

Positive Patient Comments October 2023

Ambulatory Surgery

- I felt very at ease & everyone was so pleasant.
- I felt like the staff really cared and I appreciate it very much.
- A very good operation.
- I have never been treated so well. The nurse even called me at home the next day! NVRH is now my hospital.
- The entire process worked perfectly.
- Perfect stay.
- The care was very good! That is why I chose to have my second knee replacement at NVRH. Dr. Prohaska is excellent!
- It went well and I was at ease.
- I was very pleased with the care that I received from the nurses & doctors - I would recommend this facility to anyone.
- Surgery went well with no issues.
- Great facility! Excellent staff!
- Everyone was amazing. I appreciate all of the staff at NVRH!
- Excellent care - before and after.
- The team works very well together.
- The staff treated me with such care. They were the BEST, everyone was the BEST and they took excellent care of me!
- The whole experience was excellent. Also got a nice follow up call the day after. Top rate care.
- Very pleased with the procedure and everything.
- Quite pleased with everyone.
- Dr. Smith is very caring and concerned about my overall health, professional and has a great bedside manner. An asset to NVRH. Would choose him again for surgery.
- All was wonderful, I felt very comfortable
- My care team was exceptional. My nurse, Fiona, the IV lady as well as Dr. Prohaska and his entire surgical team were all incredibly kind and very attentive. They were all amazing.
- Staff were all friendly and open with info related to procedure involved. Follow-up was very positive.
- Excellent care.

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Emergency Department

- They were patient and respected my needs.
- Everything was top notch. Thank you.
- Waited only about 5 minutes.
- I was surprised as to how efficiently the entire process went.
- Special mention to my care team: **Lexi Bliss, Suzanne Elliott, and Jenn Hooker**. They were excellent!
- Thank you for caring for my 'boo-boo' during such a busy time.
- All the nurses were very attentive and took great care of me. They were very quick to respond.
- They went above & beyond with my care.
- I was rushed into the treatment area, treated with respect then put in ICU.
- A doctor came to find me to go over things. That is a wonderful hospital.
- They explained where to go for follow up treatment.
- I felt very comfortable. I was in good hands. One nurse said, 'let's get you feeling good again.' Perfect!
- Everyone did their jobs!
- Taken care of right off!
- Took good care of in ER. The doctor & nurses!
- I only had to wait a couple minutes.
- Well taken care of!
- Delightful to talk to, very efficient, wonderful bedside manner.
- Very conscientious, kind and skilled. Best blood draw & IV I've ever, ever had. She was a traveling nurse – You should hire her!
- I especially commend **Patrick** (paramedic), **Cindy** and **Ashley** (nurses).
- The team worked together well.
- I was having a heart attack, they were on top of it.
- The facility itself is very peaceful especially room 6 where I was. I was able to have the lights off while waiting for lab work etc., the opaque leafy printed glass wall/sliding door was very relaxing (as much as I could be in the ER).
- **Dr. Disabatino** was wonderful and took the time to listen about the trauma/shock that was the reason for the visit to ER.
- I was very pleased with the direct attention I received.

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- Nurses were fantastic.
- I had **Shawna Johnston** as my provider and she was AWESOME. Can't say enough good stuff about her.
- Nurses and doctor were excellent! We're lucky to have you!
- **Dr. Spicer** listened to what I said and I felt like he was very thorough in his approach to my problem.
- They took me in right away.

Inpatient

Birth Center

- No comments

ICU

- No comments

Medical-Surgical Unit

- Nurses were great!
- My stay at the hospital was positive in every way possible.
- **Dr. Raser** came to see me the day I was admitted - Very kind doctor came at 3 a.m. to check on me.
- The food was plentiful, great variety, well presented and tasted very good. I was glad to see locally source food on the menu.
- I would recommend this hospital to family & friends.
- I was surprised how good the food was.
- Nurses were nice to work with, and they were fun to be around.
- My room was too warm, but they gave me a small fan that was very helpful.

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Medical Practices

Corner Medical

- Both the nurse and the Nurse Practitioner were very attentive, courteous and professional.
- I had an early morning appointment and did not have to wait and in fact was called into the exam room early. Response on the portal in setting up an appointment was very prompt with a phone call from Corner Medical within an hour or so.
- Doctor took good care of me.
- I had (2) appointments at this location on the same day. I called and asked if they could be combined and it was taken care of.
- Very prompt and quick.
- Well-oiled machine... Professional and informative.
- I called for an appointment and got one in the morning.
- Very pleasant and professional experience
- This was my first time seeing **Hannah**. It was a very pleasant experience. She was very helpful and informative.
- Listened to what I had to say.
- Was a pleasure and I am very pleased with this change.
- Provider listened to my concerns and questions
- My nurse was great
- **Brent Braswell** is extremely personable while maintaining the highest level of professionalism. He is extremely knowledgeable, but adept at putting things into terms that I can completely understand and use.
- The staff at Corner Medical is always professional and helpful!
- I have been consistently pleased with the professionalism and level of care that I receive at Corner Medical.
- I like having you reach out to me to get my vaccinations
- The nurse was excellent!
- Doctor was very prompt in arranging an ultrasound for me at NVRH immediately following my appointment with her.
- I have already suggested my PCP to another and they have been able to make an appointment with him. He's one of a kind in so many ways.

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- It was refreshing to see a 'male' behind the check in desk. Very personable and polite. **Harmony** is very personable and I enjoyed her getting me ready for the appointment.
- Excellent flu shot
- I am 80 years old and have lived in many areas with all kinds of different doctors. I am very thankful to have **Dr. Sullivan** as my primary doctor. He is the best!!!
- I enjoy the male receptionist who greets you when you first arrive. He's a take charge person who speaks well so you can easily hear him. He lets you know if there is going to be a short wait, etc. He makes me feel comfortable and assured that the front desk people are doing the best job possible and explain if there are delays.
- I am very pleased with my provider. She listens to me and offers solutions for my issues.
- This particular nurse/assistant was excellent because she was extremely friendly and you felt she was doing an excellent job and preparing the patient for the providers' arrival.
- Always pleasant & helpful!
- **Dr. Harrigan** is wonderful! She is a really good listener. She is thoughtful (in both senses of the word) very interactive, but directive when necessary. Feel very fortunate to have gotten a third great PCP!
- **Ashley** was terrific!
- Very smooth and all transitions were well explained in a friendly manner.
- Love the jigsaw puzzle!
- I have nothing but very good things to say about Corner Medical

Kingdom Internal Medicine

- There were no delays.
- I was seen before my scheduled time.
- **Jessica** is awesome. She listens, is thorough, and records/retrieves info on the computer without losing contact with me.
- The nurse was awesome - personal, positive, thorough and knowledgeable.
- Always try to schedule my appointments first thing in the morning as I work a 12 hour night shift.
- **Diane Covell** is always helpful and present.



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- **Joyce** is always a good listener - never makes me feel rushed or stupid
- Made me feel right at home.
- Everything was great.
- Overall one of the best experiences at a medical facility. Nothing to improve at this time.
- I was very happy with **Joyce Vitale** and the sincere concern she showed! I really like her!
- Never had an issue waiting or length of appointments
- Top notch hope I have the same people as long as I need them
- Always been helpful. Never had an issue with my doctor
- Great first experience!
- I'm feel I'm not in good shape, but my doctor is absolutely great. She listens to everything I say and can't thank her enough
- They scheduled me same day, so thankful for that.
- I couldn't have ask for anything better, that's why I go here
- Everyone was on schedule - no waiting!
- Often get voice mail when calling in, but call backs do happen so I don't worry about it.
- Always pleasant.
- Nurses are always nice & helpful.
- Everyone that I see is always helpful and smiling.
- Nurse was attentive and familiar with my history
- Doctor is very clear on what is happening as far as testing and plans for a program to follow.
- Friendly and efficient
- Absolutely fantastic from beginning to end.
- I felt very comfortable with each. The nurse noticed my lowered blood pressure and weight loss. Made me feel good that it was noticed.
- I absolutely love **Joyce**. She listened to me and we came up with a good plan. I didn't feel like I left discouraged like to usually do
- I absolutely love **Joyce** and her nurse! They made me feel heard and understood.
- She is amazing
- Was a good visit.
- I love Joyce's nurse. She's very kind and supportive.

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- There were no delays. I sat for just a few minutes and was taken back into a room.
- **Joyce** is absolutely wonderful. She's patient and thoughtful. I would recommend her to all of my friends and family members.
- My appointment was right on time, they were great
- Everything was great
- I LOVE **Dr. Irene**. She really listens & cares. Her reports are thorough. She inspires confidence that I am in good hands.
- The team works very well together in this office.
- Everyone here is very nice.
- I never have to wait.
- Very caring care provider, good listener.
- I'm very pleased with the quality of the service. Thank you.
- She's very personable and does a good job. Always listens and asks questions.
- **Jessica McLeod** has always been very conscientious about wearing a mask and washing her hands which I very much appreciate.

North Country Otolaryngology/Audiology

- The customer service of the entire office is fabulous. It is easy and enjoyable to receive care from this office. **Kimberly** is very professional, knowledgeable and caring.
- It is a well-organized practice with exceptional people.
- **Dr. Rankin** is the doctor we recommend with no hesitation!
- We are always impressed by how the staff works together - have recommended many times. Everyone is professional, courteous and kind.
- **Julie** was wonderful.
- I thought it was a great experience for me and my son. Everyone was very friendly and kind
- **Brittany** and **Dr. Rankin** are really awesome.
- If only every medical appointment were as pleasant and efficient as this one. It's worth my 2-hour drive to enjoy this experience twice a year!
- I was grateful that **Brittany** got me in quickly. I was highly anxious about an acute ear issue. Excellent care! **Dr. Rankin** is lovely and so patient and knowledgeable. He was reassuring as was **Brittany**.

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- Could not be more pleasant.
- Very satisfied with visit.
- **Dr. Rankin** is AMAZING
- Very friendly and professional staff.
- **Dr. Rankin** is very thorough and did well to explain the rationale and details of the course of treatment. Excellent provider!
- Curious. Good humor
- I was very impressed with the speed and punctuality of my time at the clinic.
- **Danny Ballentine** is and always has been wonderful as a care provider. I don't have enough words - I recommend him to all my acquaintances.
- Nicest office staff.
- By far the best medical practice I have experienced.
- I love this particular office.
- My experiences have always been pleasant and enjoyable. Great staff!
- Friendly and kind - I could tell she enjoyed her job.
- They are genuinely kind and a treat to be around.
- They were ready for me as soon as I was - I've never had to wait.
- Every visit has been excellent.
- They seemed to know what each other needed to help patients. Really good. Well Done!
- Friendly & courteous.
- Good experience. Even the bathroom was immaculate.
- I followed Doctor from previous position and have recommended him to family & friends.

Specialty Clinics

General Surgery

- Thank you to all the care providers at NVRH!
- Very professional.
- NVRH portal makes this very easy.
- They wore masks the whole time and gloves when required.

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- I had two excellent and personable RN's that prepped me for the procedure. They answered questions and were very professional.
- First appointment of the day. Very little waiting.
- **Dr. Kaufman** is wonderful.
- Professional & well run.

Neurology

- 
- Always good.
 - Always with a smile.
 - Everyone is always pleasant and seem happy to see you & help.
 - It was great for us to find such a professional & knowledgeable provider. We were so please to work with this team.
 - Great meeting **Dr. VanStraten** & her team were all so helpful
 - Excellent experience and good, frank discussion with doctor.
 - She was excellent and very welcoming.
 - No wait time. It was very good.
 - She was delightful
 - Doctor was familiar with my condition, and answered all my questions and concerns.
 - Very pleased with the whole process.
 - My wife died in May of this year. **Anna** helped me get through some sad times.
 - **Dr. VanStraten** could not have been more thoughtful, caring and collaborative in her decision-making. I look forward to sharing my Parkinson's journey with her care and concern at my back.
 - **Christine** put us at ease, made us feel welcome, and was very solicitous of my health and well-being
 - **Louise** is very helpful

Ortho

- Upon leaving, we felt that I was in good hands to get my pain under control.
- Words used in our conversation helped me to understand the suggested treatment to help with the pain I am having.

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- We were in & out within 30 minutes. Not usual when you have a doctor's appointment!
- Both nurse & assistant were friendly and easy to talk to which helped my nervousness.
- I have nothing to say but great things about my visit
- She was amazing
- They all rock! Very professional very caring amazing staff.
- He was amazing
- I work in the public. I tell all my clients to go here
- Always a good experience. Everyone is always very pleasant!
- I arrived early and was out before my actual appointment time.
- **Dr. Prohaska** and **Dr. Korsh** service has ABSOLUTELY no flaws. Couldn't ask for better care!
- Nurses have always been very pleasant and thorough and ask a lot of questions which I would expect and hope for.
- Always great people.

Pulmonology

- Didn't wait long.
- There weren't any delays. It does take 5 to 10 minutes for the doctor to come in after the nurse does the intake. That is fully understandable. I do not consider that to be bad.
- **Dr. Duchene** is wonderful. I am in the donut hole for prescriptions and have quite a few medications left from the first of the year. She helped me work through using them up before ordering the new medication that may help me more.
- They all were very conscious of safety concerns. They wore masks as I had been sick, which I was very thankful for as I wore one too.
- She was very attentive. She was filling in and usually worked at the hospital. She was excellent.
- They were attentive, helpful and caring!
- I am very happy to be able to see the doctor, she is helping me very much.

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Urology

- Lisa has been patient, kind & understanding.
- Explained the next steps in procedure - asked and answered many questions.
- I am well pleased with care provided at this facility.
- Very good, I have expressed this to several acquaintances.
- Please recognize the great work they do.
- Quick & efficient.
- Very kind & caring.
- Very little, if any, waiting.
- For a small hospital the care was excellent.
- I feel very comfortable.
- **Ashley Gerrish** is a marvel! She knows what she's doing, communicates very clearly, suggested some mitigating actions and referred me to PT.
- Great care & service.
- Great team!!


St. Johnsbury Pediatrics

- The nurse was fantastic! She was very calm and patient with my daughter, especially when she needed to get her flu shot. She's terrified of shots, and the nurse made her feel comfortable but was also very direct when my daughter wouldn't let her near her arm. I can honestly say that was the shortest amount of time and the least traumatic/dramatic experience I've ever seen for a shot for my daughter. Even my daughter said she really liked the nurse after it was all over.
- **Dr. Krason** is amazing - she spoke directly to my daughter and asked her questions about school and her anxiety/worries. She was also very supportive of me leading up to and during this appointment. I have been incredibly happy with Dr. Krason and I'm very happy she's my daughter's pediatrician.
- We LOVE **Dr. Krason**!! She takes care of my girls so well and talks to them. My girls love her!! They say I only want to go if I can see Dr. Krason.
- This nurse was awesome and they are always awesome.
- No delays everything went very smoothly
- **Dr. Krason** is just Awesome no explanation needed!!

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- We love **Dr. Krason** so much. She's down to earth and excellent at teaching us about health and needs.
- The convenience of the early morning (7:40) appointment was fantastic and we appreciated it so much. We live 1 1/2 hours away and the early morning appointment made it possible for us to take only 1/2 day of work/school to be able to see someone. I can't tell you how much this helps!
- Great experience. **Dr. Krason** is awesome and has a problem solving mindset.

Women's Wellness

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- I've been going to Women's Wellness for over 30 years. Always great care.
 - I saw **Courtenay** and she was absolutely wonderful. Listened well, asked the right questions, and made me feel very, very comfortable. I can't recommend her enough.
 - I don't remember my nurse's name but she was very concerned about my comfort offered to get me pillows or anything I thought would help me with my pain.
 - Women's Wellness is my go to for my female health. They are a great team and **Dr. O'Connor** is knowledgeable, personable and skilled.
 - I believe my provider was **Lisa Baclawski** and as with the nurse I had she was very concerned about my pain. They BOTH were great, I would give them both 5 stars.
 - Already have recommended.
 - Everyone I have met in your practice has a heart of gold.
 - **Jade** is AMAZING. I look forward to every visit. Her care is exceptional. Unmatched.
 - **Dr. O'Conner** is excellent.

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Outpatient

Diagnostic Imaging

- No complaints, everyone was very kind and efficient.
- This was one of the best visits I have had of any hospital. The young lady that did the test was great.
- Staff was excellent! Made me feel more relaxed.
- Staff was very helpful in accommodating my physical handicap.
- All was very good and professional.
- My technician was wonderful, delightful, comforting and a caring person.
- Staff was exceptional working with a 95 year old man - Thank you.
- **Anne** was an excellent tech, very helpful in answering questions and explaining what she would be looking at.
- Everything went great
- Clean place , good patient relations, and friendly service
- **Brock** was smart, competent, and responsive - very pleasant to deal with.
- I do this quarterly, and I am always happy with the way I am treated - short wait, courteous registration, very pleasant and competent technicians, even a bite to eat post imaging in recognition of the fasting requirement.
- This was my first time at the hospital and was taken care of very well. The area was private, which made it more personal.
- Very kind tech who explained everything she was doing & was pleasant.
- **Nate** was awesome. He explained everything & every step of what was going to happen.
- Can't speak enough about how wonderful **Nate** was.
- There were no concerns or complaints on my part but I have no doubt if there were, the response would have been very good
- Technician was great
- **Kelly Bartlett** was phenomenal at registration
- I have always received wonderful & respectful, good care of technicians.
- No complaints for the techs; they were just fine
- Very quick, very thorough.
- Everyone was very nice!
- It was nice & I loved all the paintings that you hung.

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- Staff are very pleasant.
- Quite, calm and reassuring. The whole atmosphere is consumer friendly.
- I had no concerns or complaints.
- Calm, friendly, and quiet.
- I was in and out of my appointment in a very short period of time.
- Nice and clean
- Felt very comfortable.
- Arrived early & taken right in to MRI. Notably quicker, less bright, and quieter exam.
- Staff was attentive, and informative, and checked in as the test progressed.
- Learned things I didn't know.
- Thank you so much for the help.

Laboratory

- Exceptional service!
- I don't remember the name of the one that drew my blood, but someone should reward her for her patience and understanding.
- Everyone was very attentive to my needs and very professional
- NVRH Lab is an exceptional facility with skilled & caring employees.
- They were all very nice
- Welcoming atmosphere
- A trainee was doing my blood test & had problems. Her trainer successfully found a vein. Both were very kind, thoughtful & careful.
- Staff made me comfortable and she was all smiles.
- I was called right in despite being early for my appointment.
- Waiting was good and for a reasonably short time.
- Very quick and painless blood draw. Very friendly staff at the desk and in the lab.
- Good.
- **Britney** was wonderful in scheduling my labs.
- Test was speedy and accurate. Took my needs, reactions and experience into consideration.
- Best lab tech ever.



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- We are thankful we have such a great facility in town.
- Very professional, friendly tech!

Pain Clinic

- No comments

Infusion Services

- All good.
- Best staff of people you would ever want.
- Awesome nurses!
- All good.
- Infusion therapy staff are great!

Physical Therapy

Northern Physical Therapy

- A fine facility, great people helping me. Warm pool water. Seeing good improvement.
- Always courteous and friendly
- Everything is always great!
- **Matt** is excellent!
- Always a good visit & results.
- Every visit is a good visit.
- Great pair of PT's. Wouldn't go anywhere else.
- The receptionists are very helpful & patient.
- Staff is very nice & helpful they make sure that you are comfortable and they know what they are doing.
- I would recommend the place & people to anyone.
- Always greeted with a smile and they know my name.
- **Lyndsay & Hannah** are great! They are caring & have a great sense of humor.
- I always recommend NPT - without any reservations!

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- I am a huge fan of the staff and treatment at NPT - they have always helped - and explained every step.
- Always great care here! I recommend these folks to everyone.
- Quick, friendly, and courteous check in - no wait for my appt.

Dan Wyand PT & OT

- Everyone is always so friendly. **Kelly, Renee and Bridgett** have been extremely helpful, professional, answered all questions, never felt rushed. Awesome friendly and always so very neat, organized and clean.
- Dan Wyand PT is the best!
- Always a great experience at PT. Great people, good outcome, and clean office.
- Have recommend them many times.
- Wonderful staff from start to finish.
- No wait
- **Tiffany** is great. Very skillful
- Excellent.
- **Mike Matters** is top notch!!