

Positive Patient Comments – August 2023

Ambulatory Surgery

- You have an excellent staff! They all made me feel very relaxed and at ease. Very fun and lots of laughs before surgery! Thank you!!!
- Everyone was great. Warm blankets are always appreciated.
- Everyone was awesome!
- I was raised to be terrified of surgery, but your staff and doctors were great and I would not worry if I needed help again. Thank-you.
- My surgery went very well. Thank you all.
- My care pre- and especially post-surgery was EXCELLENT. I felt very safe in the care of my surgeon and other medical staff, and I especially appreciated my surgeon calling me after I returned home to allow me to voice any concerns. Really WONDERFUL experience overall.
- Thank you all for your care and courtesy.
- Everyone who worked with me was excellent!
- All doctors and nurses were customer friendly and very helpful!
- It was very good! I also want to say that 2 1/2 years ago I got COVID really bad and was in ICU, your staff were great and the nurses rock!
- A very good experience as I was rather nervous, but they made me feel very comfortable while there.
- Great experience. Very professional staff. All my questions were answered and things explained very well, both pre and post procedure.
- Everything was excellent from start to finish. Everyone was great!
- My experience was excellent my pre op nurse was the best.
- Pre-op nurse, **Melissa** gave me warm blankets - So nice! Anesthesia was perfect!
- **Fiona, Melissa, Jodie, Jackie, & Mike** were all excellent! **Dr. Prohaska** even massaged my feet when I woke with severe leg spasms. An amazing team!
- The care team was exceptional. Everyone related to me as a thinking, present participant in every aspect of my care. Of course, there were times I was sedated.
- Everyone at NVRH - **Dr. Smith**, all the nurses, all the staff were so caring and helpful-(almost) makes me eager for another colonoscopy!
- My colonoscopy went extremely well & everyone that attended to me was simply GREAT. I want to congratulate **Fiona, Becky & Chris** at day surgery for their kind and professional care.
- I was very pleased with my care. Staff & doctor were very friendly & informative, kept me at ease & comfortable.
- I was very impressed by the excellent care I received in the day surgery facility (for cataract surgery) the nurses and staff were courteous and attentive in making me

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feel informed and comfortable. **Fiona** and **Jonathan** were especially attentive. I appreciated their warmth and professionalism.

- Friendly, courteous and professional in every step of the way.
- NVRH continues to impress me as an exceptional facility, with exceptional professionals at every turn. I am keen on science & **Dr. Prohaska** enabled me to watch my procedure - EXCELLENT! We are so fortunate to have access to this hospital!!
- **Kim** and **Tara** were very supportive and helped me before and after the procedure to prepare for the surgery and trip home. **Kim** checked in on my husband to be sure he knew how everything was going.
- The doctors and nursing staff were absolutely wonderful and I can't praise them enough.
- Job well done by all.
- Very friendly & compassionate.
- Your staff is fantastic! Your facility is lovely, your staff is wonderful with your patients, and the experience went very smoothly. Thank you all!
- I cannot say enough about the outstanding care provided for me. Every staff member was superb at seeing that I was comfortable and at ease at all times. I'm so impressed by the care I received.
- Thanks! Excellent care, and **Dr. Stoiber** was excellent!
- Everyone was very nice. Treated like a queen, very helpful & caring.
- The team of doctors, nurses, and anesthesiologists were absolutely amazing! We can't say enough good things about them - kind, caring, & amazing! They did everything in their abilities to reassure and make me comfortable!
- Pre-op was excellent. The recovery nurses were wonderful and very informative.
- My first procedure and I was petrified. As always the staff relaxed me, explained everything. I knew I was in good hands!
- The pain I was in on the way to surgery had me on the verge of tears and ready to leave. The nurse, **Kim** and anesthesia, **Becky** were wonderful. It was like my mom being there with me. Thank you.
- I had an initial bad reaction to the anesthesia. The team responded rapidly, and I was OK after that.
- Everyone was very nice and caring.



Choosing Health

NORTHEASTERN VERMONT
REGIONAL HOSPITAL

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Emergency Department

- No waiting time, got me right in.
- Everyone was very kind, and helpful.
- The doctor on duty prescribed a medication for prostate, bladder infection which turned out to be the perfect prescription!
- Everyone I met was wonderful- from check in and triage, to the nurses, doctors, lab, transport and radiology folks, thank you for helping me through a bad day!
- **Dr. Thran** was exceptional. I am a health care provider and she handled my questions brilliantly, encouraged shared decision making while making clear the reasons for her recommendation and handled my questioning or scaling back on portions of the plan (I admittedly remained stubborn about pain management) with grace. I also had a good friend and ED doc in the waiting room who I name dropped and true to her form for the entire visit was unflinching. Thank you for taking good care of me Dr. Thran! My wife is a huge fan!
- Both nurses I met were fantastic. Attentive, thoughtful, thorough and very personable. Their care was appreciated!
- Very thorough staff, very conscientious. All staff and doctor very reassuring and informative.
- Doctor made me feel very comfortable. I felt that care and concern was very genuine.
- Excellent care! Treatment was very warm and personal.
- I already have told people about my experience. I felt like I was in good, capable hands.
- **Dr. Spicer** is top notch. I hope he stays in the area and at NVRH ED for a very long time. Fantastic with kids and adults! His time management and multitasking skills are A+++ . Everyone should learn from him.
- The PA, **Betsy Piburn**, who coordinated my care was exceptional, even compared to an excellent support team. She was kind, competent and professional.
- NVRH ED seems to be doing a lot better than in years ago. May have a lot to do with the providers that are there. Keep it up!!!
- NVRH was a fantastic experience from start to finish. Obviously, it is very stressful to deal with a medical emergency while away from home and on vacation, but they made it all okay.
- **Dr. Yeager** was wonderful.
- The nurses were excellent in every way! Huge asset to your hospital.



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Inpatient

Birth Center

- I felt like all personnel treated me great.

ICU

- Overall very good.
- Room was very hot and was fixed soon after
- **Dr. Stephen Nolker** very, very good. Very good care.

Medical-Surgical Unit

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- Always helpful.
 - Very good meals!
 - Doctor was fantastic.
 - Very comfortable.
 - Everyone was kind and accommodating to my physical and emotional sensitivities.
 - They were all very kind and patient especially when I was over stimulated.
 - Always knocked before entering and asked if OK to clean.
 - Initially on special diet and staff came to see what I would prefer. Nice of lady to do that!
 - Experience was amazing in spite of my reason for being admitted.
 - They were all outstanding and I was grateful for their attention to my concerns.
 - Very attentive to my needs! Everyone professional and very caring.
 - ALL nurses were extremely informative, careful, and conscientious. Excellent nurses!
 - Surgeon, **Dr. Brian Smith**, came from home just to meet with me to explain and discuss my issue and was excellent! Dr. Brian Smith.
 - Excellent care. Excellent everything.

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Medical Practices

Corner Medical

- **Amy** is very attentive and funny!
- At no time did I have to wait.
- As always, **Adelaide** was incredible. Prompt, but still answered all my questions.
- This practice is the best, they are all caring people. I have gone here for many years.
- Excellent appointment experience.
- **Adelaide** is an outstanding, she's a great listener and involves me in all decisions
- I was taken to exam room with no wait time
- Nice job
- **Amy** is fantastic!
- Great job by **Amanda**
- **Brent** did a fine job
- Very pleasant
- **Dr. Sullivan** is by far the BEST Doctor! I feel extremely comfortable discussing any issues with him He REALLY LISTENS
- Very pleasant, good interactions
- **Amy** is very capable.
- The doctor was very, very helpful he even tried to get a hold of Dartmouth
- Reminder of the appointment very good. People at the desk very good. People scheduling next appointment very good
- I always have good experiences with all the staff. The staff has always been good to me.
- The best
- Good, takes the extra mile
- My provide **Logan Pearl** is very well with me. And always takes the time with me.
- Very nice and helpful
- Very prompt.
- A lot better than my last visit
- Really knowledgeable

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Kingdom Internal Medicine

- Very pleasant.
- Great
- No delays or wait time.
- Excellent nurse
- No complaints about anything. This is a great healthcare clinic.
- Very satisfied with all people involved with my health care
- It is clear they love what they do!
- I received immediate responses
- Everyone was very friendly
- Very happy with the care given at Kingdom Internal Medicine. This is why we travel all the way from Boston to bring my mother to this PCP as she is the best!
- **Jess** is amazing! She made me feel very comfortable, explained the procedure well, and showed genuine care.
- **Joyce** was very friendly and very concerned about my issues.
- The nurse was awesome!
- I felt I was listened to and was shown compassion and concern
- I was instructed on where to get blood work done that would be easiest for me.
- She was great! She listened to me and made my visit a great experience
- I was seen right away. Staff was very nice and understanding. I felt cared for and heard.
- I was taken in right away
- I arrived early, checked in, and was in the exam room 5 minutes later. No delays whatsoever on the day of my appointment.
- Doctor and nurse both were very understanding of my problems, and answered all questions.
- **Dr. Irene** is top notch! Best PCP I have had.

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North Country Otolaryngology/Audiology

- **Dr. Rankin** is amazing he is the only ENT I will see
- Everything was just super. They are all so easy to deal with. The office personnel is great and **Julie** is so good at what she does. She listens to your problems and goes above and beyond to answer your questions and solve your problems the best way possible. I have always been able to make an appointment when I have a problem and leave happy.
- No delays experienced
- It was clean and the appointment lady was very nice to me.
- Great experience. Everyone was pleasant, helpful and prompt.
- **Dr. Rankin** is by far the best in his field and has the best demeanor of any physician.
- I always receive excellent, courteous service from that staff.
- Made me very comfortable with the whole procedure.
- Always find relaxed yet effective helpful care NVRH
- Always find **Dr. Rankin** welcoming, kind, listens well, and his guidance helpful
- I feel that **Dr. Rankin** would know me any where he saw me. He seems to care about people.
- We know all the staff.
- Keep doing what you are doing!
- Always a great experience with **Dr. Rankin**.
- I like the non-hurried care the staff gives. They answer all my questions and explain in terms I can understand.
- All aspects of my appointment were outstanding. The staff were professional and caring.
- I would not hesitate to recommend this practice. In fact a friend told me she had seen the same NP, and highly recommended her as well.
- Everyone was very friendly and professional!
- I had an excellent experience at this facility. The staff was the best.
- I came to this office to get a second opinion and was very pleased and so glad I went there. They were so helpful. Actually the NP, **Britney** who I saw was the one who solved my problem.
- Very positive experience.
- Every visit with **Kimberly** leaves me very impressed with her personality, personal interest beyond my immediate medical needs. All this while being very professional. A delight to work with. My initial visit with her she identified a cancer unrelated to the reason for my visit. Her alertness had a positive and major impact on my health.



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- You are so fortunate to have **Dr. Rankin** on your staff. After going a year of not hearing, expensive prescriptions and a surgery - none of which helped, Dr. Rankin diagnosed the problem in 10 minutes and within 3 weeks, my hearing was back.
- 5 stars!
- You have a very happy, satisfied patient and a strong advocate for NVRH.
- Very attentive and friendly staff. Very accommodating with scheduling.
- Aware of my hearing problems, she was very articulate and made sure I heard things correctly.
- Thorough and sufficient/satisfying appt.! Excellent confidence!
- There were no delays; yet communication is always efficient. No time was spent 'in waiting' every aspect was fluid!
- Extremely positive and cheerful setting - staff and direct providers exemplify optimism & caring!
- Very good experiences - Access is professional, welcoming and communications or exchanges are effective; and most often very immediate.
- Always a good experience.
- My experience was very professional and didn't want to say much until after CT scan.
- Very good. Asked a lot of questions.
- **Dr. Rankin** is always professional and caring.
- I remembered the technician and she was super nice to me. I like the guy at the desk as well.
- It was a wonderful experience.
- Very good Doctor.
- They were really good to me.
- Very good at what they do.
- I couldn't have asked for a better appointment.
- Always on time
- Everyone is always so helpful
- The doctor herself came to greeting area & took me back.
- I would highly recommend her to family & friends. She was very personable, pleasant & knowledgeable.
- Extremely satisfied from scheduling to leaving the office. Staff & doctor were exceptionally courteous, made me feel welcome & at ease.
- Cleanliness was at the top level. I was so impressed. Just the kind of office I feel safe & cared for.
- Very personable!



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Specialty Clinics

Four Seasons Ortho

- Very smooth visit.
- I had an excellent experience scheduling my appointment.
- The cleanliness of the entire facility is exemplary.
- **Mark** was always there, he is a constant. Mark explained medicines, time elements, recuperating and more.
- There were no delays throughout the entire surgery, to me it went perfectly.
- **Dr. Pohaska, Mark, Leah, Hillary, Becky, Jean, Kelly, and Angelina**, are a professional, knowledgeable, and fantastic surgical team.
- **Jean** is a great RN; also **Amy**. They are excellent listeners, and were professionally concerned.
- These caregivers are part of my extended family.
- Receptionist was very kind to work me into the schedule - very much appreciated!!
- Everything was explained about my condition and what to do. Very clean.
- I have never had a bad experience, everyone is very cordial, helpful and I love every one of them.
- They're a great team with smiles all around.
- **Hillary Smith, RN** - is very informative, supportive and understanding.

Surgery

- Everyone was so kind. The nurse **Julia** in day surgery listened & was caring. The anesthesiologist took the time to hear my concerns & explained everything **David Kaplan, CRNA** and **Dr. Stoiber** took the time to explain the procedure & any questions I may have etc! THANK-YOU!
- They were very good.
- I was well taken care of.
- Surgeon was very good. Surgeon, **Laura Stoiber**, is a great doctor and she cares for your health.
- Very good service.
- **Dr. Stoiber** was amazing. I felt like she really listened to me. She made me feel really comfortable.
- Let's face it, a colonoscopy is not much fun. **Dr. Stoiber** and the team made an unpleasant situation MUCH more pleasant. Thank you, to all!!

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Urology

- Always, always an A + experience. **Dr. Dixon** is professional & personable.
- The brevity of wait time especially as compared to other clinics, was a delight!

St. Johnsbury Pediatrics

- **Dr. Moriah** is amazing in every way she has helped my daughter in so many ways
- Everything always goes well
- **Dr. K** is absolutely phenomenal. The education regarding diagnoses and supports blew me away.
- Our appointment was prompt! This was the fastest and easily transitioned appointment we have had. Thanks everyone!
- **Dr. Krason**, is absolutely amazing with our daughter. Our daughter has been with us 2 years through foster care and she has been so supportive through this process. Without her, I don't know where we would be.
- As always, **Dr. Josh** was great in dealing with a moody teenager :)
- Always very friendly staff
- She was kind enough to let us talk over any questions before needing to wake her up for measurements etc. The extra few minutes of nap in a busy day was super appreciated!
- Everyone was fantastic in ensuring Aleah was able to get needed bloodwork done on the same day since we drove a distance for the appointment. It was very helpful for us to not have to make an additional trip and get everything done at once!
- **Marin** has been fantastic. She's taken the time to provide thorough answers and look into any of our concerns. She's gone above and beyond assisting us in providing information and advice to support all of us.
- We felt seen and heard during our entire appointment. Thank you. Our concerns were treated with care and support. Follow up recommendations are reassuring. My son felt very comfortable and safe in his appointment. He was happy to participate in conversations about his well-being and to be taken seriously. Thanks again.
- Excellent communication from all ends of our experience. Thank you.
- Both the Nurse and student doctor we saw that day were attentive and showed care in their follow up questions. My son received a shot that day. He gets nervous about needles. The nurse was very skilled in helping him feel calm and some sort of control in an uncomfortable situation. Thank you.
- Staff were attentive and helpful in helping us with scheduling.

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Women's Wellness

- The front desk receptionists are a joy
- My nurse is wonderful
- I'd like to take a moment to say how much I appreciated the careful attention **Courtenay** showed for my concerns. I am sure the importance of listening to patients is often stressed and so, something of a given. But for some patients, the nurse and provider are the only people he or she has shared their health issues with in any detail at all. There's nothing more reassuring than a caregiver who listens with patience and compassion.
- My experience with the Women's Wellness Center has always been good.
- **Anne O'Connor** is a wonderful doctor, it's that simple.
- My visit was excellent!
- There were no delays.



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Outpatient

Diagnostic Imaging

- Everyone was so helpful and pleasant.
- For such a private area being tested, I have to say the person helping me was really amazing, she did a great job respecting my privacy but also doing what she needed to do.
- Got in very quickly
- I felt informed
- Room looked wonderful - very comforting - staff made sure I was comfortable.
- Took me as a walk in - very good service.
- Awesome service and VERY Sweet people
- Very pleasant women
- Got there 15 min. early. Was seen almost immediately and was completed prior to my apt. time!
- Great service - VERY professional.
- Volunteer and tech were very supportive and helpful
- I don't remember her name but the tech was absolutely amazing!
- Great staff loved the tech
- NVRH has always met my needs in emergency and inpatient stays.
- Always a good experience.
- Probably one of the most efficient procedures I have ever had!!
- Very good experience every time I come in for my mammo.
- Technician was very attentive to my comfort.
- Very helpful, caring, professional staff.
- Staff at desk made eye contact instead of just staring at computer screen when greeting on check-in.
- Felt respected & treated well by professional staff.
- No concerns or complaints.

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Laboratory

- I was taken in almost immediately. No waiting
- Great staff- friendly and professional
- I have ALWAYS appreciated your services and staff. An asset to the community.
- Very kind.
- The lady that drew my blood was excellent. Thoughtful and kind. Gentle.
- Excellent experience! Normally I am a very tough 'stick' for blood draws - she was able to do it first time with no pain!
- Staff was very personable and competent.

Pain Clinic

- **Dr. Dent** and nurse, **Tracy** are amazing! He is very skilled and calm, and Tracy always provides just what is needed for me to get through the procedure as painlessly as possible. She is always prepared with trivia facts as a distraction and squeeze toys. She is incredibly compassionate and encouraging.
- Always an easy and quick process.
- Even answered additional questions as I thought of as we exited room.

Infusion Services

- Great job by all staff members.
- They do a wonderful job.
- Excellent!
- Any question I ask is answered everyone is very good.
- Everyone there is very good they work as a team and everything gets done.
- Everyone there is very helpful.
- Nothing but good things to say about the nurses who take care of all of us.
- Appreciated being told what to expect.
- Very nice experience for treatment.

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Physical Therapy

Northern Physical Therapy

- Good explanations.
- Received excellent service!
- **Karey Pierce** does her job wonderfully.
- **Joyce** was wonderful. She explained everything and answered all my questions.
- I would definitely recommend to others.
- Text messages worked well.
- Very glad to have this hospital and staff so close.
- Always a positive experience. All PT staff are very helpful.

Dan Wyand PT & OT

- **Sharon** is amazing. Funny, caring and knows therapy very well.
- A great experience all around.

