

T • H • E BRIGHTLOOK



Rick Gagnon, Orthopaedic Surgeon, Retires After 38 Years!

After close to 40 years, Rick Gagnon retired from active practice at Northeastern Vermont Regional Hospital Four Seasons Orthopaedics on December 9, 2020.

Gagnon began practicing at NVRH immediately after he completed his orthopaedic residency in Detroit, in July of 1982.

Many things have changed since he came to the Northeast Kingdom. When he began, all the physicians were in private practice. Today, most physicians are employed by hospital or other organizations.

“There were no dedicated emergency physicians on site at NVRH,” Gagnon says. “Primary care physicians covered the emergency room from their offices and homes. There were no hospitalists. The surgeons treated medical problems that occurred in their patients. If they needed more help, they consulted a primary care doc. So, you had to take care of the whole patient, not just perform their surgery.”

This meant treating heart attacks, arrhythmias, strokes, blood clots, heart failure, kidney and liver failure, alcohol withdrawal, as well as many other conditions.

“I even first assisted on five emergency C-sections, including my youngest son’s,” Gagnon added. “There was a shortage of manpower and everybody had to pitch in and help when needed. There is still a shortage of medical manpower in rural areas like ours, but much less than 38 years ago.”

Continues on next page



**January and
February 2021**

In This Issue

Dr. Gagnon Retires

**Bob Hersey Receives
Community Service
Award**

**Auxiliary Awards
Service Hours Pins**

Philanthropy Updates

New Art Exhibit

Life Imitates Art

**Tobacco Cessation
Services**

**NVRH Receives
Grant for Prevention
Network**

Georgette's Mittens

Marketing Wins Gold

**Primary Care Practices
Recognized**

**New COVID-19
Treatment**

Winter's Womb

**Positive Comments
from Patients**

The BRIGHTLOOK

is a publication for employees, volunteers, providers, Corporators, and board members at Northeastern Vermont Regional Hospital.

Submit your articles and/or photos to Katie Moritz (k.moritz@nvrh.org) by **February 18, 2021** for the March issue.

Gagnon refers to the time he started in orthopaedics as the “dark ages.” And this is for good reason: prior to his arrival at NVRH, there had been only one other orthopaedic surgeon. He was told by other family care providers that the need for orthopaedic care in the Northeast Kingdom was great, and he found their assertions to be true: Gagnon was overwhelmed with patients within six months.

“I needed help quickly,” he remembers. “So I recruited Dr. Craig Dreisbach.”

Gagnon had known Dreisbach, who retired from Four Seasons Orthopaedics in December 2019, as a medical student and later as his junior resident at Henry Ford Hospital.

11 years ago, Gagnon sold both his office building and its land to NVRH and became an official employee of the hospital. Since 2010, much has changed: the building was expanded and renovated, X-rays went digital, making them more accessible for diagnosis and the practice was rebranded from The Orthopaedic and Fracture Clinic to Four Seasons’ Orthopaedics. But some of the biggest changes involved new equipment and procedures.

“Orthopaedics is an equipment-intensive specialty,” Gagnon says. “We can accomplish great things with proper equipment. NVRH has always supported obtaining the newest equipment for orthopaedic surgery.”

Injuries that used to require immobilization to heal now can be fixed almost immediately, allowing a patient to move. For example, when Gagnon began his residency in 1977, femur fractures were treated in skeletal traction for 6-8 weeks. Now a metal rod is placed down the shaft of the femur, allowing patients to bear weight immediately.

“What I enjoyed the most about surgery was the feeling of accomplishment from a successful procedure,” Gagnon says. “There is tremendous immediate gratification from fixing something; whether a diseased joint, a broken bone or torn tendon or ligament.”

When Dreisbach was contemplating retirement, Gagnon recruited Dr. Matthew Prohaska.



“Dr. Prohaska has brought new ideas and energy to orthopaedics at NVRH,” Gagnon adds. “Prohaska, in turn, has recruited Dr. Jeremy Korsh. Together they will continue to provide more new techniques and innovations to the practice.”

“It is rare to find surgeons who have practiced as long and as well as Dr. Gagnon has, covering nearly the full breath of orthopedic conditions,” Orthopaedic Surgeon Dr. Jeremy Korsh said. “I feel very fortunate to have been able to overlap with him at the start of my career here at NVRH. He has been a tremendous resource for case discussion, surgical technique, and I have benefited greatly from his immense experience.”

Gagnon will miss the patients, the surgeries, and the technical aspects. He will also miss the camaraderie of the surgical team.

“All of us focused on getting the best result for the patient. I enjoyed teaching orthopaedics to PAs, NPs, radiology techs, OR staff, med students, and med explorers from high school.”

“Dr. Gagnon has been a committed and valued member of our community for close to forty years, and we will miss him very much,” NVRH CEO Shawn Tester said. “All of us at NVRH wish him the very best as he begins this exciting new chapter.”

As soon as the COVID-19 pandemic is under control, Gagnon plans to travel and see more of the USA. He also wants to hug his grandchildren who live in another state.

“Lastly, I want to play more golf in retirement.”

The Four Seasons Orthopaedic office threw Dr. Gagnon a retirement party.



Bob Hersey Receives Community Service Award



NVRH CFO Bob Hersey cuts the ribbon for the Caledonia Trail Collaborative trail with VP of the Caledonia Trail Collaborative Joe Fox on Tuesday, September 24, 2019.

NVRH CFO Bob Hersey has received the Dr. John Elliott Community Service Award for 2020. This award, in memory of Dr. John Elliott, is awarded annually to an employee of NVRH for volunteer service to the community.

Hersey was recognized for his expertise in the field of finance and his genuine good will. Lew Apgar, a Community Health Worker at NVRH's Community Connections, nominated Hersey for the award.

"Bob has consistently helped us with our bookkeeping questions, has given advice on best financial practices, and has always been available when we needed to ask questions or solicit support," Executive Director of the Community Restorative Justice Center Susan Cherry said. "He gives so much."

Bob has continued to volunteer his time through the pandemic despite the additional financial strain to his primary profession. The impacts of his volunteering to the community are quiet, yet substantial. He volunteers his time as the President and Treasurer of the St. Johnsbury Rotary Club, and Treasurer of Umbrella, Catamount Arts, and Northeastern Vermont AHEC (twice). He also serves as a member of the Finance Committee for Northern Counties Health Care.

The Dr. John Elliott Community Service Award for NVRH employees is dedicated to the memory and spirit of Dr. John Elliott. Dr. Elliott, from Lyndon, was quietly active in our community, and volunteered countless hours to local organizations and projects to benefit the residents of the area.

Favorite Place Friday

For the Dress Down Day on January 29, we wore shirts from our favorite places! Locations included Hogwarts, someplace tropical, the ski slopes of Delaware, Niagara Falls, Martha's Vineyard, Block Island, Maine, South Boston, and the NEK.



199 gifts
\$44,131
20 New Donors
6 Tribute Gifts
18

2020 Year-End Giving



before

A special THANK YOU from Dot, NVRH's first COVID-19 patient, to all the employees and Corporators who made a year end gift.



after

VOLUNTEERS AWARDED SERVICE HOURS PINS

The NVRH Auxiliaries/Volunteers were recently awarded service hours pins for their volunteer service for the years 2019-2020. The following awards were either hand delivered or mailed: 100 Hours- Rena Ellingwood; 200 Hours- Roland LaPerle, Joseph Kasprzak, Betty Cochran, Rita Pinard; 300 Hours- Ken Norris, Anne Colgan, Karen Cheney, and John Goodrich, 400 Hours- Charles Wilson, Sally Wilder, Judy Selle, Jane Tallmadge, Linda Wells, Terry Hoffer, and Vickie Schaffer; 500 Hours- Mary Ann McKeon, Marlin Devenger, Susan Carr, and Jane Arthur; 600 Hours- Ella Kelsey, Eli Haskins, Joe Moritz, Denise Dion, Julie Sturm, and Lorraine Matteis; 700 Hours- Shirley Warden and David

Miller; 800 Hours- Carl Erickson and Linda Garey. around them to take action, too.

1000 Hours- Deb Davison, Mary Dole, Richard Redznak, Michelle Dumas and Carlene Brill. 1500 Hours- Nancy Erickson and Leon Podgur; 2000 Hours- Rachel Charron, Ken Miller and Rosina Greenwood. 4000 Hours- Ann Creaser; 6000 Hours; Patricia Cutts; 8,000 Hours- Lana Mitchell and 9000 Hours- Elsie Lawrence 9,339.

In 2003, the President's Council on Service and Civic Participation founded the President's Volunteer Service Award to recognize the important role of volunteers in America's strength and national identity. This award honors individuals whose service positively impacts communities in every corner of the nation and inspires those

The PVSA has continued under each administration, honoring the volunteers who are using their time and talents to solve some of the toughest challenges facing our nation.

Presidential Service Awards were given to the following auxiliaries/volunteers for their dedicated service: Bronze Award- (100-249 hours in 12 months) Susan Carr, Patricia Cutts, Michelle Dumas, Rena Ellingwood, David Miller, Lana Mitchell, Bob Morency, and Mary Parent. Silver Award- (250-499 hours in 12 months) Shirley Warden and Charles Wilson.



Leon Podgur



Bob Morency



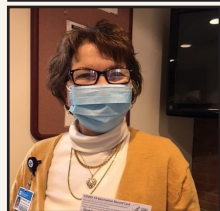
Charles Wilson



Ken Miller



Julie Sturm & Ollie



Don't forget to get your COVID-19 vaccination as soon as you can. I have had mine and am really happy to do something positive to change my life and hopefully get you back here as soon as possible. Happy New Year to each of you! I know that I say, and have said I miss you, that my friend's is an understatement. Be well, bring on 2021! - Pat Forest

NVRH Breast Care Assistance Fund




Get help paying your bill for expenses related to breast care and treatment at NVRH

This donor supported fund is available to all regardless of insurance or economic status. subject to availability


For more information or to request assistance with the BCA Fund, contact:
NVRH Community Connections
802-748-7526
 If you need to leave a message, a Community Health Worker will return your call.

Common short-term side effects of the COVID-19 vaccine include


Fatigue



Headache



Fever & Chills



Right now the State of Vermont is vaccinating health-care workers and members of the general public 75 years of age and older. To stay up to date on who can get the vaccine, how to get the vaccine, and what to expect – including the common side effects – visit www.healthvermont.gov/covid-19.

NEW ART SHOW AT NVRH RUNS UNTIL MARCH 1

Greensboro artist Isa Oehry will be showing her work in The Charles M. & Hanna H. Gray Gallery at Northeastern Vermont Regional Hospital from January 7 through March 1, 2021.

Due to COVID-19, please visit the exhibit in person only when you have a healthcare appointment at the hospital. You may also view photos of the exhibit on the [Charles M. and Hanna H. Gray Gallery webpage](#) at NVRH.org.

A portion of all sales comes back to NVRH as a gift.

Isabella (Isa) S. Oehry, who was born and raised in the Principality of Liechtenstein, works as a writer and artist at her farm in Greensboro, Vermont. She loves the beauty and simplicity of farm life and enjoys rescuing old barn windows from their destined destruction at a dump, upcycling them into folk art.

An old, single pane window gets a new purpose. Oehry paints them with acrylic paint and leaves a large section of the glass unpainted. The paintings then hang against the wall and the unpainted section of the painting reflects the color of the wall. And, depending on the color of the wall, the character of the painting can change drastically.

“My main goal is to bring a smile to the faces of viewers,” Oehry said. “I love painting humorous farm animals and living on a farm in Vermont provides endless inspiration.”



LIFE IMITATES ART

OR

A Taste of My Own Medicine

DR. DAVID BRODY

*“I asked myself whether I
was prepared to listen to my
own advice.”*

In my last column I spoke about pilots making bad decisions in the setting of deteriorating weather. It seems the Fates must have been listening and decided to have a little fun at my expense, for scarcely a week later I found myself in exactly the circumstance I had written about and was forced to make a critical weather-related decision. I am not sure I chose wisely.

On a quiet September weekend I had flown out to Brunswick, Maine to check out an aircraft in which I was interested. In the nature of things the only appointment available was late afternoon so it was not until about 6 PM that I was able to takeoff from Brunswick heading home to Laconia. A glance at the map will satisfy the reader that this is essentially due west. And in September the other thing due west at that hour – is the sun. Now planes fly toward the sun all the time, and it is nothing that a good pair of sunglasses can’t handle, though it is somewhat annoying. The wrinkle here is that there happened to be a good deal of haze in the air that day. I had noticed this on my way out to Brunswick, and though it tended to obscure the finer details flight visibility was entirely adequate.

However, I quickly discovered the return trip would be an entirely different matter, with the sun scattering the light through the haze. At first there was simply an annoying sheen but as the sun continued to drop more directly into my line of sight visibility grew increasingly and then alarmingly limited until finally I could only vaguely sense even the horizon, and forward visibility was otherwise enveloped in a blinding glare. It took me a few minutes to register – acknowledge – what was happening and recognize this as a serious matter. What oddly made it seem less so, or deceptively reassuring, was that visibility to the side was completely fine. On the other hand, need I hardly point out, I wasn’t flying sideways.

So there I was, flying along in deteriorating weather conditions and my first thought was how curious it was that this was exactly the situation I had just written about, and I asked myself whether I was prepared to listen to my own advice. And then of course all the competing voices started to dance in my mind: should I make a preemptive landing at the nearest airport (Portland was in sight at the time); am I being alarmist, after all I can see to the side just fine; am I just losing my nerve, is this all rookie jitters, and would they snicker at me back at the hangar; maybe I can try to climb above the haze, or how about if I fly a zig-zag pattern, keeping the sun 45 degrees to the side; but this is just like flying by instruments, and I can always double check my position just by glancing to the side; I seem to be flying steady, straight and level, and even though I can’t see directly ahead I know by my charts there isn’t any terrain ahead at this altitude, and what are the chances another aircraft would be heading straight at me (this is the so-called “big sky” theory of safety); if I land now and wait for the sun to set I’ll be flying at night and I’ve never flown by myself at night...

And so on.

These thoughts, and probably more, presented themselves for my arbitration, and the psychology of *it won’t happen to me* continued to work its subtle and menacing ploy. At first I tried the zig-zag approach, but soon realized this was only going to prolong the time of exposure, and just created a new blind spot, albeit not directly ahead. I tried the tinted visor, with or without my sunglasses, and that actually made things worse. I tried to climb but did not develop any sense that the haze layer was receding (I didn’t know how high it might extend and was worried that I might find myself “stuck on top” and unable to get back down through). I held my hand to block out the sun but that wasn’t going to work. And then I thought again of turning back to Portland and waiting it out.

But in the end what I went with was – to plow on. I was flying OK, and reasoned that if I just kept on for another thirty minutes I would be home. And that was the quickest way to put an end to the strain of uncertainty.

Other than, of course, an encounter with an unseen aircraft.

Well, of course I did make it back, and by the time I was approaching Laconia the sun was sufficiently close to the horizon that the haze effect had diminished and there was adequate visibility for final approach and landing. But the question remains whether I made a good decision. I am not at all sure and I’m pretty certain that the wiser course would have been a preemptive landing and then resume flight once visibility had improved. Of course things did work out, and the odds were always heavily in my favor. But it was by no means a sure thing and I believe I learned a valuable lesson.

Or at least I hope I did.

COMMUNICATION TASKS WITH MASKS



Since the start of the COVID-19 pandemic many things have changed for us. One of these being the new normal, wearing a mask. Putting on a mask is easy, it's what happens afterwards that can be a challenge whether you wear a hearing aid or not. People who rely on visual communication cues and lip reading are now at a disadvantage. People who struggle to hear under normal situations now struggle even more. People who wear hearing aids are constantly worrying about losing their hearing aids.

Hearing care providers have come together to try and support individuals who are struggling during this challenging time. Here are some tips to help you hear better while are all wear masks:

- Face the person you are talking to and ensure nothing else is blocking your view.
- Take note of surrounding sounds. Move to a quieter place if possible.
- Ask the person to talk a little louder and a little slower.
- If possible, ask the person to wear a clear mask so that you can fall back on your visual cues.

There are many different types of masks available now. Here are a few tips that will help you keep your hearing aids on your ears and not on the floor:

- Use a button extended and secure your mask behind your neck and not around your ears.
- Use a mask that doesn't secure around your ears, like a N95 mask with elastic straps.
- Use a mask that ties behind your head.

If you are still struggling with communication or your hearing aids, please don't hesitate to call our office. We would be glad to chat with you about your struggle and find a solution to help you through these challenging times.



These should help keep us a little bit warmer!
Thank you Scott from the HomeDepot in Littleton for dropping off a bucket full of hand & foot warmers for the COVID-19 testing staff!



Say CHEESE! We're smiling under those masks thanks to the Cabot Farmers' Village Store & Members of the Cabot Creamery Co-operative's thoughtful and delicious donation! Thank you!



Did you know?

NVRH to offer new tobacco cessation course

*Seven week intensive supports
participants beyond their quit day*

To offer more support to those who wish to quit smoking, Community Connections at Northeastern Vermont Regional Hospital (NVRH) will be offering its first ever Freedom From Smoking course, a group course designed by the American Lung Association, on March 16, 2021.

Because most people already know that smoking is not healthy, Freedom From Smoking focuses on how to quit, rather than on why. According to the American Lung Association's Freedom From Smoking

webpage, the program uses pharmacology and psychology to help tobacco users control their behaviors. It also acknowledges that there are many methods to effectively quit, and therefore the program includes a variety of evidence-based techniques.

Approximately 15% of adults in Caledonia County smoke. And most of these people likely know that smoking causes cancer. But there are other ways that smoking can affect health. For example, smoking has been connected to blindness, type 2 diabetes, erectile dysfunction, ectopic pregnancy, rheumatoid arthritis, gum disease and even fertility issues. Freedom From Smoking has been helping participants quit for over 35 years and has helped hundreds of thousands of individuals live healthier lives. The American Lung Association webpage claims that those who participate in Freedom From Smoking are six times more likely to be smoke-free one year later than those who quit on their own. When used in combination with other cessation techniques, up to 60 percent of participants report having quit smoking by the end of the program.

"Mark Twain once said 'Giving up smoking is the easiest thing in the world, I know I've done it thousands of times,'" NVRH Tobacco Treatment Specialist Lew Apgar said. "We all know that staying quit is the difficult part. The Freedom From Smoking structure spends a significant amount of time with participants after their quit day, refining your quit plan, reviewing coping strategies and setting you up for success."

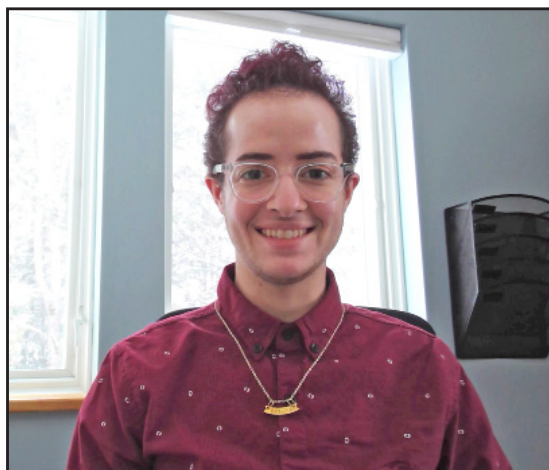
One focus of the program is overcoming a slip, and differentiating that from relapse. Think of a slip as a mistake you can learn from. The program asks that participants be T.R.U.E:

- Think of how to approach it or to avoid it next time
- Reflect on the situation
- Use it as a learning experience
- Encourage response as one would to any other mistake

This Freedom From Smoking is an intensive seven week group course. The first virtual class will be 5:30 – 7PM on March 16, 2021. Participants will have the opportunity to earn up to \$55 in gift cards to local or online stores from NVRH. To sign-up for this free program, please contact Katie Bocchino at 745-6438 or k.bocchino@nvrh.org.

For more information about the American Lung Association www.lung.org/

Welcome to NVRH



It is my pleasure to introduce Owen Greene, the new Tobacco Prevention Specialist with NVRH. Owen is a Master of Public Health candidate at the University of Vermont, expecting graduation in August 2021. They began their public health education at the UC Berkeley School of Public Health. They developed an interest in substance use prevention through their work with clients of syringe services programs in Minneapolis, MN and Berkeley, CA. They previously conducted research for the Tipping Point Grant Program with Dartmouth-Hitchcock Partners for Community Wellness. In 2019,

they participated in the Youth Health Equity Model of Practice Fellowship with the New Hampshire Office of Health Equity. They currently reside in White River Junction. Their interests include hiking, road biking, and playing guitar. They are a non-binary person and use they/them pronouns.

NVRH RECEIVES \$450,000 GRANT TO BUILD PREVENTION NETWORK

NVRH and Umbrella Inc. partner to support
prevention efforts throughout the Northeast Kingdom

Northeastern Vermont Regional Hospital (NVRH) has received the Vermont Prevention Center of Excellence's Grant. This grant is a one-year grant opportunity with goals to reduce underage drinking, high-risk alcohol consumption, marijuana and tobacco misuse, prescription drug and stimulant misuse, and illicit stimulants and opioids. In order to build prevention capacity and infrastructure at the community, as well as regional levels, NVRH is partnering with Umbrella Inc.

The grant, which totals \$450,000, tackles two components of prevention: the promotion of healthy lifestyles and norms that reduce the risks associated with the use of alcohol, tobacco and other drugs and the reduction of the impact of those at higher-than-average risk for substance misuse. This includes individuals currently experiencing problems related to use.

"This is a unique opportunity to collaborate with Umbrella, Inc. to support others in their efforts to reduce substance use disorder throughout the entire Northeast Kingdom and Wells River," NVRH Director Substance Misuse Prevention Cheryl Chandler said. "This grant will enhance the great work that is being done in the NEK around substance misuse."

The best way to prevent substance misuse is to review data to identify existing conditions that either promote risk or protect from risk, assess a community's readiness and capacity to address the conditions, and then identify strategies and programs. Therefore, funds will go towards staffing, analysis, workforce development, and evaluation of archival data. Funds will also be focused on developing a needs assessment. \$200,000 of the funds will include sub-awards that will go towards local partners whose missions support the goals outlined above. Information around proposal requests will be announced at a later date.

While Umbrella has been providing prevention-based programming geared at ending domestic and sexual violence for decades, they have only recently developed a more holistic approach to prevention. This includes working to prevent substance misuse as well as tobacco use.

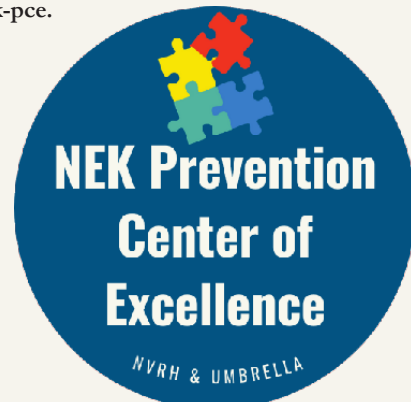
"This grant program will lift up and support work happening around the Kingdom related to substance misuse and pave the way for more capacity for prevention down the road," Umbrella Inc. Executive Director Amanda Cochrane said. "Umbrella is very pleased to partner with NVRH on this exciting opportunity."

Umbrella focuses on initiatives in the schools and in the community that aim towards preventing gender-based violence; advocates for survivors of domestic and sexual violence such as stalking, teen dating violence, human trafficking and any other gender-based violence; and provides child care subsidies, referral and specialized child care support. It also supports women with significant barriers to employment.

"We're grateful that the Vermont Department of Health Division of Alcohol and Drug Abuse Programs and the Agency of Human Services chose us to be the recipient of this grant," NVRH CEO Shawn Tester said. "It's an exciting opportunity. When it comes to tackling prevention work in our community, this grant will allow us to continue our work upstream and really make a difference."

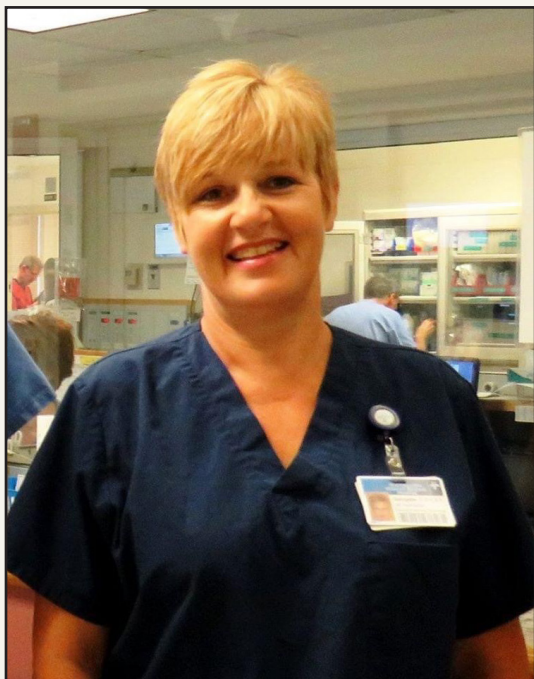
A Steering Committee has been appointed to bring unique knowledge and skills and multi-sector input to the Prevention Center of Excellence Grant Project. Members include Lila Bennett, Executive Director, Journey to Recovery Community Center; Susan Cherry, Executive Director, Community Restorative Justice Center; Michael Costa, CEO, Northern Counties Health Care, Inc. Lon Davis, Cata-mountain Arts Open Stage Program; Karen E. Geraghty, Economic Development Specialist, Northeastern Vermont Development Association; Sheriff Jennifer L. Harlow, Orleans County Sheriff's Department; Jim Kisch, CEO, President, Passumpsic Bank; Suzanne Legare-Belcher, Field Services Director, Newport and St. Johnsbury Districts, Vermont Agency of Human Services; Lurna Noyes, ECSD, Deputy/SIU/Office Administrator, Essex County Sheriff's Department; Chantelle Paradise, Recovery Coach, Kingdom Recovery Center; and Samantha Stevens, M. Ed., Equity and Community Outreach Coordinator, North Country Supervisory Union.

To learn more and contact the Prevention Center of Excellence Program Managers Cheryl Chandler and Amanda Cochrane, visit nvrh.org/nek-pce.



Georgette's Mittens

Submitted by Betty Ann Gwatkins



I have enjoyed the Bernie's mittens memes the past couple of weeks, and am happy for the success of the Vermont teacher who made them. But, every time I see another meme, or article about the mittens, I can't help but think of our very own Georgette Griffin.

Georgette passed away this past October. She was a member of our Environmental Services team for over 13 years, and a friend to many. And -- Georgette was making those now-famous Vermont fleece sweater mittens long before they were the rage!



Georgette took her job in EVS seriously. She was a hard worker, always wore the nicest scrubs, her red hair and makeup, perfect, everyday! Georgette also had great creative talents outside of work. For several years, Pat Forest coordinated an NVRH Holiday Craft Fair, where talented employees and volunteers would display handmade items, sell them to the public, with some of the proceeds going to NVRH. That's where I first saw Georgette's mittens. Made with fleece and repurposed sweaters, the craftsmanship was amazing! I bought several for Christmas gifts, keeping a pair for myself, of course. Warm, snug and comfy, perfect for outside snowshoeing or sledding, or standing inside a cold rink.

The following year, I got more from Georgette at the craft fair, and then bought from Georgette directly, for my boys' school auction, and the Lyndonville Rotary Penny Sale, and my hockey mom friends from my boys' team. I used mine all the time, and wore them out. I bugged her so often about the mittens, she finally brought me in a whole bag of different sizes, and I paid a bulk rate!



I used to tell Georgette she should start a small business, selling her mittens. She would laugh. One day, I pulled her aside, and more seriously said, "Georgette, you have a great talent, and people would go crazy over your mittens. I'll help you find someone to build you a website. You should do it." Georgette, said, "Aww, thank you, but I want to have time to see my family and I have a lot of other things I do. Plus, I have a job I love. I just enjoy making the mittens for people who want them." And so it was.

I gave a pair of Georgette Mittens to my mother-in-law, Shelby (pictured left), herself a gifted seamstress - and a redhead, like Georgette! Shelby treasures those mittens, and proudly wears them while watching her grandsons play hockey (...well, not this year, yet!). She was the best person to give Georgette's mittens to - she appreciates the work and love that went into making each pair. And she'll make sure they last a long, long time.

We all miss you Georgette, a lot. And, while I know you would have been wildly successful with a "Georgette's Mittens" business, you were wildly successful in the way in which you chose - warming the hands of your family and friends.

NVRH Marketing Receives Gold for Social Media Campaign

Northeastern Vermont Regional Hospital (NVRH) has received Gold from the 1st Annual Healthcare Digital Marketing Awards for its social media campaign, Keeping Our Community Safe. Staff members took selfies to highlight mask wearing and described the COVID-19 precautions they were taking while out in the community.

"We wanted to model the CDC guidelines for mask wearing outside of the immediate NVRH community," said Laural Ruggles, VP of Marketing and Community Health Improvement. "Because even when we're not at work, we're following precautions and we're serving as role models for the public."

The 1st Annual Healthcare Digital Marketing Awards operates under the umbrella of the Healthcare

Advertising Awards, which is one of the oldest healthcare advertising awards competition. To select the winners of the 1st Annual Healthcare Digital Marketing Awards, a national panel reviewed each submission, and entries were judged on creativity, quality, message effectiveness, consumer appeal, graphic design and overall impact.

The success of the social media campaign was made possible thanks to the participatory nature of the NVRH community.

"My seven year-old-son was so excited to be a part of this campaign and to learn that he helped the organization to win a GOLD," NVRH VP of Medical Practices Laura Newell said.

Follow NVRH on Facebook and Instagram to stay up-to-date on important health messaging and social media campaigns.



NVRH VP of Medical Practices Laura Newell and her son Brady take a masked selfie to promote COVID-19 precautions while out in the community. "We do what we need to do to keep our family and community safe," Newell says.

NO APPOINTMENT NECESSARY

**NORTHERN
Express Care**

Walk-in primary health care for all.

Northern Express Care is open to everyone to treat routine medical needs.

- Sprains
- Bumps and bruises
- Allergies
- Colds and Flu
- Sore throat
- Stomach issues
- Ear infections
- Urinary tract infections
- Vaccines



2 LOCATIONS



NO APPOINTMENT NECESSARY

LYNDONVILLE
at Corner Medical

OPEN

MONDAY – FRIDAY
9:00 AM – 7:30 PM

SATURDAY
9:00 AM – 2:00 PM

195 INDUSTRIAL PARKWAY
LYNDONVILLE, VERMONT

802-748-9501
NVRH.ORG

ST. JOHNSBURY
In the heart of downtown

OPEN

MONDAY – FRIDAY
9:00 AM – 7:30 PM

SATURDAY
9:00 AM – 3:00 PM

1 EASTERN AVENUE
ST. JOHNSBURY, VERMONT

802-633-6351
NCHCVT.ORG

NVRH primary care practices recognized for patient-centered care

All three Northeastern Vermont Regional Hospital primary care practices – Kingdom Internal Medicine in St. Johnsbury, Corner Medical in Lyndonville and St. Johnsbury Pediatrics in St. Johnsbury – have again been awarded recognition by the National Committee of Quality Assurance (NCQA) for Systematic Use of Patient-Centered and Coordinated Care Management Processes.

To receive recognition as Patient-Centered Medical Homes (PCMHs) for their continuous quality improvement and patient-centered approach, Kingdom Internal Medicine, Corner Medical and St. Johnsbury Pediatrics must submit attestations and evidence every year to NCQA. The practices submitted in 2019, and all three practices received recognition as a level III PCMH. The NCQA PCMH program reflects the input of the American

College of Physicians (ACP), American Academy of Family Physicians (AAFP), American Academy of Pediatrics (AAP) and American Osteopathic Association (AOA) and others.

This Patient-Centered Medical Home model of care supports a team-oriented approach while positioning patients as the primary focus of their care. This means improved patient experience and access, ultimately helping health care providers better manage their patients with chronic conditions. For example, one study found patients living with diabetes experienced higher-quality treatment than those who did not receive their health care from a NCQA-Recognized Patient-Centered Medical Home.

“In the midst of a pandemic it is more important than ever that patients have a place to call their Medical Home,” NVRH VP of Medical Practices Laura Newell said. “We are extremely proud of our Primary Care practices and the work that they do to put patients at the center of their care and involve them in medical decision making.”

NCQA was developed to assess whether clinician practices are functioning as medical homes and recognize them for these efforts. NCQA works with the government as well as the private sector to measure and improve the quality of medical practices and health care providers by using transparency and accountability. Payers also provide incentives to



NCQA-Recognized PCMH practices, offering enhanced reimbursements, practice support and coaching and preferred provider status.

PCMH Recognition increases communication and coordination, ultimately increasing patient satisfaction and decreasing expensive visits to the Emergency Department.

“NCQA Patient-Centered Medical Home Recognition raises the bar in defining high-quality care by emphasizing access, health information technology and coordinated care focused on patients,” NCQA President Margaret E. O’Kane said. “Recognition shows that Kingdom Internal, Corner Medical, and St. Johnsbury Pediatrics have the tools, systems and resources to provide their patients with the right care, at the right time.”



Lyndi Medico, Amy McClure, and Samantha Gale staff the Monoclonal Antibody Infusion Outpatient Clinic at NVRH. This treatment can help people with COVID recovery quicker, and reduce hospitalizations and conserve healthcare resources.

NVRH Offer COVID Treatment

NVRH has opened a clinic on its campus in St. Johnsbury to offer a promising treatment for some COVID-19 patients.

The treatment is called monoclonal antibody infusion. NVRH is the first hospital in Vermont to offer this outpatient treatment for COVID-19. “Our staff moved quickly to support this new treatment for COVID,” said NVRH CEO Shawn Tester. “It will help those with mild to moderate symptoms, and should reduce the number of patients requiring hospitalization. I am very pleased to offer it as an option for our patients.”

“This is a treatment, not a cure,” says Dr. Michael Rousse, NVRH Chief Medical Officer. Rousse went on to describe how the antibodies in the monoclonal antibody infusion treatment are very specific to the proteins in the COVID-19 virus. “It goes in and physically attaches to the virus in your system and reduces your viral load” adds Rousse. “Think of it as a magnet attracting metal filings and pulling them out.”

The drug, called bamlanivimab, is delivered through a vein – intravenous or IV – in the arm of the patient. The Federal Drug Administration (FDA) gave this drug an Emergency Use Authorization (EUA) due to the recent rise in COVID-19 cases in the US. The single dose treatment takes about an hour, then patients are monitored on site for possible side effects that can include allergic reactions. Some people can experience side effects like body aches for a few days after the treatment.

continued next page

The best candidates for this treatment are those with confirmed cases of COVID-19 who are experiencing mild to moderate symptoms like fever and cough. It is approved for people 65 years of age and older, or are at high risk due to obesity or a chronic condition like diabetes or an autoimmune disease.

NVRH has given over 30 treatments so far. Referrals to the treatment are made by the patients' primary care provider. Registered nurse Lyndi Medico helped set up and staffed the clinic in space owned by NVRH on Hospital Drive across the street from the hospital. "I feel like this treatment is a light in the tunnel during this pandemic," says Medico. "We haven't had a lot of options to treat COVID, and this treatment is a real opportunity to make people feel better and save lives."

Registered nurse Samantha Gale agrees. Gale spend the early months of the pandemic in the hot spots of New York City and Houston, Texas before coming back to NVRH. "I've cared for people at the end of their lives from COVID" says Gale. "I like that I can offer people this treatment before they get so seriously ill. It feels good."

WINTERS WOMB

Hello dear friends!

Here we are, in winter's womb. A time of silence, stillness and rest. We reflect on the year that has passed and make goals for the time ahead. It's a beautiful time of year; snowflakes sparkle like diamonds in the sun and the skies color turns to cooler hues of blues, pinks and oranges.

Along with the nature's beauty, we also encounter frigid temps and, for some of us, seasonal depression.

I wanted to reach out and offer some wellness tips for everyone to keep immunity strong and beat the winter blues so we can be our healthiest selves while helping others to keep healthy, especially in these times.

KEEP ACTIVE

I cannot stress enough the benefits of being active! And even though this may first bring an image of being inside on a treadmill or elliptical, it doesn't have to! Exercise helps to release endorphins, helping to reduce stress and feeling good, aka fighting the winter blues.

It also looks like bundling up, going outside in your yard for a few minutes of snowshoeing, skiing or heading down the road for a brisk walk. Not to mention, getting outside on a sunny day helps with vitamin D levels, which helps combat seasonal depression. If you opt for more warmth, stay inside for a yoga or Pilates practice. Whatever gets your blood pumping and lungs working is contributing to an active lifestyle. ***always consult your healthcare provider before beginning a new exercise routine*

NUTRITION

AHHH, the holidays. All kinds of sugary treats surround us! A cookie here, piece of pie there, and ohhhh those Valentine's chocolates are DIVINE! And then,



Welcome to NVRH New Hires!

crash! The sugar has worn off and our brain says "more, more!" At first we think one more piece won't hurt, but then 10 more later we pay with digestive woes and yet another crash. When you find a craving come on, first check in with your tummy. Are you actually hungry? Is your body actually craving something more nourishing? If yes, try some nuts, fruit or stuff some dates with peanut butter (tastes just like a peanut butter cup, I swear!). If the craving starts to sneak back up, drink a glass of water as you may be dehydrated instead. And if still it sticks

around, reach for one, but opt for a sugar free brand, like Lily's. Just as sweet but no sugar added! Just don't beat yourself up for having a few sweets. We all do it! Moderation is key.

Winter is considered DRY season. To help prevent dryness on the outside, as well as inside (intestinal, which aids in elimination) I use oils in almost all of my meals. Olive oil, avocado (which is packed with healthy fats as well!). Root veggies are in season for winter, so I usually "marinate"



these veggies, and sometimes chicken thighs, in oil with salt, pepper and garlic for a few minutes, then just throw them all on a cookie sheet and put in the oven. Like magic, you have a full meal without a bunch of dishes. The fat from the chicken thighs, or any other meats you want to eat, will actually help your body absorb the vitamins from the veggies.

Root veggies include: carrots, potato, beets and parsnips. Also adding in squash gives a little touch of sweet to a savory dish!

I also marinate my greens in oil as well, and usually have a side of greens with almost every meal for added nutrients.

Other great winter foods: pumpkin, kale, spinach, garlic and nuts.

Warming spices are also a great addition to a meal. These include: turmeric, cardamom, cinnamon, ginger, nutmeg, and cayenne. All of these help to “ignite the fire” in your stomach to keep you warm throughout the winter.

In addition to warm foods, keep a hot drink within reach. A thermos of herbal tea or even just hot water will do the trick! These also aid in digestion and help stave off that “chilled to the bone” feeling.

MEDITATION

Just like a healthy body is important, so is a healthy MIND. Meditation helps quiet the mind, sometimes called the “monkey mind” in yogic terms. We all have a traffic of thoughts, worries, ideas that back up our brain. Meditation helps keep these in check. It's fitness for your brain! When we think of meditation, we picture someone sitting cross legged on the ground for hours, eyes closed with a serene look on their face. But this is not the only way to meditate, and it certainly doesn't have to be for hours.

1. Start slowly: begin just setting aside 3-5 minutes per day to sit in a quiet place. You have the choice of eyes open or closed. Turn your attention inward to your breath. When you start to notice your thoughts drift, acknowledge them and then come back to the breath. The idea is to sit with your thoughts, not get rid of them altogether.

2. You don't have to sit! Walking meditation is also a meditation practice. In the woods, a large room or even a hallway walking back and forth. Focus on the breath and on the walking itself. Walk at a natural pace, place your hands in a comfortable position. First, turn your attention to your steps, the feeling of the ground beneath your feet, the way your foot lands. Then, start to become aware of the environment around you: sights, smells, sounds.

Just as in sitting meditation, whenever your thoughts start to run away, first acknowledge them and then bring

awareness back to the present.

3. Ritualize your practice. Light a candle. Maybe add an essential oil, which you can put in a diffuser or put a drop in your hand and rub both hands together and take a deep inhale of the scent. Peppermint for energy, lavender to calm or find a combo of your choice. Local natural food stores offer different scents, as well as do online stores. Place your hands in a comfortable position: on your lap or in prayer hands in front of your heart.

Bow to yourself, show yourself gratitude for setting time aside to appreciate all that is YOU. Meditation is time to fill your cup so you can help fill those around you. We cannot pour from an empty cup!

We are all in a weird, scary time right now with the pandemic. Take it day by day, a breath in and a breath out, one foot in front of the other. We will get through this together.

If you would like any more information or have any questions, please feel free to reach out! Email: journey2soulvt@gmail.com
Blessings,

Felicia White, Health coach, yoga instructor



What our patients are saying about us.

PRESS GANEY POSITIVE COMMENTS: A+ STANDARD OF CARING.

Ambulatory Surgery

- Everyone was very friendly, professional & efficient.
- I broke my neck 6 mos. ago. Everyone went out of their way to make sure I was comfortable and made sure no damage was done to my healing in my neck. I had shoulder surgery.
- I love NVRH!
- Very pleased with follow up after procedure - I was informed about expectations and good instructions for care of health post operation. After three days I returned for catheter removal and was instructed about observing bodily function to be sure no infections - all went well.
- They're the best!
- Amazing staff at NVRH, from nurses to Dr. Rankin top level care facility.
- Whole experience was comfortable, stress free, pain free. ALL staff (nurses in particular) were caring, professional and very attentive. NVRH can be proud!
- Everyone I came in contact with was very caring, kind, efficient & professional.
- Very caring staff and doctors. Excellent care.
- I have to say the whole team was very good to me. Glad it is behind me and healing very well.
- Always happy with my care at NVRH.
- Kim was excellent - very thorough & caring - 5 stars! Dave was also great in the same way, 5 stars! You are lucky to have such great employees!
- Considering the nature of the procedure/surgery performed... it could not have gone better. MUCH BETTER than the same procedure 10 years ago... VERY PLEASED... may even agree to do it again in another 10 years.
- It's all good! Everything went fine.
- Very impressed with overall care, especially considering COVID-19 limitations. In my case the doctors went over and above expectations and coordinated two procedures so I would not have to return again. All RNs very professional and able.
- I actually felt very safe & even empowered by the fact that my entire care team was made up of women! Thank you!
- Everyone made me feel comfortable & at ease. Great group of people. Wonderful team effort.
- Everything went smooth as butter! Couldn't have asked for a better procedure, staff all excellent at their jobs and show they TRULY CARE about patients!
- This was by far the best surgical experience I've had. I felt so very well taken care of from the moment of pre-surgery arrival to my departure from the hospital. The nursing staff were stellar. Other supporting staff and the anesthesiologist, PA's were super. *Dr. Proharhu gave plenty of time for question and answers, pre and post operation. An excellent surgeon to boot! Thank you all!!
- This was as good an experience as shoulder surgery could be!! Kudos to a well-run facility with amazing doctors & nurses!!
- I was very impressed by the entire staff @ NVRH. What a great staff you all are! I felt so well cared for, so safe and well-informed. You all touched my heart.
- Everyone made me feel comfortable and well taken care of.

Emergency Department

- I waited less than a minute.
- Best emergency room ever.
- Dr. Ryan Sexton was great!
- Did not wait in waiting area - brought straight to room.
- Excellent, prompt & attentive.
- I am forever grateful for the caring compassionate help you gave my dear husband.
- The attention and care was exceptional.
- I have many special needs and you really listened and took cues from my

guardian to keep me safe.

- Wasn't really in waiting room, whisked right in.
- Very pleased with the care I received.
- Very good and kind care as we just lost our daughter to cancer.
- Was treated immediately.
- I have no complaints about my care; it was the BEST.
- They were very patient with me through out treatment.
- My first trip in an ambulance a 63 yrs. of age. Excellent experience. THANK YOU!
- Best doctor I ever had.
- Pleasant & caring.
- No wait time.
- Extremely fast & efficient. Virtually no wait time.
- Super nice!

INPATIENT

ICU

- Nurses in ICU were excellent. Very friendly and professional.
- They were excellent.
- Thank you!!
- First class
- Very clean and safe.
- The nurses are excellent and very helpful - patient too.

MedSurg

- I ate all my food!
- The nurse took excellent care of me.
- The ice chips were great!
- Everyone was so kind and supportive, management, Chaplain Abby, special nurse Hailey will never forget!!
- Surgeon was excellent as was the ER doctor. Great experience.
- The nursing care from Emergency Room to surgery & floor care was amazing. They spent time with me, were personable and always showed care & concern. EXCELLENT.
- I have had hospital stays in other states this was by far the best experience I ever had.

Birth Center

- Great rooms, very comfortable.
- The best nursing staff ever!
- All the nurses were exceptional and cared for us really well.
- Had temperature gauge to make it comfortable.
- Everyone knocked and always asked if it was OK to enter.
- The midwife and doctor took time to fully explain my options. They made sure I was coherent enough to understand as what they were saying as I was in the throes of labor.
- The nurses were phenomenal!
- We had a thermostat in our room and were able to adjust accordingly.
- So good!
- Doctors were great! They listened and respected my wishes.

MEDICAL PRACTICES

Corner Medical

- No delays
- no nurse needed for virtual visit, but when I do go in person the nurses are always great
- Very lucky to have Tom Broderick as our family doctor. He is knowledgeable and always attentive
- No delays. I was taken right in to an exam room.
- She was very positive and friendly!
- Amanda was great!
- All was handled very well. Dr. Dargis listens well and is thorough. Very caring manner.
- Dr. Dobbartin is great! Very supportive and encouraging.
- Dog posters re: masks were very funny - helpful for relieving any anxiety.
- Informed in a very timely fashion.
- Excellent experience. Plenty of time for discussion I was completely at ease.
- Did not wait.
- I moved here from Boston 2 years ago. I absolutely love Cancer Medical. The staff & my Doctor, Dr. Dargis is the best.
- This was a virtual meeting for follow up on diabetes with Karl Granskog. He's always very pleasant & courteous & also accommodating explaining things. He's always very helpful.
- Amy is the best!!
- Love the new office wall colors!
- All good experience.
- Always a good experience a friendly professional staff.
- I often taken in a letter for my doctor if I need something and he contacts me ASAP.
- I was in and out like a flash.
- Very impressed with Dr. Imperio!
- Excellent experience with Corner Medical as usual!
- And my favorite sentry was working!
- No delays. Everything very good.
- Very positive visit with MD & staff
- Adelaide Adjovu is awesome!!!!
- everyone is pleasant always
- Another great appt.
- 10/10, quick and easy, and EVERYONE was helpful and friendly! Good job guys!
- Consistently excellent over the years.
- Dr. Joyce is a healer and I am so grateful that I am her patient.
- Everyone listens and shows concern. It is the culture of this practice.
- Seamless service to patients
- Best physical I've had in a long time.
- Adelaide knows
- No delays to report.
- Nice cordial visit.
- Everyone was very helpful & pleasant, & provided quick service.
- Everything was excellent.
- She was wonderful! Very friendly & courteous!!!
- All staff were excellent and professional. My provider Adelaide is fabulous. Answers all my questions and hooks me up with referrals/treatment plans quickly. She really cares about her patients.
- Adelaide is fabulous. She really cares about her patients. She actively involves her patients and listens to what they have to say. She makes referrals/treatment plans that are appropriate for the medical condition.
- Good experience
- Very good experience
- Dr. Dobbartin is pure gold. I have recommended her several times.
- All good, great job!
- Never been a problem.
- Very happy to continue my care with Corner Medical.
- VERY, VERY happy with Adelaide!
- Excellent, job nurse and doctor.

Kingdom Internal Medicine

- Michelle is outstanding! She is always friendly and goes above and beyond to meet your needs. She is great.
- I love Dr. Lee! She is very easy to talk with, listens with compassion and will always find the answer
- The staff always coordinate my care in the most efficient way possible. I appreciate that they take my physical limitations into account when setting up outside testing or appointments.
- I always feel that I am in a safe, clean, and sterile environment at the office.
- I didn't have a nurse as this was a tele-health type visit. Michelle explained everything to me as I had never done this before. I understood her explanation and appreciated it.
- I didn't have any wait time at all.
- Jess is just the greatest. I feel very comfortable and confident with my healthcare when she is involved. I have the utmost of respect for her abilities and competence.
- Diane is always very attentive and professional
- My provider is Jessica McLeod. She is excellent - very competent, informed and compassionate. Would definitely recommend her and hope she stays.
- In all the years at Kingdom International Medicine it has always been a good experience.
- Wonderful experience, felt like I received better (more thorough) care than ever.
- Joyce was wonderful. I was quite anxious and she did a great job, giving me lots of info, which helped me.
- Receptionist very helpful
- Everyone I dealt with was professional and courteous.
- Happy to have help.
- Very good experience.
- Excellent visit!
- Great experience.
- Excellent experience!
- Very good experience.
- Dr. Lee takes time with us.
- Great team !!
- Very good as always.
- Was my first visit. All went extremely well.
- The doctor, nurse, office to receptionist. All make you feel a 5 score. And I respect them all. And I love them all!!!
- Reception was friendly. Diane and Joyce both were very attentive and welcoming.
- Performed as well as possible under current conditions.
- I always have a pleasant experience with the staff at KIM.
- This provider included me in making decisions about tests and care. I like that!!
- I was treated very kindly!
- Just great!
- I felt very good after my visit.
- I am very happy with my new provider at KIM.
- Just great as usual very thorough.
- Everyone is lovely.
- I live in Plainfield - 45 min. drive, but recommend Kingdom to friends & relatives.
- It's a terrific practice.
- No delays. Astonishing promptness.
- She is a doll, really, thoughtful, warm, and personable.
- Really like Dr. Irene - listens & discusses problems voiced - action taken when needed.

North Country Otolaryngology/Audiology

- Everyone was excellent from entering & leaving.
- Excellent all.
- Very good, kind and pleasant.
- Dr. Fitzpatrick is absolutely amazing. He's always willing to listen and he 100% helps to try and solve any problems that come up. He's amazing with my son and

myself. He's so patient and just an overall amazing guy. We love going to see him and Vicki. They are always so amazing to us.

- Vicki is the best!!
- No wait time.

Specialty Clinics

- Dr. Dixon is a sterling professional.
- After sustaining a horrible and complex injury to my left knee while mt. biking my occupation & lifestyle were in jeopardy. With the help of *Dr. Korsh and the OR team I'm well on my way to a full recovery. I have so much gratitude for having this valuable resource right here in our community and I would recommend it to anyone and everyone! Thank you!
- Y'all do good work.
- I was very impress with the nurse she was very pleasant and informative.
- I have been dealing with this issue since March 2020, she took time asked questions and I could tell she read my information before I was seen.
- You can be very proud of your facility. Thank you for our veterans and your wonderful services.
- Moved right along - no wait time to speak of.
- We were agreeable on a mutually acceptable plan of treatment...very good, comprehensive discussion/evaluation.
- I was early by 10 minutes for my visit and was taken early. I was impressed by NVRH concern for my COVID health while I was there. Thank you.
- Chelsea always is concerned with my wellbeing and very professional in treating me.
- Dr. Dixon was once again showing interest and concern for my previous condition and current situation. Very professional yet informally personable. Excellent visit.
- Excellent care both times!
- I find Dr. Prohaska, not only a very good listener, but he also does an excellent job explaining what medical issue he has identified.
- Aside from being extremely competent the nurses went out of their way to make this visit helpful and comfortable for me.
- I was seen when I arrived.
- Very candid useful explanations of all alternatives, and straight answers to any questions I had.
- The nurse and the assistant were very welcoming and listened carefully to what I said.
- Check in with temperature check, etc was quick. There were no delays and I only waited in the waiting room a few minutes.
- Gave me the option of getting services by telephone.
- NVRH is a great facility.
- I'm lucky I live just 25 miles from it.
- My experiences with my urologist Dr. Eugene Dixson are always excellent!
- Nurses were great! Very pleased friendly and put me at ease.
- Dr. Gagnon did an outstanding job always. Sad he is retiring.
- Positive experience, would certainly recommend her to anyone and have.
- Addressed the problem, explained procedure then accomplished it with the MD.
- No wait!
- Pleasant, aware of everyone's valuable time.
- My experiences were all good. Staff and doctor were polite, helpful, & concerned.
- Very efficient.
- From scheduling the appointment to having the procedure went seamless.
- The nurse even came back in to ask more details.
- I checked in & was brought right to the room with the nurse. Notified it would be a few minutes and two minutes later Trish came in.
- I had a new doctor - she was very good.
- Dr. Prohaska and Mark (the PA) were phenomenal! He explained everything with great detail and addressed our concerns, putting our minds at ease.
- The turnaround is quick and we didn't wait long between nurse, PA, X-rays, and doctor all seeing her.
- Didn't even get to sit down before they called us. It was great.
- No delays.

- Nurses and staff were very nice! Overall, they were awesome!
- Explained everything clearly and made sure I had a copy written down to remember because she gave a lot of useful information.
- Staff was very friendly and accommodating with scheduling.
- She was caring and listened well to my concerns.
- I was in quickly and out quickly, the visit was very informative and lengthy in a good way.
- Very efficient, helpful staff.
- Minimal wait!
- So proud to have this practice in the NEK!! Rivals & surpasses my previous experiences at N.E. Baptist (and they were great!).
- Did not feel rushed or like I was just a number.
- Have already been telling friends & family about Dr. Prohaska & his team, fantastic.
- Great place, very helpful staff. Love Dr. Van Stratan.
- Dr. Gagnon is top notch! I would recommend him or this facility to anyone!
- Everyone wore a mask and sanitized before and after.
- Anna Driscoll is awesome and highly recommend her to my friends.
- Incredible knowledge, expert care. Very pleased/impressed with the care I've received at NVRH facilities.
- I felt the staff cared.

St. Johnsbury Pediatrics

- Love st j pediatric
- Super attentive, prompt, efficient care!
- This was the fastest visit we've ever had - very smooth, no waiting, no need to be worried about COVID because we weren't ever near anyone else!
- Dr. Josh has always gone out of his way to help us. During this time he has been extremely caring, understanding and seeking outside support to help us with our daughter and her illness.
- Got in very quickly.
- Everyone is very pleasant.
- Janet Wilson is Great
- Wonderful
- Spectacular
- Great
- Dr. Stasny rocks!
- I've been bringing my children to this doctor office for about 16-17 years now and I've never ever had a bad experience in any way. Dr. Price as well as the rest of the staff are amazing and have always done right by me and my children and listened to me as a parent with any concerns I've had.
- Always great, patience and attentive and helpful, even with complaints like 'sore feet' and a wart on thumb.

Women's Wellness

- I was recommended to Women's Wellness by co-workers and I would definitely recommend them for friends and family.
- The receptionist on the phone was very helpful, kind, and understanding.
- The check in, to paperwork, to a room was quick and efficient. Check out was smooth and all entries and exits were clearly marked so I didn't get lost.
- The staff was very informed about what I was there for, making my visit stress-free. They really cared about my overall health.
- Love Meagan
- Always the best care
- Very good. Everyone was very friendly and professionally.
- Dr. O'Connor IS THE BEST. Can't say enough good things about her. She takes the time, explains everything, & shows she cares. Love her!
- I had Dr. Paul for many years and trusted her so it was difficult when she retired. Megan is a treasure, she is very kind, compassionate, she listens and I feel heard. I will miss her when she leaves next year.
- Very good experience.
- Excellent use of PPE and cleanliness.
- The NP did an amazing job consulting with an OB about my concerns to

ensure the right course of action was taken. Thank you for making me feel so much more comforted in this process.

- Despite the physician I previously had leaving the practice, I feel my concerns for this pregnancy were not only validated and heard, but they were acted upon in a way was professional, timely, and considerate of both myself and my pregnancy.

OUTPATIENT

Diagnostic Imaging

- My tech was the best I've had in a number of years. She was very warm, witty, cordial & mostly fun! VERY knowledgeable of her profession.
- I'll have to say this was by far the BEST experience so far & I'm 64! The tech, was an absolute DOLL!
- Great staff. Thank you for caring for us throughout the pandemic. NVRH staff are everyday HEROES!
- Technician was very concerned and thoughtful about my having to walk so far with a hurt foot. Offered a wheelchair.
- We are so lucky to have NVRH in our community.
- No concerns or complaints.
- Took time to answer questions I had. Thank you.
- I registered by phone.
- The X-ray technician was wonderful. Put me at ease immediately.
- Very professional! I appreciated the privacy of the space, Yvette made me feel like she was really concerned. She's very congenial, the right person for the job, she should have a raise in pay!
- No concerns or complaints. Service was very good.
- In and out time very good.
- Extremely friendly and professional staff. I was never ill at ease.
- Monica and Robert made for a great team.
- Friendly folks from the get-go.
- NVRH response to patient care during COVID is STELLAR!
- I have always received excellent care/service at NVRH Radiology.
- After being recently diagnosed with cancer, I was very nervous to have my staging MRI. I felt well cared for and had all of my needs & concerns addressed.
- I have typically gone to larger hospitals in past for medical care, but was extremely pleased with my experience. I intend on going to NVRH for my future imaging needs.
- There was some delay due to COVID regulations - everyone was helpful.
- Everything is very good.
- The best.
- Was pre-registered.
- I was EXTREMELY pleased with the mammographer. She took the time to inform me that the delay was because the radiologist had to reboot his computer.

Laboratory & COVID Testing

- Very good service in and out in 20 min., very good, very courtesy, and friendly.
- I am so thankful to have NVRH in our community!
- always happy with NVRH
- I have no complaints with my blood draw.
- Nicest people at NVRH! From setting up the appointment, the testing process, and even the help desk. So helpful, patient, kind and informative
- Melissa was fantastic!
- Tori was so helpful in helping me understand the process when setting up the appointment. she clearly explained what we needed to do to ensure we were doing the quarantine properly
- Was, fast, and easy, stayed in my truck !
- This was for a COVID test obtained via your drive through. All staff from the triage nurse at Corner Medical to the women who called to schedule my test, to the woman who greeted me, and the gentleman who obtained the test - were all very timely & professional. The test results were negative so that was great too! Thank you all!
- She was in a great spirit doing what she does, knowing the times we are in. I had to do the drive in covid test

- I had pre-registered on the Saturday before blood draw. The person was very helpful and efficient.
- Very good in all respects!
- Person drawing was very nice.
- I do not handle blood draws well, and they were very patient and caring with me
- Everything went smoothly and I didn't have to wait more than 10 minutes.
- This lab has excellent phlebotomists! I am happy with all my blood draws. The staff are kind and careful and relate to the patients well - which I appreciate.
- very efficient, including the Covid screening
- Your staff is always very helpful, kind and efficient
- Actually I did not have any concerns or complaints but I know if I had any he would have been very helpful.
- Very easy and efficient which made it great for me.
- Very good experience, and told everyone who needed a test to call NVRH.
- I was pre-registered so did not have to wait in the registration area. The person who pre-registered me was very nice, professional.
- Keep up the good work.
- Was registered by doctor's office and give a date & time the same day.
- NVRH is an excellent facility with a skilled and caring staff. NVRH is a vital part of our community and I am grateful for the excellent level of care provided.
- Outstanding testing experience.
- test in parking lot on time, quick in and out
- Patsy is always on the 'A-team'!
- Inspired confidence, I felt at ease.
- Very polite, caring.
- Quick, easy, friendly.
- Very quick to respond to my requests.

Pain Clinic

- Nurses were super friendly, and attentive. The lady I saw was awesome and explained everything. It was a big help!
- Great experience. Thank you!!
- Super service, kind, and very prompt.
- Dr. Dent is the best and so are the nurses

PHYSICAL THERAPY

Northern Physical Therapy

- Don't usually have to wait - almost always I am directly sent to the pool.
- I work out in the pool which is a joy - this day it was Lindsay - sometimes Hannah. She decided to further help my neck arthritis by preceding the pod workout with a massage which was very beneficial and continues this week also.
- All staff has been great - especially Lindsay O'Sheen.
- The team I have been working with Jessica, Mykala and Krista are fantastic.
- I have been a patient at NPT for many years. The NPT team is top notch! Great group of therapist & staff.
- Great staff!
- Very good as always.

Dan Wyand PT & OT

- Top notch experience
- Efficient and kind!
- Very pleased.
- No waiting.
- Michael was very good at explaining why I was having foot problems. His recommendations for exercises to help my problems are working great! Ryan was spot on with the inserts he made for me. I am so pleased that my level of pain has dropped significantly!
- I don't remember the name of the woman at the front desk, but she was very pleasant and welcoming!
- Absolutely would recommend this service!
- Amazing staff @ Dan Wyand PT in Lyndonville! Ryan is the best!