsible for diagnosing my critical problem and transferring me for further care. I am very grateful to them.
- ICU RN's took special care at night to help me get some sleep. Thank you!
- Great food!
- ICU & MS RN's were great!
- ICU was very kind to family.
- Dr. worked with us to help get us home quickly.

Medical Practices

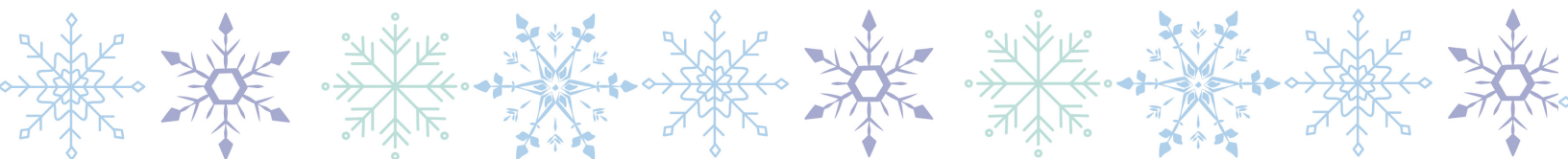
- Theresa was kind and caring.
- Dr. Alfaraz showed concern and took time to listen and discuss the issues I was concerned with.
- Scheduled appointment at the time of my previous appointment, Meagan always is polite and gets me my appointments for the times that are convenient to me. She is wonderful.
- Amy listens and writes down all my questions and asks for clarification to make sure she has written down what I have said. She makes this process very easy and makes me feel comfortable.
- Debbie is an amazing nurse. Very personable and very caring, enjoy her every time I go!
- Dr. Siegel is by far one of my favorite doctors I have ever dealt with.
- The nurse named Diane is extremely good. She should train other nurses.
- Excellent doctor - Ann O'Connor.
- Nurse Amy is exceptional at her job. Empathetic and kind. Amy is the best! Also, Crystal, is very nice, very happy.
- Leah, I feel truly does care and does a great job every time I have seen her.
- Megan is wonderful!
- Harmony was very good asked questions and explained things that was going to happen
- This was my first time seeing Crystal. She was wonderful and addressed my problems thoroughly and quickly. I loved the later appointment option as a night shift worker who needs to sleep during regular business hours.
- Forever, each & every time I am treated with so much kindness & concern for my health & SMILES. I love each & everyone associated there; Dr. Deane Rankin has an angel touch every time my ear canals needed cleaning again. They all know that forever they will stay in my heart!
- Joyce gave me her full attention. She was very thorough and listened attentively. I was soo impressed with her that I asked for her to be my primary physician. This was my first time having her as my physician. She is genuinely concerned/caring for her patients!
- Dr. Stasny did an amazing job of talking directly to my daughter about what was wrong. She listened and ordered X-rays in order for me to see what was going on. Dr. Stasny was warm and very engaging. She is one of my favorite physicians at ST. Jay Peds.
- Adelaide always listens and includes me in care planning. She provides positive reinforcement, wonderful attributes in a provider.
- Dr. Rankin and staff are GREAT!
- Love this group. Love to Dr. Lee. Dr. Irene was a pleasure.
- Dr. Siegel was great!
- I love Dr. Dobbartin and her nurse Amy. They are very kind and patient with me.
- Amy is so nice.
- Zo is friendly & kind. She is great.
- Caryn Everett is very thorough & follows through. The best.
- I have been with Dr. Dobbartin for well over thirty years. She always has answered my questions, made me feel that I can contact her with questions and if something isn't working she'll find the answers for me or suggests alternatives.
- Very easy administrative staff to work with.
- Megan answered all of my questions. I didn't feel rushed at all.
- Dr. Dobbartin is easy to talk to. She does listen to what you have to say.
- I would recommend my sons regular doctor, Dr. Josh, he's the best!
- I have been extremely impressed by the professionalism, knowledge, personal attention and level of care I have received from Ms. Lahey.
- She was so good that at first I thought she was the one that would be attending for my appointment!
- I never felt rushed through my visit. All my concerns were addressed.
- Very attentive and caring.
- Very knowledgeable - put my mind at ease concerning pain from broken ribs.
- They were pleasant and answered questions
- So responsive and scheduled a non-emergency appointment. Got her in within a couple days and they were wonderful!
- I've recommended this office to several of my friends. I feel very positive about my experience.
- There were no delays.



- Quality, compassionate care. Thank you.
- Excellent exam, very complete, excellent plan of care. Very pleased & happy with results.
- There was no wait time.
- Great experience. Both Nurse and Nurse Practitioner listened intently, received calls for appointments/follow up with in a day or so.
- Very nice staff. Very good to our daughter.
- There were no delays
- Ladies in front office are amazing
- Excellent bedside manner
- Always an efficient office
- One of the most thorough explanations of my condition I ever heard - Very helpful.
- Love you all! Thanks for keeping us healthy!
- Nothing but praise for everyone who works there.
- Even tried to help me figure out my insurance problem
- Very professional attitudes & atmosphere, yet friendly. Really like this office.
- No wait - excellent.
- This was my initial visit as a new patient. My expectations were exceeded by all at Corner Medical!
- No delays and I didn't have to wait.
- I enjoy all staff I have interacted with throughout my entire pregnancy!
- This office is awesome.
- Didn't wait, took us in and the nurse talked with her and then Dr. Price came right in.
- So helpful--hooked me up to a better hearing aid to speak with me, as my current (10-yrs old) hearing aid is the pits.
- Excellent. Really appreciated all the information and help I received. Will be coming back in 2020 for more follow-up
- Dr. was his usual professional self
- The lady handling scheduling matters courteously re-scheduled to within the same week the appointment that had to be cancelled due to inclement weather leading to bad road conditions. This was much appreciated by the lady-friend who was my driver!
- I had no problem, and she made proper inquiries which would have led to communication of any matters reserved through difference.
- The "new patient" assessment is a mutual assessing. I left assured that I would have the access to whatever degree of medical care I might require in the future, Corner Medical serving as a portal. I immediately recommended Corner Medical to my friends!
- I found the "new patient" interview session to be efficient and expeditious.
- I was seen immediately.
- very good at returning telephone calls and answering questions
- Made me feel very comfortable and provided a good experience.
- Always a pleasant visit.
- Appointment was made from visit before.
- Very good. Professional staff and personable doctor.
- I was at the clinic with my husband for an annual visit to his Doctor. They offered that we each have a flu shot since we were there.
- Always very helpful and kind.
- I believe my Physician has been more attentive to my health issues as they change and as I change with age. I appreciate that.
- We have had great appointments - excellent care by NP's.
- I was hoping to get into the office for next week, but they called me with a cancellation and got me right in that day, excellent service and care!!
- Thank you for all you do!
- Extra interest and care shown when taking on a new patient!
- A very positive experience. In & out in no time. Love Corner Medical & their people!
- I truly felt listened to.
- These people are so wonderful at getting someone on the phone to make appointments, ask questions, getting a nurse to talk to me, everything! I tell them often how pleased I am with their service. I am so pleased. Thank you
- The doctor is very personable, listens to what I have to say and explains things in a manner that is not over your head.
- There were no delays.
- very friendly and accommodating staff
- very attentive to my concerns
- Given my symptoms I was relieved to get an immediate appointment.
- Nurse was excellent; professional, thorough, kind and reassuring.

Outpatient

- Sara Stinson is very skilled and knowledgeable
- I've been in before and got the same therapist, Dan Wheeler. He's smart and knowledgeable and put my knee through its paces. I trusted what he was saying and his concern was evident.
- Mike Matteis has been incredibly supportive & understanding. He listens to my concerns, asks appropriate questions. The treatment he has provided



helped me resolve my health issues to better health and mobility. I highly recommend.

■ Secretary - Tammy. Technologist - Pat are both lovely ladies. I APPRECIATE that.

■ Krista & Nick provide excellent services!

■ Kelly is my PT, and is extremely thorough, clear, helpful, encouraging, and skilled. I have recommended this facility to several, and always mention Kelly's skilled help.

■ Evelyn - an A-one employee!

■ Gretchen Renaud was VERY professional in every way. She engaged in relaxing conversation between each stage of the test, which seemed very quick! She met me with a big smile explained each maneuver, and made the "roll-overs" easy. Well done Gretchen!

■ Dan Wheeler is amazing - skilled, kind, interested, funny.

■ Erin was very pleasant and quick to register my accounts.

■ The staff at Dan Wyand's are the most caring, knowledgeable efficient staff. Michael is so smart and gentle at the same time. Susan is always pleasant and makes me look forward to coming.

■ Radiology staff were very considerate of my pain & were kind!

■ very professional

■ Everyone is very nice.

■ Everything went very well.

■ Everyone was extremely friendly.

■ Staff was very nice let me know how long and very caring.

■ This is well-run and staffed by individuals who coordinate/collaborate with each other to provide care leading to client wellness.

■ Nothing but great. THANK YOU.

■ MRI was really good. They talked to me and told me how it worked and they were so funny, but they did good job.

■ Got me on only one poke!

■ Very friendly and personable.

■ I could not ask for anything better.

■ The PT facility at the Industrial Park is a very well-run facility, and always immaculately clean as well.

■ Questions always answered clearly and concisely. Staff always polite, welcoming and supportive. I always look forward to being there.

■ Very thorough!

■ The staff at NVRH, from the cafeteria to the medical professionals are always cheerful, informative, very professional, and very kind.

■ Excellent customer service, got right in.

■ So professional and kind and detailed directions for treatment.

■ Everyone there is very helpful, friendly and put me at ease right away.

■ They collaborated in my care. VERY GOOD!

■ The therapist I had treated me very well & is very helpful to my problem.

■ I have been to this facility many times for help. I even go there after my treatments to work out on the machines.

■ Was a little late showing up to the appointment, but staff were very considerate and accommodating.

■ Although not very familiar with me or my case, the tech. did well at walking me through the data and answering my questions to the best of their ability.

■ I am there frequently, and it is always good.

■ All are very professional.

■ I was called to pre-register, EXCELLENT SERVICE!

■ Always excellent @ NVRH.

■ They are awesome people. All very good and nice.

■ Your mammography dept. is the best in the area - excellent service and personal attention.

■ Excellent & thorough.

■ The people are fantastic.

■ Pre-registration saved time.

■ My tech was the best I've EVER had. Your hospital is the BEST!!! I CAN'T WAIT TO COME BACK!!

■ The office staff is fabulous - friendly, personal - wonderful.

■ The gal made me feel at ease. Very nice.

■ Overall visit was very good. Excellent staff in all areas!

■ I was comfortable all the time. Thanks a lot.

■ Facility is nice, well-lighted, comfortable, and clean. Staff friendly and helpful. Quick and efficient.

■ Phone registration was very good

■ Everyone lets me know exactly what is to be expected and puts my mind at ease. They are very flexible

