

# T • H • E BRIGHTLOOK



## NVRH welcomes back first round of volunteers

May 2021



From L-R: Dyanna Thresher, Laurel St. James-Long, NVRH Director Hospital Entrance Operations and Volunteer Services Pat Forest, NVRH Auxiliary President Lorraine Matteis and Mildred LaBeur.

Fully vaccinated volunteers Mildred LaBeur, Laurel St. James-Long, Dyanna Thresher and NVRH Auxiliary President Lorraine Matteis returned to NVRH for a brief re-entry orientation on Tuesday, April 13. NVRH had paused its volunteer services during the COVID-19 pandemic. Despite the pandemic, LaBeur and Thresher continued to serve NVRH as patient escorts at Corner Medical through the Medical Reserve Corps.

Gov. Phil Scott updated his guidance to allow fully vaccinated volunteers back into hospitals in March 2021. Although they were briefed on new policies and protocols, these four volunteers are not new to NVRH: LaBeur has been volunteering for five years, St. James-Long for 10 years, Thresher for 12 years and Matteis for five. They will be escorting patient, and assisting with the gift shop and support services.



### Sharon Fuller Heads off into Retirement!

Sharon Fuller has worked at NVRH for 34 years. Congratulations! Sharon also made hundreds of masks during the time masks were in short supply.

Thank you Sharon, and good luck!

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## 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 **May 21, 2021** for the June issue.



# NATIONAL HOSPITAL WEEK

MAY 9–15, 2021

Meeting our community's  
healthcare needs in an environment  
that is constantly changing?

We do that.



Healthcare is always evolving, and our professionals and volunteers rise to meet the challenge. Whether it is quickly adapting to the COVID-19 public health crisis, addressing the root causes of poor health, or providing the highest quality healthcare – we do that!

THANK ❤️ YOU!



## KEEPING STAFF SAFE TO KEEP PATIENTS SAFE

On Friday, April 16, The Emergency Department and Respiratory Therapy held a mock protected Code Blue Drill in the ED.

In light of the pandemic ED Dr. Ryan Sexton and Respiratory Therapist Heather Nelson recognized how eager staff are to rush in and attend to their patients in an emergency.

Now they are conducting these mock protected Code Blue drills to ensure staff is safe while giving patients quality emergent care.



From L-R: Steven Jones RN, Jess Mott RRT, Dr. Ryan Sexton, & Lynn Borchers PA.

## New Art Show in NVRH's Gray Gallery

The Charles M. and Hanna H. Gray Gallery at NVRH is pleased to announce a new display by local artist Heather Lawson. The exhibit, which opened Thursday, April 29, will run until June 22, 2021.

Lawson, who is a graduate of Lyndon Institute and has always been an artist, now uses it as an outlet for stress and creates art to enrich communities as well as enhance her own life. She showcased her work at the 99 Gallery in Newport, VT. Her work, which is mostly in acrylic paint, is bright and vibrant.

The Charles M. and Hanna H. Gray Gallery is located on the hospital's main floor. The exhibit will be on display until June 22, 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 a short video of the exhibit on the Charles M. and Hanna H. Gray Gallery webpage at [nvrh.org/the-charles-m-and-hanna-h-gray-gallery](http://nvrh.org/the-charles-m-and-hanna-h-gray-gallery).

All exhibited art is for sale and 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](mailto:j.layn@nvrh.org) or 802-748-7313.

### HEATHER LAWSON ARTIST STATEMENT

"For as long as I can remember art has always held a significant piece of my life. This began with my father the inventor and artist who led me and my younger sister Lizzy into victory with any kind of medium either of us could think of, my mother didn't have an artistic bone in her body, she was a mathematician. I spent middle school recess with a few choice buddies in the art room every day! I continued my interest in the arts by spending every free period in the art or photography studios. During my senior year in high school all but one class was spent in the art room. I went to college at Lyndon State College in which I graduated with a Bachelor's of Science in Psychology and Bachelors of Arts in Human Services. My interests have changed slightly throughout the years, but my passion for the arts remain the same. I hope one day to go back to college to get my master's in Art Therapy. Art Therapy



is working with a client while creating art. Any kind of art or music or dance can be incorporated in therapy. A lot of things can be brought to the surface that may have been suppressed through the years, wiping away decades of protective amnesias layers to get to the very heart of issues. Art Therapy can benefit any age group, however particularly helpful with children and seniors! **Please enjoy my art show!"**

## VISITING NORTHERNEXPRESS CARE - ST. J?

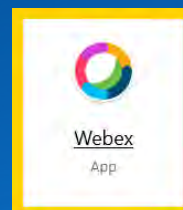


Following a generous donation, the Northern Express Care - St. Johnsbury Walking Map was created to encourage patients to get their steps in! And remember, There is walk-in primary care available in Lyndonville & St. Johnsbury on Saturdays!

COMMUNICATE.  
COLLABORATE.  
CONNECT.



Using the All New Webex APP!



The all new Webex App brings the functions of Webex Teams and Webex Meetings together, allowing you to do it all through one platform.

We are excited to share this new App with you!

Watch the tutorial [here](#)

Our IS team will be working to deploy this to NVRH devices beginning the week of 4/19



For questions, please call the IS HelpDesk at 7474.

## READERS ARE ASKING...

LYNN GOULDING, TOBACCO CESSATION SPECIALIST

### Question:

I smoke cigarettes and a friend told me I was at risk of getting diabetes because I smoke. I don't know where he came up with that idea. Is this true?

### Answer:

**Your friend is right!** He may have heard or read it from multiple different sources or had someone he knew develop diabetes and had complications because of smoking. It is now well documented that smokers are 30-40% more likely to develop Type 2 diabetes than

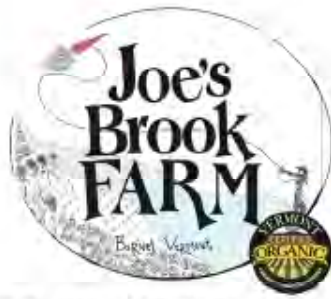
non-smokers. The more you smoke, too, increases your risk of getting this disease. There has been a lot more awareness being generated to help people understand many risk factors that can contribute to the development of Type 2 diabetes, and the serious health issues associated with it.

What are some of the additional challenges if you smoke and have diabetes? The Center for Disease Control and Prevention (CDC) says some smokers have more trouble regulating their insulin dosage and often need higher dosages of insulin to keep their blood sugar regulated. Smokers are at higher risks of serious complications such as heart and kidney disease, and are more likely

to have worse complications than those who don't smoke.

Take that next step regardless if you are at risk of developing pre-diabetes or diabetic, and make a plan to quit smoking! There are many ways to get support. For more information and one on one support, call Community Connections at 748-7526; for an online class with one of our Tobacco Treatment Specialists call Jen Grant 802-748-9405 ext. 1026 to find out about our next 8 week Freedom From Smoking class. If you are looking for free Nicotine Replacement products and other quitting supports, visit VT 802 Quits at <https://802quits.org/>. **Whatever way works for you, there is support out there!**





Eric and Mary Skovsted 1525 Joe's Brook Road St. Johnsbury, VT  
(802) 473-6074  
mskovsted@gmail.com

Dear NVRH Friends,

It's that time of year when we uncover the strawberries, put seeds in the ground, and look around for hungry people to feed.

We are so grateful to have an opportunity to provide nutritious organic produce to your work place for the fourth year! You may recall that part of your CSA purchase will be paid for through the wellness program. You can fill out a Wellness Reimbursement Form and get up to

\$200 reimbursed from NVRH, see attached form to be submitted to HR.

This year we've decided to add an 8 week CSA for a lower price. We hope this new shorter season package will make it possible for more employees to enjoy our offerings.

**Here are the details of the Hospital CSA:**

Option 1: June 29th - October 5th (15 weeks)	\$480
Option 2: June 29th-August 17th (8 weeks)	\$256

Pick up: Tuesday around 2:30 PM on the picnic benches outside the cafeteria

If you would rather be in one of our farm shares (available on our website, [www.joesbrookfarm.com](http://www.joesbrookfarm.com)) you may pay us directly and the hospital will reimburse you. If you have any questions you can contact me at [mskovsted@gmail.com](mailto:mskovsted@gmail.com) or (802) 473-6074.

Thank you for your support. We look forward to meeting you and feeding you delicious organic produce. Please return sign up to Sabina Hansen.

Name \_\_\_\_\_ Phone: \_\_\_\_\_  
Sharing Partner (optional) \_\_\_\_\_ Phone: \_\_\_\_\_

Payroll Deduction: Yes/ No, will mail check

## NVRH-CSA

### Payroll Deduction Plan – Joe's Brook Farm

I, \_\_\_\_\_ authorize the NVRH Payroll Department to deduct a total of \$480 for a Full Share/256 for a 1/2 Share. I would like the amount deducted in equal amounts from \_\_\_\_\_ paychecks. (Enter a number from 1 to 4). You can spread your payments over a maximum of 4 pay periods. Deductions will start with the payroll starting June 7.

The amount deducted from your pay will be sent to Joe's Brook Farm each pay period.

Please submit this form to Sabina Hansen or Kevin Crawley in the Business Center.

**THIS OFFER EXPIRES MAY 31, 2021. ALL PAPERWORK MUST BE IN TO NVRH AND JOE'S BROOK FARM BY THAT DATE.**

Thank you for supporting a local farmer and for eating healthy!

Signature \_\_\_\_\_ Date \_\_\_\_\_

## MAY IS ASIAN AMERICAN HERITAGE MONTH

### PLEASE JOIN US IN CELEBRATING ASIAN AMERICAN AND PACIFIC ISLANDER MONTH!

Asian Homestyle Cooking, Central Cafe, Kham's Thai Cuisine, Pica-Pica Filipino Cuisine, Supa Spice, and Whirligig Brewing will all be donating to the Asian American Legal Defense and Education Fund in support of #StopAAPIHate.

AALDEF works with Asian American communities across the country on critical issues affecting Asian Americans. Visit [aaldef.org](http://aaldef.org) to donate and learn more.

We invite you to visit our local Asian businesses and join us in celebrating Asian American culture this month. We hope you will stand with us and support this effort.

## NAME, EXPLAIN, REMAIN

Planned giving can be as simple as  
Name, Explain, Remain.

**Name** us in your estate plan.

**Explain** what you would like your  
planned gift to accomplish.

Both your legacy and your impact  
will **remain forever**.

**CLICK HERE** for more information,  
or contact Emily Hutchison,  
Director of Philanthropy at  
[e.hutchison@nvhr.org](mailto:e.hutchison@nvhr.org).



## WELCOME APRIL 2021 NEW HIRES!

Back row, L-R: Glen Locke, Lindsey Young, Karen Field, Alissa Fontaine, Pamela Kimball, & Nga Willey. Front row, L-R: Debora Ogden & Christopher Friend.

## Human Resources Corner

The NVRH Employee Gift Fund was established a long time ago for the purpose of assisting employees based on life events. The fund is used to recognize and provide support to those experiencing a birth in their family, wedding, employee hospitalization (overnight stay), and death of an immediate family member.

The NVRH Employee Gift Fund is an optional benefit for all full time and part time employees. Employees may participate at any time on a voluntary basis in the NVRH Gift Fund. To be eligible for receiving a monetary benefit from the NVRH Employee Gift Fund employees may elect to contribute \$.50 from each pay check towards this fund.

### PROCEDURE:

The employee's department Director and/or Manager is responsible for notifying Mary Marceau, Finance Specialist, or Linda Sherman, Senior Accountant when a life event occurs to request a check from the Gift Fund. The gift fund check is mailed directly to the employee as their benefit.

### Gift Fund Amounts

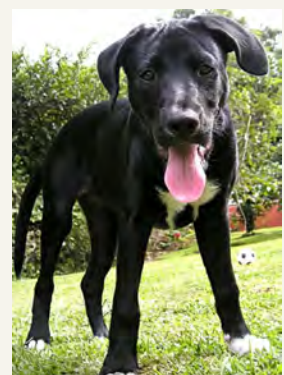
Birth and Adoption: \$50.00 | Wedding: \$50.00 | Employee Hospitalization: \$30.00 | Death of Immediate Family Member: \$50.00

[Mother, Father, Sister, Brother, Husband, Wife, Step Child, In-Laws: Mother, Father, Sister, Brother, Son, Daughter, Grandparent, Step Parents]

Anyone wanting to enroll, or withdraw from the gift fund can pick up the NVRH Employee Gift Fund Form from the forms rack located outside of the HR offices.

## LOOKING FOR SOMETHING FUN TO DO THIS MONTH?

The St. Johnsbury Pet Parade will be a virtual event this year! More info at [www.discoverstjohnsbury.com](http://www.discoverstjohnsbury.com)





# Education Corner

Submitted by Jaime Gadwah, Central Clinical Education

There is an IV class on May 10, from 3 p.m. to 7 p.m., which is also in Elsevier.

Upcoming ACLS recert/skills day is May 28, from 8 a.m. to Noon.

There's a new certification ACLS class May 6 and 7, and a PALS recert/skills day on May 28, from 1 p.m. to 5 p.m.

All of those life support classes are in Elsevier for people to sign up.

There are two people who will be receiving the training to become CPI instructors and so we will begin offering those classes again, hopefully starting in May.



Sierra Bishop, Cathy Sherwood, Kari Harris, Kevin Driscoll, Michelle Robinson, KIM



Kelsey Gifford and Miranda King, ENT, Audiology & Speech; Palliative Care; and Psychiatry



Cassidy Kittredge, Linda Barrett, Sherri Fournier, Britney Corey, Rachel Haldeman, St. J Pediatrics.

## April 21 was Administrative Professionals Day!

From finding creative ways to connect patients and providers to supporting their departments, our dedicated and hard working Administrative Professionals stepped up to answer the call during the COVID-19 pandemic. Thank you!



**HAPPY  
ADMINISTRATIVE  
PROFESSIONALS'  
DAY!**

Wednesday, April 21, 2021





# WHAT EXACTLY IS PUBLIC HEALTH?

By Katie Bocchino, Director, Healthcare Integration

Lately, there's been a lot of focus on public health. In the last year, we've heard declarations of several Public Health Emergencies: for the COVID-19 outbreak; for natural disasters like devastating winter storms, hurricanes, earthquakes, and wildfires; and for the ongoing opioid crisis.

To respond to these emergencies, we need a strong public health workforce. We've been hearing in the news a lot about how investment in public health needs to be restored, so that locally, statewide and nationally we can have the resources needed to rebuild and maintain the infrastructure to respond to public health problems and crises, as well as for nonemergency public health work.

But what exactly is public health?

"Public health promotes healthy behaviors to help improve health and wellness of people and their communities and prevent people from getting sick or injured," said Loral Ruggles, VP Marketing and Community Health Improvement at Northeastern Vermont Regional Hospital.

One of the most recent examples of public health in action is the response to the COVID-19 pandemic. Public health professionals regularly work to vaccinate individuals to prevent the spread of the disease, and educate the public about the importance of vaccinations. This work was highlighted as we saw the disease outbreak being tracked and the race to develop and distribute a COVID-19 vaccine unfold in real time so we could return to life as "normal."

Public health professionals also work to limit health disparities, like making sure people have access to healthy food. In our own community we saw organizations come together to ensure that the increased demand for food created by the pandemic was met.

Ruggles said public health professionals work as a team with others in their communities to prevent disease by getting at the root causes of poor health. Once the causes are identified, then solutions can be implemented.

"Public health professionals create healthy environments to ensure everyone has clean air to breathe and clean water to drink, green spaces to recreate, safe places to walk and bike, and access to healthy foods," Ruggles said. "We work with town officials, economic development specialists, and regional planners to build and maintain healthy communities where all can flourish and thrive."

Before the COVID-19 crisis, public health efforts have long been underway in our community. In the Northeast Kingdom, organizations have partnered together as NEK Prosper! to address and improve the conditions that affect a person's health.

NEK Prosper!'s mission is to improve the health and well-being of the people in Caledonia and southern Essex Counties by integrating efforts and services, with an emphasis on reducing poverty in our region. Subgroups of NEK Prosper!, called Collaborative Action Networks (CANs) implement strategies to ensure everyone is mentally healthy, well housed, financially secure, well nourished, and physically healthy.

The Physically Healthy CAN of NEK Prosper! identified lack of physical activity and lack of adequate active living infrastructure as issues in our community, and implemented the Energize 365 Community-Wide Campaign to promote physical activity.

Before COVID-19, you may have seen pop-ups in the park where you could join various free exercise sessions. You may have seen the smoothie bike – a stationary bike that makes healthy smoothies as you pedal – at a local event. You may have participated in the Energize Expedition, which encourages people to get active by participating in a variety of activities for a chance to win prizes. Most recently you may have seen walking maps with walking routes in Lyndonville and St. J on

display at some local businesses, as part of the Walk Your Way to Better Health project.

These initiatives offer new ways for everyone in our community to be physically active, which can help reduce the burden of chronic disease like heart disease, diabetes, and some cancers, and can prevent early death.

The Families in Recovery Staying Together housing project was developed and implemented by the Well Housed CAN, which works to develop supportive housing programs to provide stable options for those with backgrounds to achieve affordable housing. The FIRST project is to help pregnant moms in recovery to have safe and stable housing while learning parenting, renting skills, and addressing their recovery goals.

The Financially Secure CAN is working to ensure people earn enough money to support themselves and their family, and not have to worry about money, by creating a space in downtown St. J that connects people to a variety of community services. The space is also being designed to help community members reduce barriers to employment, offer opportunities for skill and leadership development and encourage new interpersonal and professional connections on a resident's path to achieving their short and long-term financial goals.

These initiatives are just a few of many public health-related efforts happening in our community. Each initiative is implemented with a goal of preventing problems from happening or recurring through education and providing ways to stay healthy.

Public health is important to improve the health and wellness of people, our community, and our nation. To get involved in NEK Prosper!, visit [www.nekprosper.org](http://www.nekprosper.org).



## DRUG TAKE-BACK

In an effort to reduce prescription drug misuse and related overdose deaths, community partners will team up with the Drug Enforcement Administration and with assistance from the St. Johnsbury Police Department and the Caledonia Sheriff, hosted a Take-Back Day from 10 a.m. – 2 p.m. on April 24 at two local sites: the Caledonia County Sheriff Department and the St. Johnsbury Police Department.

Take-Back Day provides a free, safe and convenient way to dispose of prescription drugs. Individuals may anonymously and safely drop off any unused or expired prescription and over-the-counter medication, as well as pet medication, at the abovementioned locations. Sites cannot accept liquids, needles or sharps, only pills or patches.

This initiative addresses a vital public safety and public health issue. Medicines that languish in home cabinets are highly susceptible to diversion, misuse, and abuse. Rates of prescription drug abuse in the United States are alarmingly high, as are the number of accidental poisonings and overdoses due to these drugs. According to the Centers for Disease Control and Prevention, the U.S. has seen an increase in overdose deaths during the COVID-19 pandemic, with 83,544 Americans overdosing during the 12-month period ending July 1, 2020, the most ever recorded in a 12-month period. The increase in drug overdose deaths appeared to begin prior to the COVID-19 health emergency, but accelerated significantly during the first months of the pandemic.

At this Take Back Day, the Caledonia County Sheriff's Dept. received 167.34 lbs, Hardwick PD received 116.98 lbs, St. Jay PD received 135.80 lbs, and the state received a total of 7165 lbs.

Over the 10-year span of Take Back Day, the DEA has brought in more than 6,800 tons of prescription drugs. With

studies indicating a majority of abused prescription drugs come from family and friends, including from home medicine cabinets, clearing out unused medicine is essential.

In addition to this event, there are permanent drug take-back boxes available year-round for people to dispose of unused prescription drugs at the following locations:

### **Caledonia County Sheriff's Department**

**Monday – Friday, 7:30 a.m. – 4:30 p.m.**

### **Essex County Sheriff's Department**

**Monday – Friday, 8 a.m. – 4 p.m.**

### **Lyndonville Police Department**

**Tuesday, 8 a.m. – 8 p.m.; by appointment**

### **NVRH Emergency Room, 24/7**

### **St. Johnsbury Police Department, 24/7**

Individuals may also use drug mail-back envelopes, available through the Vermont Department of Health, to responsibly dispose of medications.



*St. J Police officer Davis Guyer*

Illegal drugs, cosmetics, vitamins/supplements, thermometers, aerosol cans, inhalers, needles and lotions/liquids are not accepted at the prescription take-back box locations.

For more information about the disposal of prescription drugs, go to [www.DEATakeBack.com](http://www.DEATakeBack.com) or contact Christina Plazek NVRH Substance Misuse Prevention Coordinator at [c.plazek@nvrh.org](mailto:c.plazek@nvrh.org) or 802-748-7551.

## Vermont CHW Spotlight Session

Every month, we'll be featuring a spotlight with a different CHW from across the state to highlight the great work happening and to demonstrate and celebrate the diversity in titles, roles, populations serving, and specialties.

### **FEBRUARY SPOTLIGHT**

**Lew Apgar, Community Health Worker**

**Community Connections of Northeastern Vermont Regional Hospital**

**What do you do as a CHW?** As a Community Health Worker based out of a rural hospital, I help people navigate medical systems, connect to community resources, and provide one-on-one and/or class facilitation as a Certified Health Coach, a Financial Coach, and a Tobacco Treatment Specialist.

**What has been your favorite part of being a CHW?** Helping other people identify goals and work towards meeting those goals.

**What's something most people don't know about you?** I lived for 12 years in Alaska and originally went there serving in the U.S. Coast Guard.

**Success Story:** I helped a client lose over 100 pounds and go from fully disabled to fully employed by working as a team with his medical provider, Vocational Rehabilitation, and the ICan Program.







**Congratulations for successfully passing the Serve Safe Food Protection Manager examination and earning their The Serve Safe Food Protection Manager certification!** This certification verifies that the person or persons (PIC) in charge of a kitchen shift has sufficient food safety knowledge to protect the public. It authenticates that the tasks employees need to know to keep food safe here at NVRH are being adhered to correctly. This is especially important during the COVID-19 pandemic.

From left to right: Amy Croft, Rob Warren, Becky Stone, Dawn Stewart, Skyler Plocic, Laura More House.

## CELEBRATE BETTERING HEARING AND SPEECH MONTH

### NORTH COUNTRY OTOLARYNGOLOGY AND AUDIOLOGY OFFER FREE HEARING SCREENINGS

According to the Hearing Loss Association of America (HLAA), “approximately 48 million Americans have some degree of hearing loss.” The prevalence of hearing loss is twice as common as diabetes or cancer. In recognition of May Is Better Hearing and Speech Month, North Country Otolaryngology and Audiology will be offering the community free hearing screenings on May 19, 3 p.m. – 6 p.m., May 21, 10 a.m. – 2 p.m. and May 26, 3 p.m. – 6 p.m.

“Hearing is extremely important to maintaining physical, social, mental and emotional wellbeing,” NVRH Audiologist Dr. Christie Leung said. “Individuals who have trouble hearing may be more socially isolated and they are more likely to develop loneliness, anxiety, and depression. Hearing loss also causes under-stimulation of the brain, increasing the risk for falls and developing dementia.”

Hearing issues affect a diverse range of individuals. Age is the strongest predictor of hearing loss among adults; 91% of adults with hearing loss are aged 50 and older. Hearing loss and/or tinnitus is also the most common service-connected disability among American veterans. One of the most common ways people damage their hearing is through excessive noise exposure, leading to noise-induced hearing loss (NIHL).

It is also important to monitor children’s hearing at an early age. Approximately three of every 1,000 children in the United States are born with a detectable hearing loss in one or both ears. 15% of school-age children (aged six – 19) have some degree of hearing loss.

Treatment can significantly improve quality of life both for the person suffering from hearing loss and for his/her significant other. Dr. Lin from Johns Hopkins Medicine stated that “there’s no downside to using hearing aids. They ... can make all the difference in the world—allowing people to reengage with friends and family and to be more involved again.” However, according to the HLAA, “only one in five people who would benefit from a hearing aid actually uses one.”

If you are struggling with a hearing loss, some helpful tips to improve your hearing health include: making sure everyone in the conversation is in the same room, avoiding unnecessary background noise,

sitting next to the person you are talking to, and simply slowing down. When people speak slower, it gives the brain time to catch up. Ultimately, it is important to get your hearing checked for a baseline because early identification and treatment of a potential hearing loss can help minimize risks later in life.

In addition to offering free hearing screenings during Better Hearing and Speech Month, North Country Otolaryngology and Audiology is excited to welcome NVRH Speech-Language Pathologist Sierra Downs, MA CCC-SLP to the office space. Downs, who was originally located on Sherman Drive, is now located in the Bloch Building on Hospital Drive.

“Speech and hearing both greatly contribute to our daily wellbeing,” Downs said. “A really important component to finding your voice, to engaging with your world and communicating that engagement, is being able to hear - and then accurately process - acoustic speech signals. We often take for granted the complexity of speech recognition and language comprehension.”

Downs also emphasizes that early identification of hearing difficulties, along with appropriate hearing health management, has been shown to have a profound impact on our overall cognitive health.


The Speech-Language Pathology department provides services to individuals suffering from disorders related to voice and articulation, including stuttering; hearing loss; and cognitive re-training around head injuries and other neurological impairments.

The hearing screenings will take only about five to six minutes. If there is a noticeable hearing loss, a recommendation for a full audiological evaluation will be made. Participants will also receive information regarding general hearing and hearing loss, and different appropriate treatment options.

For more info and to reserve your spot for a free hearing screening, contact North Country Otolaryngology and Audiology at 802-748-5126.

NATIONAL NURSES WEEK  
MAY 6–12, 2021

Listening.  
Advocating.  
Being there.

A photograph of two hands, wearing teal sleeves, reaching up to form a heart shape with their fingers. The hands are positioned in front of a vibrant sunset or sunrise sky, with the sun's glow visible through the heart. Below the hands, a range of mountains is visible, partially shrouded in mist or low clouds.

Your commitment to your patients' health is more than medicine.  
You hear your patients. You advocate for your patients.  
You are there when your patients feel alone.

THANK ♥ YOU!



## MEDICAL LABORATORY PROFESSIONALS WEEK RAN APRIL 18 – APRIL 24

HIGHLIGHTING THE IMPORTANT WORK THAT LAB PROFESSIONALS DO WITHIN OUR HEALTHCARE SYSTEMS.

“Dr. Fauci” was in the cafeteria that week. People took selfies with him and their donations will go towards the Lab contribution fund for Hand to Hand, our annual non-profit organization helping families in need.

“Every day, our laboratory staff and pathologists work in various teams with clinical colleagues to help diagnose and manage treatments of patients seen at NVRH and within the clinical practices. This year has presented unique many challenges.

Countless hours were spent by our pathologist, department administration, laboratory technologists and support staff to develop the testing policies, procedures, processes, validations, and the continuous evaluation of these ever changing protocols.

The theme for this year’s Lab Week is “We Believe in Heroes - Avengers of the Laboratory.” This was just one more reason Lab professionals are ‘superheroes’ and why we celebrate Lab Week. I am thankful for my wonderful staff!”  
-Jeanne McBride, Director, Laboratory Services



“Tori and I just wanted to share a little bit about our appreciation for our laboratory staff! In the development of the testing department here at NVRH, we have come to rely on a solid partnership with the lab. Quite frankly, our work does not get done without them. We have become quite close with the staff in the lab, and we are truly grateful for that. The lab staff have been phenomenal throughout this pandemic with the ebb and flow of our testing numbers. Some days we can start with 20 patients and end with upwards of 80. They have maintained smiling, friendly faces while simultaneously taking on this much higher volume of work. Tori and I appreciate all the hard work they do day in and day out to keep our hospital running smoothly! For Laboratory Professionals Week we brought them something sweet to show them how much they mean to us! Here is a picture of just a handful of lab staff that work hard for NVRH each and every day. When you see them in the halls, thank them. They deserve it!” - Blanchard, Melissa and Tori Guibord-Morse

# What our patients are saying about us.

PRESS GANEY POSITIVE COMMENTS: A+ STANDARD OF CARING.

## Ambulatory Surgery

- All went well, and everyone was nice and informative.
- Very good experiences with all the staff.
- Excellent team. We are fortunate to have these professionals in rural NE VT.
- My male nurse was great.
- They were very good and helped a lot with pain expectations due to a previous injury to nerves in my arm.
- All of the staff were so nice and pleasant that it made my experience good.
- All, everyone involved, was a top notch professional with a positive attitude for my comfort to augment their medical concerns.
- From the time I entered the hospital, to the time I left was above 100% satisfaction. Staff was professional. My post & pre surgery nurse, Kim was excellent. Even though I live 10 min. away from NCH I have made NVRH my hospital.
- I loved every minute of it. The operations were fascinating and painless. I told them jokes while it was going on - I now have 20-20 vision in both eyes. I feel like a kid again. Praise God and Dr. Phipps.
- I honestly felt pampered the whole time. Everyone was extremely helpful and pleasant. Would not hesitate to recommend this facility.
- My hospitalization experience was exceptionally good. Everyone was professional and friendly.
- Everyone was thoughtful, caring and pleasant.
- Pre-op nurses excellent especially Holly.
- Everyone was awesome.
- You couldn't ask for any better nurses, they are exceptional.
- Every one that I dealt with was great.
- I was happy, comfortable and feel good about the procedure.
- Everything and everybody were great don't change anything.
- All my nurses were great, and told me what they were doing at all times.
- Everyone was very kind, professional & caring.
- EVERYONE was kind, helpful and caring, which reduced my anxiety during my visit. I greatly appreciate the professionalism and efficiency of the staff. They all work well together.
- They all were very good, thanks to them all.
- Very positive experience - Everyone was very kind, while I was very nervous.
- Good all-around, made to feel safe, not nervous.
- Excellent care, compassionate & knowledgeable (outpatient) care.
- Very friendly & professional.
- Angela is excellent in answering questions.
- Nurse Angela was very helpful and pleasant.
- Everyone was amazing but Kim in Day Surgery is a saint. She's amazing - give her a vacation!
- NICE MUSIC @ hospital. Very nice staff, nurses & doctors. All went well.
- From the beginning of this experience I felt informed and taken care of by everyone at this facility. Wonderful, caring staff that made me comfortable and I won't hesitate to return if needed.
- A++!

- Excellent care.
- Dr. Johnson rocks!
- Very good experience, very caring staff. Took time with me, made me feel comfortable and less stressed. Explained everything clearly, it greatly helped.
- I couldn't ask for better, Paula in particular was VERY attentive and yet not smothering. The humor with and among the staff helped to put me at ease. The light - hearted and kindness was overflowing from the team.
- Great place to go for outpatient. Staff was compassionate, professional, comforting, & humorous.
- I've had 3 surgeries in the last 3 months. All 3 experiences were extremely good. Would highly recommend NVRH.
- Excellent.
- I can't say enough good things about my visit. I have been a nurse in the N.E.K. for 33 years and NVRH has never been better. Thanks to everyone there!

## Emergency Department

- They took good care of me - the ER was so busy that night I was surprised they gave me the great care that they did!
- Well taken care of.
- Great service.
- Great staff.
- My second home is in Newark VT, CT is primary residence. I've been in Newark almost 40 yrs. now and have had a number of occasions, both me & my wife, to seek care from NVRH and always very satisfied.
- Very nice registration person! She wasn't a robot and that was appreciated!
- The medical team was very attentive & compassionate.
- Very nice and caring nurse.
- I received excellent care.
- I was treated very well during my stay at NVRH.
- Life threatening episode. Very effective & prompt care.
- 99.9% of staff were excellent.
- X-ray and ER were fast. Nurses and the doctor were excellent!
- All staff, nurses & the PA were professional, thorough & reassuring. They all did a great job.
- They worked smoothly as a unit to give me the lifesaving care I needed. Thank you!
- He did a fantastic job stabilizing me, I needed to have my emergency explained to me.
- Not crowded, fast help.
- Much better than expected.
- Good visit.
- NVRH is awesome. We are lucky to have this hospital close by.
- Everyone was great.
- Would definitely send someone here!
- Very kind & patient. Helpful.
- No waiting at all! So great!
- I had sustained a painful fracture and the nurses made me feel relaxed and cared for.
- The nurses and techs were amazing and kind despite having many patients to take care of.
- Dr. Bugbee was professional, knowledgeable and compassionate.



- Personable treatment, nurses and doctors showed concern and care. I never felt rushed.
- Excellent care as usual. Love this hospital!
- Amazing staff.
- There was no wait! I went right into room 3. Everything was clean as a whistle, and constantly being wiped down & sanitized.
- The nurses were all good-humored and professional. Each time they explained what they were going to do and why.
- While I'm not looking to go to the ER again, if I had to I would want Dr. Bugbee. Efficient & pointed with procedures & explanations without me feeling rushed or overwhelmed, Dr. Bugbee walked me through the tests. She would order & why. I had complete confidence in her.
- The repetition of questions over my 6 hour stay was welcome, as my med supplement list got updated in real time. Also, had my 1st COVID test and my nurse, Kara had a couple of 'tricks' that not only made it almost easy, but tickled enough to make me laugh.
- Also a shout-out to Delbert Reed on the ambulance crew. He has got to be one of the best EMT's this side of the Rio Grande.
- My husband and I have use the E.R. several times and have always been very pleased with the care and promptness.
- I have always gotten excellent care whenever I have had to visit this Ed.
- They did the best they could on a Saturday night.
- I was seen almost immediately.
- No wait.
- Dr. Spicer was great.
- MARGI WAS GREAT.
- Excellent experience. Friendly and caring. Good care.
- Friendly, straight forward. Thorough exam.
- The nurses were great.
- Called in advance and they were ready for him.
- Good experience, positive, up lifting, and caring.
- I had a good visit.
- Efficient prep work.
- Good bed side manner.
- In good hands, well liked.
- I got very prompt attention & everyone was very pleasant & kept me informed on everything they were going to do. They spoke kindly & helped me to relax when I was really scared.
- The ER Doctor was great- when my monitor flashed red - his nurse was there in a flash.

## INPATIENT

### MedSurg

- All staff were amazing. They were very busy, but took great care of me & paid close attention.
- Everyone treated me very well during my stay at NVRH.
- Good experience.
- Always treats me with respect very kind!
- Excellent!
- Nurses were excellent.
- Well informed.
- All nurses knew their job. Thank you all.
- Enjoyed my meals.
- I love, admire, appreciate the nurses!
- No bad experience only good & excellent.

### Birth Center

- It was very helpful to have caring nurses that were always there for me.
- The whole experience was excellent. I recommend the hospital and doctor 100%.
- The birthing center is top notch because of great staff, midwives & nurses. We were taken care of and felt safe, like we were in good hands.
- Very prompt & friendly service.
- Our midwife was amazing, so professional and friendly. She made our birthing experience almost perfect.
- The doctors were amazing at keeping me well informed throughout my labor and after my C-section.

### ICU

- Very good!
- Staff & hospital very, very good.
- Very good!

## MEDICAL PRACTICES

### Corner Medical

- very efficient
- Good experience. Doctor really listened to my problem & was really up on all my test from my other doctor.
- She made sure all of my questions were answered fully.
- It was all a good experience. It was obvious that she cared.
- Everyone was very helpful and friendly.
- Good experience.
- Got me scheduled the same day
- Always excellent patient care from beginning to end.
- Hardly any wait time at all.
- I CAN'T THINK OF ONE bad experience - ever.
- You can plan for a pleasant experience at every visit.
- Great, easy experience. Thank you!
- We are so lucky to have such wonderful health care in our rural area!
- It could not have gone any better but, then again, it almost always does.
- Overall communications much better than in the past.
- No delays.
- I have never had a bad experience at Corner Medical
- Provider was actually early.
- Mary Howland made me feel like I was her only patient. She is efficient, thorough, and respectful.
- Seems very efficient.
- Nice nurse.
- My appointment started right on time. There were no delays, and everything was handled quickly, but thoroughly.
- The doctor did a great job listening to my concerns and addressing them. She answered my questions thoroughly. My test results were available both by e-mail and by phone, which was helpful. She helped me determine when it was safe to return to work, and provided the documentation that I would need.
- The person arranging the appointment was able to answer in great detail my questions about how COVID protocols were handled at the respiratory clinic. This was reassuring to me,

and made me comfortable enough to schedule the appointment.

- I trust Dr. Broderick and his years of experience.
- Nice people.
- I attended the respiratory clinic in Lyndonville. It was extremely easy to set up an appointment, and the person I talked to was able to explain the COVID safety protocols in detail, which helped reassure me.
- The staff is very pleasant and helpful.
- There were no delays
- The health goals are a great idea - Maybe have a check in question with nurse at preliminary check in.
- Nurse Adelaide was also amazing - Given top notch care & attention.
- Amazing! Again! Professional yet personable.
- Great care & staff. Always friendly and professional. Dr. Sullivan is the best!
- Amazing culture of efficiency & friendliness.

### Kingdom Internal Medicine

- Excellent care.
- Thank you! For all you (everyone) do! You're amazing!
- This was one of the most thorough medical appointments I have ever had.
- The nurse (Diane) was as very professional as usual. Been a long time since I'd seen her, but she still remembered me from Dr. Z days. She was very helpful going over a couple of questions that I had about immunizations.
- No wait time, everything was smooth
- Kevin is a great addition to the team and is a Red Sox fan, showing his ability to be loyal even when things aren't going your way.
- We had a fine time and laughed quite a bit
- Doctor Irene gets me and has a wonderful sense of humor, she and I went over the risks of some tests I am going to have, talked about medication alternatives, pros and cons. and I felt that she was interested in me as a person not just a patient.
- Someone will call me with follow up scheduling.
- My doctor addresses every issue that I have. She always takes all the time that is needed.
- Everyone is always kind and helpful at every visit I have had.
- It's always a good experience.
- No wait at all.
- Jessica MacCloud is great! Finally found a doc with great bedside manners.
- Nurses are incredibly sweet and great.
- My experience is always very good.
- Always a good experience.
- Good experience
- Dr. Joyce Vitale helps me with everything she's and all around NP. She goes above and beyond for me & my health I truly trust her and her decisions about my health.
- The secretaries are fantastic every one of them are great especially Ms. Kathy and Michelle scheduler, and tests that I need.
- All the time Kim truly cares about me.
- All the nurses especially Ms. Peggy.
- All my questions were answered and I was promptly signed up for a necessary scan!
- I was in and out in less time than anticipated!
- Although this was a first visit, the nurse made me feel as if I

have been going there my whole life.

- This was the easiest doctors visit experience I have had.
- I felt welcomed from the moment I walked in.
- My physician is wonderful.
- Very friendly & welcoming staff.
- Everyone was very nice.
- Everyone is very helpful and attentive.
- Very nice to see the doctor has a PA in training to help her!
- Feel at home
- ALL GREAT! I am so happy to have found Dr. Krechetoff.
- Love Diane!
- Excellent provider.
- Joyce is a great listener and is very caring and non-judgmental. She listened to my concerns and addressed each one. I feel lucky to have such an empathetic and competent provider.
- They are always pleasant.
- Great experience as usual. Very friendly staff, clean, organized, very little wait time (almost no wait time in waiting room).
- Friendly, listened to my concerns & goals.
- Nurse let me know my provider would be in in a few minutes, very little wait.
- Great as usual.
- Practice is organized and clean, staff used hand sanitizer and offered me hand sanitizer as well - at the beginning and end of visit.
- Didn't have to wait.
- The nurse (Cheryl) was very good as well.

### North Country Otolaryngology/Audiology

- Dr. Rankin & staff are excellent.
- Dr. Rankin is truly concerned about his patients.
- Miranda is great
- Very Good
- Very informative and pleasant
- Excellent provider
- I did recommend my brother!
- Great team!
- All explanations, questions and next steps were fully explained.
- Dr. Rankin does a great job. Explains what he is doing and is friendly.
- Great experience! Thank you!
- Masks worn, hands washed/sanitized as needed equipment clean.

### Specialty Clinics

- Vickie is wonderful
- Louise rocks!
- Trisha is pleasant, patient & explains everything so I can understand it.
- Your staff was amazing.
- My nurse, Haley was fantastic. Very nice lady.
- The visit was conducted in telehealth.
- Secretaries Stacia & Shelly are excellent, friendly & helpful.
- Good experience. We were just checking on the effect of my medication.
- My experience with this group has always been very satisfactory.
- Very good experience.
- Dr. Prohaska is outstanding. I trust him with all my orthopedic needs.
- Wait time was minimal.
- There were no delays and we moved through the process very quickly.
- I am always impressed with how friendly, efficient and helpful



the staff is at NVRH. My experiences have all been very positive.

- I did not notice any delays.
- Off the charts excellence! Details, comfort, explanations and performance in this phase were nearly perfect.
- My PA was a very good listener. Compassionate and listened to my concerns. Very professional.
- Explained well and shows concern
- Completely easy and no waiting time
- Everything was prompt and friendly
- Great experience.
- Very pleasant
- Top ratings all around! Professional, knowledgeable, & caring.
- Everyone was excellent.
- Very knowledgeable and personal. I was made at ease and comfortable.
- Amazing atmosphere and professional work. Thank you!
- Well trained and wonderful group of people that work amazing together. Thank you!
- Everything was great. Very professional made sure all questions were answered.
- There was a maintenance delay when arrived but was told a certain time it would be and it was and everything was perfect!
- I have always been very well taken care of!
- I feel fortunate to have such good people to assist me!
- EVERYONE was professional, friendly and caring - I felt well taken care of.
- The people attending to me were very nice and very professional.
- Excellent, excellent!
- Dr. Dixon is fantastic. He dealt with all of my concerns.
- They are very good people.
- Very good experience.
- I've recommended Anna to several friends.
- No delays.
- I was in and out in 15-20 minutes.
- Excellent attention to good service and discussion, very much on point.
- No delays or waiting.

### St. Johnsbury Pediatrics

- Dr. Josh is very patient and kind
- St. J. Peds is the best - thanks for your wonderful care!
- We love Dr. Stasny - she will be so missed when she retires!
- I feel like Dr. Zaldivar spent extra time addressing our concerns.
- Nurse Norah does an exceptional job! she is a great listener and allows this 'rusty' infant mom feel better with worries on numerous occasions (I say rusty as my children are 17 and 21 so it's been many years lol)
- No tests were given this was his routine health visit. I had questions and feel they were answered thoroughly
- I have a long history at this practice with my first child who had numerous health issues (life ending) back then I had a strong trust in Dr Patino . Then with my next two children I took them elsewhere for healthcare... As a foster parent I have to say all these years later I can see any provider that is there now with confidence they listen to my concerns and treat accordingly. I am a foster parent now and want the same care my own children received growing up
- Very kind. I made a mistake on the day of the appointment and they got us right in.

- Very supportive nurse.
- Needed an X Ray -Janet had receptionist call over directly as we had another appointment in 2 hours -she was able to get us right in!
- Things I misunderstood, the nurse was excellent at explaining.
- Dr. Z. is amazing, made my child feel comfortable and even laugh.
- As long as Dr. Z. is there, we will continue to attend.
- Very clean and organized.
- I had a lot to discuss and Dr. Josh K. made me feel supportive. He did not rush us at all. He is a phenomenal doctor and I would recommend him to anyone. Truly the best.
- We love St. J. Pediatrics.
- We had a lot of information to go over & Dr. Kantrowitz did not rush us. He was so thoughtful and thorough.
- Everyone at St. J. Peds is fantastic. Best office staff of any office I have been to.
- Janet is amazing-she is friendly, kind and talks in words both adult and child understands.
- We love all the girls who help schedule our appointments. They are so sweet and amazing to our kids!
- Doctor Josh is absolutely hands down the best doctor I've ever met. He is always so caring and listens. No question is a silly question and he wants what's best for the kids and will do what it takes to make them succeed.
- staff are always friendly
- Janet made sure my daughter was comfortable with the intern and took her cues before leaving the room.
- My daughter reports her own health care information. When the intern asked me and I redirected her to my daughter she took the direction well and asked my daughter the questions instead of me
- Love the LNA's. they always interact well with her
- Great customer service and visit.

### Women's Wellness

- Laura is fabulous!
- The nurse was very personable and took time to chat
- I was surprised at how quickly I was able to get an appointment from the time I called - less than 5 business days later!
- Dr. O'Connor is really great. She makes you feel welcome and important.
- Very personable and caring.
- Courtney is very caring and comforting
- I already recommended this practice to others.
- very friendly staff and very helpful
- She listened to me and was very helpful and nice.
- Good teamwork, communication between nurse and NP was clearly good!
- The nurse was very nice, friendly. I've had her do my intake several times before and she remembered me.
- The NP was nice, friendly. I hadn't met her before, was good to meet her.
- Dr. O'Connor is simply the best.
- like my practitioner very much
- All went smoothly, and in a well-organized way regarding COVID
- Excellent and friendly nurse
- Meghan Haygood is always thoughtful, involved and a pleasure to see.
- I always have recommended you and still would.
- My midwife was great! She was compassionate and listened to my concerns.

- I've not had this nurse before and I really felt heard and well taken care of.
- Megan was wonderful
- All staff were great and very good at listening and taking the time to make me feel like I was a 'real/unique' person.
- Everyone was great!
- Love the secretary's.
- Love Dr. Johnson and Dr. O'Connor!!

## OUTPATIENT

### Diagnostic Imaging

- Pleasant process, procedures for COVID-19 increased my sense of safety.
- Very good and impressed with how clean everything is.
- The young woman who performed the mammogram was lovely. Very kind, thoughtful and efficient.
- Took extra care to make sure that I was as comfortable as possible. Very professional.
- NVRH has given me quality service every step of the way. The staff always seems happy and goes above and beyond to ensure your needs are taken care of.
- I was pre-registered by phone making it easy to make appointment with no waiting.
- Very friendly and professional.
- I have no complaints about service, the technician performing MRI was very polite and friendly.
- No complaints, x-ray tech very thoughtful & helpful.
- I had no complaints and the nice lady doing mammogram acted very professional and knew what she was doing.
- They were very considerate & listened to all I had to say to them. Giving as much details as to what was going on with me.
- Had NO problems.
- Pleasant experience.
- Staff are professional & courteous.
- Very good experience - excellent staff.
- Gretchen was excellent. She explained everything thoroughly & checked to make sure I understood. She was professional and kind.
- Love you all.
- Lots of smiles! Keep up the great work!
- Very clean, well operated & friendly!
- The radiology staff is incredible, although I was waiting for over an hour past my scheduled scan they all made sure I was aware of the delay & comfortable. Thanks!
- Everyone took great care of me.
- From being greeted at the receptionist desk, to my care with Pat (tech) was amazing!
- I hope I get him for my ultra sound. I wish I had my glasses on, I could have got his name. He deserves award for being so nice & caring. I wish everyone at your hospital was like him! I know he has a picture of a bull dog on his desk.
- I've been using this section of NVRH for 20+ years. I won't go anywhere else!
- Very friendly staff.
- I have never been treated so good by a staff member as I did when I got my CAT scan. He was so kind polite & caring. I felt like I was a queen. He really loves his job!
- The entire visit was very professional, safe, caring and convenient. I felt very comfortable and safe throughout the procedure.
- I didn't feel rushed or like I was just patient #8 of the day.

- Technician was gentle & obviously well trained.
- My questions were answered and I felt that I was respected as a patient. Everyone was very kind and considerate.
- Everyone was wonderful.
- The doctors and nurses are wonderful. Was my first time there was worried - made me comfortable and told me everything that was going to be done - VERY THOROUGH.
- The staff and doctors worked very well together - would recommend the hospital to others -
- Everyone was helpful!
- In and out very quickly. Everyone was pleasant and professional.
- Absolutely fantastic care and respectfully performed.
- Had no concerns.
- Friendly atmosphere, well trained staff.
- Everyone told me their names. Very pleasant experience. Tech very good!
- All my questions were answered clearly, professionally and completely.
- You know your jobs! Keep up the excellent work.
- I will highly recommend NVRH Radiology & Imaging.
- Amazing visit felt safe during the COVID time.
- I was greeted at the window, Tammy was amazing. Very short wait & taken for my mammo the tech was very professional & kind.
- Everything went fine and I received good news of mammo.
- I had no concerns or complaints.
- I had no waiting at either registration or waiting area!
- Everyone was great.

### Laboratory & COVID Testing

- Staff is outstanding. I was early and they took me early. I like that. Nice!
- Very efficient.
- Quick & painless blood draw.
- Very good and efficient. Fast!
- Overall good.
- I can't remember her name but she does chair #2. Lovely woman.
- Great experience at testing site. Thank you for all you do.
- They are very nice, I love going there, very helpful.
- Friendly and a sense of humor.
- I went in for a COVID test at the drive-thru structure. Phone calls were clean, clear, and concise. My arrival was met quickly and service was given promptly.
- Excellent care from a hospital in rural VT.!!
- EVERYTHING VERY GOOD.
- Everyone was wonderful!
- NVRH & Corner Medical always deliver the best care.
- The people who draw blood are very good at it. I got NVRH instead of my local health center because I know they will do a good job.
- Very nice lady at registration desk. She was kind and welcoming.
- Loved Melissa at the COVID testing site.
- I met a great team.
- We were the only ones (husband and I both had appts) in the waiting room. I appreciated this during COVID.
- Fast service! Thank you.
- Always a great experience!
- A great hospital!!
- I've always been happy with the service at NVRH, the staff is great.



- Once I cleared the entry process - had no wait time. Lab tech was waiting for me.
- All good. Very pleased! Everyone felt very comfortable! Very nice.
- All staff was great!
- Registration over phone - no waiting.
- Front desk folks very friendly, and phlebotomists are skilled at drawing blood. I like the pre-reg. over the phone. Many improvements have been made. Keep up the good work.
- Thank you!
- Registration always quick, professional and easy.
- NVRH is a wonderful hospital and the staff are excellent.
- The staff was excellent. They were very kind and made me feel very comfortable.
- All staff was exceptional at making the procedure go smoothly, and making me comfortable. Thanks.
- Dr. Prahaska's office registered me.
- Everybody was very kind and took very good care of me.
- It was a good blood test experience.

#### Pain Clinic

- Everyone was pleasant and considerate.

## PHYSICAL THERAPY

#### Northern Physical Therapy

- I always recommend the team at NPT
- Excellent team, that's why I only go to Northern PT.
- I have had excellent experiences at your hospital. Keep up the good work.

- Both Jen & Liz are excellent at the front desk.
- I really enjoy working with Mykala Wiswell and Jesse Dimick.
- My experience has been great. Everyone is very accommodating.
- Jen's an excellent PT.
- Great at solving problems!
- I have been treating @ NPT since spring 2019. Always good experiences. No complaints.
- No waiting, went directly to room.
- Karey Pierce is absolutely wonderful. Because of her expertise my recovery has been unbelievable. She is very patient and kind. She knows my limitations but encouraged me and this has been a huge part of my success. She is the best.
- Everyone is very welcoming. Jen is great in understanding that life happens and sometimes appointments must be changed. She always tries to accommodate my schedule.
- I really appreciate the communication between Krista & Hannah about my care!

#### Dan Wyand PT & OT

- Everyone is professional, friendly, and efficient! Much thanks.
- All staff were incredibly helpful, professional and kind. They took their time and answered all my questions, and more.
- I was helped immediately and taken to a room with no waiting.
- This was one of the best medical experiences I've had in years.
- It was nice to work with such a caring person.
- Very efficient.
- I was taken immediately to a treatment room I greatly appreciate that.

# Let's end this. Be the herd.

