

## Positive Patient Comments September 2023

### Ambulatory Surgery

- I had a very good experience at NVRH - the staff were wonderful and considerate
- There was a delay in Day Surgery, but I was kept informed. Actually I was asked to come back in 2 hours. I did and they were ready for me when I went back.
- I had a great experience. All staff were caring and reassuring. I even received a call at home to see how I was doing.
- Excellent care from start to finish!
- The entire staff was caring and concerned for my comfort, checking in on me regularly with updates. They were very patient and pleasant.
- The care, attention, and professionalism was excellent. I could not have asked for more. **Dr. Prohaska** was excellent and Nurse **Kim** communicated better than I have ever seen before.
- I was impressed by both the professionalism and personal courtesy of the staff.
- Overall an excellent experience, from pre-op through discharge.
- Good people & good service.
- Fantastic staff!!
- Excellent nursing care. Exceptional communication from my anesthesia provider and **Dr. Stoiber**... for a colonoscopy, I had a good time.
- Everyone was welcoming, informative & caring - The facility was very clean, easy to access, and calming.
- Everyone I have encountered at NVRH has been absolutely wonderful. I work at Dartmouth Health and I chose to come to NVRH. I am considering changing all my care to your facility! I have been beyond impressed! **Dr. Kaufman** is amazing!
- Nurse **Kim** was amazing!!!
- I did not have my knee surgery as the nurse found I had a heart murmur. My care up to the time I was to go into the operating room was very good.
- Thank you to **Julia, Westerly, Melissa, Jackie and Dr. Smith.**
- Over 320 visits since 1990. No complaints ever! NVRH = 100%.
- In my time at NVRH, some 27 staff members attended to me - ALL were friendly with each other and with me.

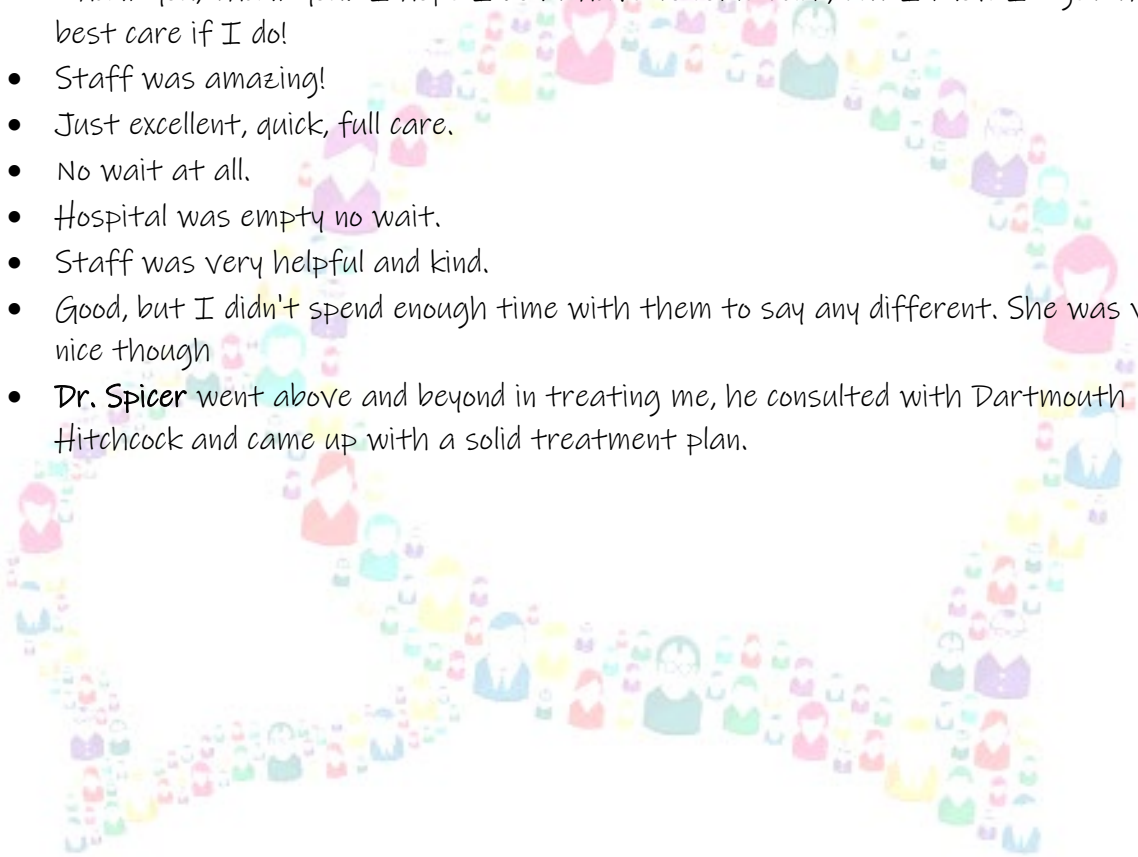
## Positive Patient Comments September 2023

### Emergency Department

- A good treatment and overall experience. Thank you!
- Care was efficient and after care at home was carefully explained.
- The staff made an unpleasant experience as comforting, stress free, and as easy as possible.
- I can't begin to tell you how pleased and impressed I was with everyone I encountered while in the ER, they were excellent.
- Went straight to a room. No wait time.
- Given attention immediately.
- I was taken right in.
- **Dr. Otero** was wonderful and informative.
- **Moriah** was very caring and compassionate.
- I was having a heart attack and the security guard brought me a wheel chair and rushed me to an exam room.
- Thank you to all the ER staff, CALEX, and EMT's.
- Excellent care from beginning to end with nurses, techs & Doctor
- Taken to a room right away.
- Info on wall helped explain wait time for tests.
- Excellent welcome and documentation almost immediate intake.
- The nurse who took care of me was exceptional. I felt very well taken care of and all my needs were met, and beyond.
- The doctor took great care to assess every injury I had sustained thoroughly. He spent time with me, getting to know me, we swapped stories, and I felt very at ease.
- I received a follow up call from the doctor a week later, he checked in with all my injuries and wished me a great start to the school year... He remembered that I'm a teacher!
- Best hospital visit I've ever had! Exceptional care! Thanks so very much.
- Everyone was nice and funny!
- As far as ER visits go, this was excellent. Short wait, very well taken care of, felt like time spent with me - not 'pushed' along to next patient. Very good experience.
- An exceptional experience for being an ER visit.

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- Only waited about ten minutes before going in exam room that was great, being in pain and not having to wait!
- I was darned uncomfortable with pain (& couldn't stop swearing!) **Betsy Piburn** ordered me something for the pain I was in before I even got in a room! I'm so lucky; I even got a sticker for being good.
- The nurse who took me to my CT scan and the CT tech. I was frozen and the nurse gave me a warmed blanket. **Kelsey** also was very kind the whole time!
- Thank you, thank you. I hope I don't have to come back, but I know I'll get the best care if I do!
- Staff was amazing!
- Just excellent, quick, full care.
- No wait at all.
- Hospital was empty no wait.
- Staff was very helpful and kind.
- Good, but I didn't spend enough time with them to say any different. She was very nice though
- **Dr. Spicer** went above and beyond in treating me, he consulted with Dartmouth Hitchcock and came up with a solid treatment plan.



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### Inpatient

#### Birth Center

- Even in the high stress situation I ended up in I felt safe knowing the doctor was helping and communicating effectively.
- Kitchen provided dinner even though I ordered after hours.
- The nursing staff was beyond helpful and kind during my stay. Everyone was wonderful.

#### ICU

- Everything was great.
- There was a man that took care of me while I was in the ICU. I don't know him other than **John** or if he's a nurse or doctor. I regard him highly! He showed me respect & was friendly. I felt comfortable when he was around!

#### Medical-Surgical Unit

- Got great care.
- Everyone that I came in contact with was very nice and made my stay a positive experience!
- I will highly recommend NVRH to all when asked about my stay!
- Nurses were outstanding and all staff were kind and wonderful.
- Saw my doctor or staff person daily. Answered all my questions and concerns.
- Meals were very good.
- Meals were served hot and were good food.
- Both **Dr. Kogan & Dr. Stranathan** gave compassionate and exemplary care - explained everything perfectly & fully. I felt that I was in EXCELLENT care by both of them!
- Awesome job.
- It was very good and definitely better than previous ER visits.
- Both night and day nurses and LNA's were kind and helpful throughout.
- Always attentive to every need - beyond compare to other hospitals - the meals were a surprise - real 'yummy' & nutritious - keep it up.

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### Medical Practices

#### Corner Medical

- Very prompt message about the test results and further recommendations.
- There weren't any delays.
- Everyone has always been very good. **Amy Joyal** is especially good!
- I am fortunate to have such high quality care at Corner Medical.
- **Joyce Dobbertin** is an exceptionally fine doctor.
- The office is very clean and professional.
- Everyone was polite.
- No delays
- Office was clean and pleasant.
- This was a very good experience, with pleasant interactions, very clear and positive explanations and fine care. It was for me a typical experience at Corner Medical
- Excellent visit in a timely fashion.
- Brought to exam room soon. Visit time was also appropriate.
- Very professional, friendly front desk staff.
- Provider explained test results, was pleased with lab results and explained plan. Offered to answer any questions or concerns.
- Nurse was friendly and attentive.
- Attending took time to express her concerns as to why I needed to do things
- Very quick. No delays.
- Don't always like being bounced from one doctor to another, but the first time meeting this new doctor I really liked her.
- New nurse, she was very kind very professional, and seems very good at her job.
- **Dr. Sullivan** is great. He goes out of his way to address my concerns. I live part time out of state but he is always prompt about responding to phone call requests
- The doctor was excellent. Very thorough with awesome bedside manner.
- **Laurie** is great on the phone
- I am completely happy with Corner Medical.
- Excellent experience with **Amy**
- She was able to put my mind at ease. I'm just getting old no problems.

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- Everyone is super friendly
- This was a very quick efficient visit - I called with a specific request for an appointment and received the care I needed.
- **Dr. Sullivan** is excellent; listens well, very personable and caring. I feel blessed to have him as my doctor.
- Nurses are always thorough and polite.
- The staff is very professional, yet warm and friendly!
- Short wait and excellent visit!
- **Dr. Dobbertin** is a wonderful doctor and a very special person, who obviously cares about her patients!
- Courteous and friendly

### Kingdom Internal Medicine

- Have always had a smooth experience at Kingdom Internal Medicine
- KIM is awesome. They totally meet my health needs.
- Everything was very clean and well kept!
- Everyone was great! **Jessica** really cares!
- Excellent knowledge and service from the assistant.
- Excellent staff and excellent care as always.
- Everyone was very helpful.
- Very friendly.
- Was able to quickly renew prescription while seeing doctor even though that wasn't the reason for my visit, that was very convenient.
- **Joyce** has been my PCP for quite a while and has been really good!
- **Diane** is the best!
- I really like the later hours!
- The whole staff was amazing, yet again
- I always recommend this practice to others.
- This is an excellent and caring practice.
- I have only good things to say. **Dr. Irene** is really great!

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- Always enjoy my visits with **Jessica**. She takes the time to listen, explain things, research, provide me with options and let me make decisions about my care. I recommend her to anyone who asks about primary care!

### North Country Otolaryngology/Audiology

- Love the staff.
- The staff is very professional and knowledgeable.
- Very satisfied
- Everyone was pleasant and helpful
- Terrific experience every time. **Dr. Rankin** and staff are wonderful.
- Utmost confidence in provider, he is excellent!
- I have a really good connection with **Julie** and appreciate her care!
- **Dr. Rankin** is an excellent provider - that's why I followed him from LRH to NVRH!
- I came to my appointment quite early and they got me right in and out. Provider was very personable and efficient and actually listened to my concerns.
- Everyone is personable & professional with a professional appearance.
- Everyone was very polite and helpful
- Everyone gave good care
- She was new and it was great to meet her. Glad to see another pleasant young person on the team.
- **Dr. Rankin** is the best!
- Everyone was very polite and helpful
- Awesome experience everyone was so kind and generous!
- Amazing doctor!!!
- Outstanding service, physician saw me on short notice, friendly manner wonderful care
- I very much appreciate **Dr. Rankin**. He is kind, thoughtful, courteous & informative. I drive two hours because he is such a good doctor.
- **Dr. Rankin** is exceptional!
- It was very obvious to me that a spirit of cooperation amongst providers was exercised relative to treatment/testing for me.
- Very good all the way around.

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- I felt heard and seen by this care provider. She actually took my prior health experiences into consideration in her overall evaluation of past history and how to move forward in a proactive way.
- Your facility seems especially orderly and extremely clean which projected to me a very professional environment.

### Specialty Clinics

#### Neurology

- My wife was included in my visit.
- Pleased that **Dr. VanStraten** is in our area, her skills have made a world of difference to me.
- Good about returning my calls.
- I feel I was treated well with adequate time taken.

#### Ortho

- Very friendly.
- Could not have asked for better care, all around amazing staff.
- No wait time
- Doctors and nurses were very professional and kind, and informed us well about the prognosis and treatment.
- Couldn't be more pleased with the doctors and nurses. Thank you for the outstanding service.
- Always pleasant and prompt

#### Pulmonology

- **Dr. Duchene** is awesome. One of the BEST providers I have ever seen.
- This clinic is great....from scheduling to provider
- Always very caring & thoughtful
- I had no trouble with all the nurses, they were very helpful.
- Thank you!!
- Had a good visit.



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### Surgery

- Dr. Smith is great!
- All nurses were great! Very kind.
- Virtually no waits throughout.
- Excellent experience; on my follow-up appointment with Dr. Kauffman, she was wonderful, answering ALL my questions and telling me what to expect in the weeks of recovery ahead.
- It was quick and easy
- Trisha was a delight to talk to. She provided me with easy to follow instructions.
- It was quick and easy.
- Excellent and friendly service by all.
- Comfortable waiting area, but did not have to wait long. Friendly staff.
- Excellent care & support.
- Ran like a well-oiled machine!
- Everyone was very friendly - given that I was the first patient of the day and that they were suffering computer problems.
- Good nurse assistant.
- Very friendly staff
- Great Experience with Dr. Kaufman. Such a good example of high standards of care.

### Urology

- Everyone followed proper procedures.
- I had an 8:00 am appointment so no delays.
- Had to cancel last minute the first time and very understanding. Have used the portal which is also very easy.
- Ashley does a great job teasing out the issues/symptoms and also stepping back and looking at the whole person. Most importantly she takes the time to listen. Don't get me wrong she is efficient and not wasting time, but I have never left feeling frustrated like at the clinic and have never felt like a number.
- Excellent.
- Went very well.
- Well done.

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- Professional and listen well.
- Everything is okie dokie with all.
- No complaints!

### St. Johnsbury Pediatrics

- She was fantastic! Great appointment. We were taken very good care of, lots of information, and she had a great sense of humor. The way she interacted with my daughter was amazing. I have already been recommending her to people. Great visit.
- The staff here go above and beyond. We are so happy with the care our kids receive. Everyone really seems to care. Thank you!
- **Dr. Krason** just gets my kid!
- **Janet Wilson** is amazing. She takes her time and really knows her patients. She is caring and personable!

### Women's Wellness

- I am very pleased with all staff I encountered and their time management was very efficient
- Great experience.
- **Courtney** is so thorough, kind and knowledgeable
- Women's wellness is the best. Thank you!
- There were no delays
- I had initially scheduled in a phone, but switched my appointment via web portal since I was already in contact with a nurse then. Very easy switch.
- There were hardly any patients in front of me but I was called in quickly.
- I have always felt comfortable seeing any of the OB or midwives at this practice. Highly recommend.
- My nurse seemed very young, but seemed like she knew why I was there, took my vitals and notified my provider that I was there.
- Each staff carried their own personal computer.

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- **Jade** showed concern for my worries and ultimately left my treatment decisions up to me. I felt very comfortable letting her help me make healthcare decisions.

### Outpatient

#### Diagnostic Imaging

- The MRI machine looked new & very well maintained.
- I went directly to the X-ray Dept.
- The technician was very kind, thoughtful, and well trained.
- They (there was one in training) were great. Young, energetic and patient. They made me happy to see them working.
- Could not have been better.
- **Chelsea** was wonderful, she took great care of me.
- I came in early and the staff accommodated my early arrival.
- All was quick and easy. Waiting area was just fine.
- Very pleasant staff all around.
- Went very well.
- Everyone was very nice and pleasant. Great team!
- Very pleasant experience, I was in and out in less than 15 minutes. Great job guys.
- She was very comforting
- **Linda** was wonderful, very kind and caring,,,
- The tech who provided the scan was wonderful in explaining what was happening. The mammo tech was very good, too.

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- **Marci**, the volunteer, was very kind and caring
- I was in and out in 40 minutes!
- Wait time while radiologist reviewed my follow up was minimal.
- The MRI staff were super helpful and caring.
- Always a great experience at NVRH. Lovely staff always makes me feel safe and confident. Cleanliness of facility is always A+.
- Only the best.
- Did not have any questions. The ladies explained all and were very friendly.
- Every visit has always been the best.
- Prompt and courteous service.
- I have always had a positive experience in getting my yearly mammogram.
- Wonderful, compassionate care. I hate MRI's but I was put completely at ease by the staff.
- Very smooth.
- Registration staff went above and beyond.

### Laboratory

- Perfect
- No complaints made. I felt very comfortable
- Very happy.
- Phlebotomist was fantastic. She got my vein with one jab. She interacted very comfortably.
- It was a very good experience. The lady at the counter was very polite and I had very little waiting period
- Couldn't ask for better care.
- Everyone was helpful and caring.
- Fantastic overall experience for labs & CT scan. I'm excited to be switching my healthcare to NVRH!
- **Holly & Patsy** were very good at taking blood.
- No bad experiences.
- I did not have an appointment and was taken in within 5-10 minutes.
- Perfectly happy with the staff & experience.
- **Patsy** did a great job - she is reassuring and skillful.
- An exceptional lab, great people.

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- Always good response - top notch.
- Excellent service - thank you, great team always helpful

### Pain Clinic

- EXCELLENT care as always.
- I have never had a doctor give me a full hour to listen to me and provide useful answers – Bravo, Dr. Dent!

### Infusion Services

- Everyone I have had interactions with were & are absolutely fantastic!
- They always check in to see how I'm doing and listen when I need special accommodations. They make sure I am comfortable and offer excellent care.
- The nurses at the infusion center are amazing! They are always prepared, kind, helpful and caring.
- They are excellent nurses who excel at what they do. I am so thankful for them.
- They always have the necessary supplies ready and waiting for me when I arrive.
- They get me in and out quickly but never make me feel rushed.

## Positive Patient Comments September 2023

### Physical Therapy

#### Northern Physical Therapy

- The PTs (especially **Matt**) at Northern Physical Therapy are literally the best in the entire universe.
- Outstanding!
- Everyone at Northern PT are amazing
- The front desk girls were very kind and helpful. I was so grateful to have **Joyce Lockert** as my provider. With her treatments I have been able to regain much of my shoulder ROM. Great personality!
- Attendant was helpful and paid attention.
- Treatment personnel are very helpful and constructive in explaining what they wanted one to do.
- Girls up front are very nice & knowledgeable.
- Northern PT is always right on time and I never wait! Amazing in this day and age!
- **Mykala & Hannah** are both very kind, caring and listen to my needs. They also are very knowledgeable.
- **Mykala & Hannah** both confide in each other and discuss my treatment. They include me. I would definitely recommend this facility.
- This is the best health care facility around.
- **Jen** took time and care to help me with my issue, never rushing and making sure I had time to ask questions.
- Excellent, patient-centered, holistic care! **Lindsey** bases how I feel and how likely it is that I can fit exercises into my day. Amazing provider!
- Always positive and encouraging about outcome while being realistic. Gives me hope during long healing process.

#### Dan Wyand PT & OT

- Expertise, knowledge, and professionalism is ALL OUTSTANDING!!
- 5 \*\*\*\*\* to ALL!
- I have always used this office. And I prefer them over any other. The staff is wonderful



Choosing Health

**Northeastern Vermont  
Regional Hospital**

## Positive Patient Comments September 2023

- I will never choose another office as long as I live here. They are by far my favorite, very good at what they do, and that's what makes me choose them to always go back to.
- Staff is always wonderful, friendly, and very compassionate with your care
- Minimal wait time, staff is personable and very helpful.
- Excellent - would not hesitate to recommend.
- Highly knowledgeable.
- Providing PT person was excellent

