

Positive Patient Comments June/July 2024

Ambulatory Surgery

- Great people, nice facility.
- Excellent, caring, & cheery staff.
- Thank you! I never expected to ENJOY surgery, but **Fiona, Dr. Korsh, Deb Yonker, and Beth** (anesthesiologist) were all WONDERFUL, welcoming, and took excellent care of me! My recovery continues to be smooth. Well done!
- Doctors, nurses and other staff were great, this hospital is the best in the area, I won't go to any other hospital.
- Excellent experience. On time. Almost no waiting. No complications.
- This was a very scary experience for me because I had never had surgery but felt so comforted and supported by every care provider. Wonderful experience in a tough situation.
- Entire hospital visit was flawless, from check-in through discharge. Staff, and providers were amazing. Friendly, courteous, & knowledgeable. My entire surgical experience, including rehab, was completely pain free. I couldn't have hoped for an easier process or a better outcome. Thank you!
- The facility and everyone there was wonderful. Thank you!!
- I've had the best experience I could have imagined.
- I went in for a procedure in Day Surgery. The entire staff from the beginning right through were warm, welcoming, thorough and professional. AMAZING! THANK YOU.
- The procedure was VERY quick, all went very well and home recovery was easy & preferred.
- I was very happy with everybody.
- Very, very caring & pleasant - Appreciated a check in call the next day.
- Great team work & communication skills.
- No problem at all!
- I was very pleased and can't imagine how it could have been better. I don't think the 'President' could have been treated better!
- The nurse I had was very nice. She is a traveling nurse.
- Everything was very good, I would highly recommend.
- I was impressed by the overall efficiency of the whole process. Everyone was upbeat and really seemed to care.

Positive Patient Comments June/July 2024

- **Shelly** in Day Surgery was awesome! **Albert** in anesthesia was super! I was very nervous about that part of things! And **Dr. Korsh** was wonderful! Highly recommend that group!!
- Had a very pleasant experience
- **Mike** from anesthesia was great. **Shelly** was top notch. **Annika**, and **Westerly** took good care of me.
- Excellent staff and facility.
- Everyone was working together, keeping any and all information passed on as needed. Great communication, explaining each step and what to expect. I felt so safe. Amazing group.
- I could not have asked for any better care than I got. Very friendly people.



Positive Patient Comments June/July 2024

Emergency Department

- Excellent- felt very safe.
- Everyone was very nice and helpful
- They were waiting for me. I could not believe it. All were so kind and caring, I love this hospital.
- I would recommend this ER to my friends. They would get the best care.
- They made sure I had privacy.
- They included me in everything. Very grateful to them. To all of them thank you very much.
- Thank you for such a wonderful hospital and nurses.
- I am an NVRH employee. I was treated quickly, competently and compassionately. I couldn't have asked for a better experience.
- Check in staff were very kind & friendly.
- Provider was very professional.
- I was taken immediately into a room!
- Lynn Borchers was amazing! Best ER experience I've ever had. All staff members I came in contact with were very professional and kind.
- We didn't have to see the providers much, but they were amazing when we did see them.
- The whole experience made a stressful situation much more relaxed. Being there for mental health concerns is stressful enough, but the whole team helped my husband feel safe & comfortable. Please thank **Michael & Gregory** from Zone B!
- I can't thank them enough for the respect and kindness they showed my husband during such a sensitive issue.
- All the nurses were amazing. They were polite, comforting, skilled, respectful, efficient and effective. **Patrick**, my paramedic, was particularly understanding and easy to relate to. He explained everything to me in detail, displayed fantastic phlebotomy skill, and was very helpful and sensitive about my extreme anxiety. I felt like I was in competent and compassionate hands.
- I was provided a wheelchair almost immediately upon arrival and got called to triage within minutes.
- I cannot more highly recommend NE VT Regional Hospital's Emergency Department. They are incredible!

Positive Patient Comments June/July 2024

- I felt informed and heard at all times during my visit, and my care providers were very compassionate. I cannot overstate how amazing my care providers were at communicating with me and ensuring I received necessary care, while providing comfort to me.
- Very comforting to know they cared so much.
- I totally received excellent care at my recent visit to the NVRH ER.
- This was the first time that there was little to NO waiting & the quickest turn around. Thank you.
- I was put right through.
- The nurse was excellent, kind and efficient.
- My early morning visit overlapped the schedules of the doctors. **Dr. Grant** and **Dr. Sauncy** were both attentive to my comfort and explained every step of my care.
- I can't say how impressed I was by, and grateful for the doctors and nurses I received care from. Every person I encountered was kind, patient and compassionate. Thank you NVRH!
- Through the years my experience have always been very positive.
- Brought me a warm blanket as I was very cold upon arrival.
- There was no waiting. They came out to the car with a wheelchair & I was immediately taken to a room.
- I received excellent care during my visit.
- Actually one of the best visits to the ER ever!
- The Emergency Room was full. The staff did their best to see to the needs of each person (patient).
- The doctors & nurses were wonderful! I felt secure, in good hands! All the staff were caring & professional.
- We have used NVRH for many surgeries and emergencies and never ever had a problem, in 39 years. Thank you.
- Everyone was excellent, many male nurses, who went above and beyond.
- Every one of the care providers were amazing - we are so grateful.
- Very good. Everyone was very nice.
- Had a young lady doctor who did a great job with my head wound and stitches.
- No waiting - response was instant, even with others waiting.
- NVRH is a great hospital.



Positive Patient Comments June/July 2024

- I rang the call bell because I felt that they had forgotten about me, but once I did, the doc/provider came in and finalized things right away.
- Very good care provided to me.
- We are very fortunate to have this hospital in our area.
- There were quite a few people already waiting in the ER waiting room- so I was surprised how quickly I was taken care of. It was an excellent experience.
- **Amber** was an absolutely excellent nurse. She was so kind and caring. A definite asset to NVRH.
- It was an excellent experience- efficient, professional and quick! Wonderful stuff!
- **Dr. Ryan Sexton** is very compassionate, attentive, educated, and really did all he could during my visit. NVRH and our community is fortunate to have him.
- I was immediately taken into a room in the ER and had no wait time at all.
- All of the nurses demonstrated care and concern for my condition. I felt very cared for.
- This was the best ER experience I've had anywhere and my first experience with the NVRH system as I'm new to the area. I'm grateful for the care received.
- The PA I met with was kind and met with me promptly.
- Nurse was capable & caring.
- Compassionate interaction at check-in.
- The man who brought me for CT scan was very caring, offering warm blankets & other things for my comfort.
- I appreciate being given food to take my meds with."
- Nurse & doctor were very nice, caring and took time to take care of me.
- I don't think they all could have done any better. And it was Mother's Day. Very much appreciate all of their work!
- It is a great hospital and I keep breaking bones so I know how very nice it is to have NVRH here!
- I had many silly questions but felt very listened to
- They were awesome!
- I didn't even wait in waiting area. Got called right in.
- We were looked at within 10 minutes.
- Waited less than 5 minutes.
- They were very helpful and considerate.
- All were very considerate, listening very well, with concern.



Positive Patient Comments June/July 2024

Inpatient

Birth Center

- Some of the best nurses helped me during my stay.
- Every decision was a discussion... I appreciated that!

ICU

- Excellent.
- It was a very good experience, thank you.
- ICU nurses went above & beyond considerate.

Medical-Surgical Unit

- Food was great.
- Both day & night shifts were incredible!
- Thank you to the entire team helping me through a rough time!
- All support staff (food service, janitorial, LNA's) were very nice & professional.
- Donna Toohy, APRN – was excellent to talk with and ask questions.
- Super staff, super care.
- **Scott & Blake** were excellent care providers. **Crystal** was fast on her feet & very helpful on discharge.
- Food was very good.
- Nursing staff was very professional and very helpful.
- I showed up on the weekend with a broken hip, operated on the next day! That's great!!
- The care was wonderful. Everyone was great. Wonderful hospital.
- Cloth napkins! Just like home!

Positive Patient Comments June/July 2024

Medical Practices

Corner Medical

- Care, discussions, and instructions were excellent.
- **Dr. Harrigan** is fantastic.
- The nurses are the best at Corner Medical
- **Logan** is really awesome! The guy that checked me in and out is the best.
- I never have any issues getting checked in or out, and the wait time has been great
- Everyone at Corner Medical is always friendly & professional.
- **Hannah Prevost** is always very thorough and easy to understand.
- NVRH & Corner Medical never disappoints.
- She was caring
- Got all the answers I needed
- Love the care I get
- Great experience, everyone is caring and kind
- She was great. Very understanding
- Logan is the best. Wouldn't want to see anyone else. Extremely caring. Listens well. Made me feel right at home
- These people rock
- There were no delays
- Got in early- 2 minutes before scheduled time of appointment
- Very good care from **Brent** and the appointment receptionist
- It is an awesome clinic. Everybody is nice and very welcoming. **Logan Dege-Pearl** is very professional and very attentive to your concerns. She looks very healthy and well dressed. I am feeling very safe with her as my primary care. The nurse was awesome, nice and shows concerns about your care. The assistant was pretty smart and very helpful.
- Great listener and she took enough time.
- Staff were flexible enough to do blood draw so I could have results in advance of an upcoming cardiac visit. Thoughtful, thorough
- Top notch!
- Person who rescheduled my appointment was helpful, courteous, and provided excellent service!
- Appointment was right on time

Positive Patient Comments June/July 2024

- Everything went very good with you all! Thank you all.
- Friendly and helped calibrate my home blood pressure machine.
- **Dr. Harrigan** is a pleasure to work with. She listens carefully and responds thoughtfully to concerns. Keeps excellent track of what is going on with my health!
- I never have had a bad experience.
- **Dr. Dobbertin** gives above & beyond excellent care, so professional.
- **Amy** is very professional, caring & kind.
- **Dr. Sullivan** is a very good doctor he listens and ask for my opinion.
- **Meagan** is the best person to talk to or deal with.
- The appointment was scheduled automatically
- Very good, professionally and personally
- Corner Medical seems to be the right place for me. Everyone was very nice, pleasant, and all had a smile.
- The nurse was very nice and helpful to me.
- AWESOME OFFICE
- Always treated with care
- I am extremely happy with this practice and with **Adelaide** Adjouva. She is very thorough.
- I like **Logan** as my PCP. She listens and addresses whatever concerns that I have.
- Always a good experience where staff is concerned.

Positive Patient Comments June/July 2024

Kingdom Internal Medicine

- **Jessica** was very knowledgeable, helpful and clarifying about my problem
- Everyone was helpful, lovely and responsive
- Treated with much compassion & advice.
- She looked back to previous tests as a starting point, and she integrated that data for going forward. **Joyce** is extraordinary!
- Absolutely respectful and attentive.
- No delays, no bad experiences KIM is an excellent organization.
- I continue to be delighted with all aspects of KIM! And I have - and continue to - recommend them.
- Nurse **Diane** is very attentive - I have known her for years. She has a quick mind, she listens, she is empathetic and understands.
- Very well informed.
- KIM is exceptionally efficient.
- I couldn't ask for a better PCP & staff, amazing. I am thankful for Kingdom Internal Medicine.
- Excellent nurse
- I really like the option for an appointment later in the day!
- I will set up portal access soon, and look forward to a positive relationship.
- **Joyce** is concerned, engaged, a good listener and a great practitioner
- I was positively impressed by the commitment to privacy, cleanliness and safety that I observed.
- I didn't have to wait at all. I arrived 15 minutes early as instructed to complete paperwork, and then **Diane** took me to an exam room right away
- What a wonderful and attentive person.
- Would refer anyone to KIM
- **Jessica** is very caring & very informed about my concerns & questions. I feel she will take good care of me during my golden years. I was very happy with my care after my appointment.
- Everyone was very friendly & I was treated with great respect!
- **Stacie** was great!

Positive Patient Comments June/July 2024

- **Jess** has been my go to for health advice for years. She's always been patient, knowledgeable and understanding of what's going on in my world. I wouldn't trade her for anything.
- Everyone has always been so kind and caring.
- **Joyce** is the best PCP I've ever had. She is a great listener, follows through, and always remembers me and my issues. I never have to remind her of meds or tests. I wouldn't trade her for a Harvard or Yale medical doctor.
- I work at a different hospital in the northeast kingdom and when patients ask me where I go for primary care. I always recommend Kingdom Internal.
- Kingdom is vastly superior. I travel an hour because they are worth it.
- Always great communication with the front desk staff. Prompt responses to portal messages and verification calls when necessary
- Practice is immaculately clean, rooms are always stocked, no worries about my personal privacy.
- **Joyce** Vitale provides 10/10 care every time I see her. I recommend her to everyone I know who is looking for a new primary health physician.
- **Diane** is always a joy. She is thorough, personable knowledgeable and a joy to talk to.
- Really like the system of having a certain amount of visit the day set aside for 'day of'. Started calling at 8 AM and was thrilled to get an appointment for 5:45 that evening
- Very professional.
- Very happy with this practice & all of the staff. I recommend them to everyone-
- Been with them for years. Always fun to go.
- **Diane** is a great nurse.
- **Joyce** is probably the best provider I've ever seen. She spent all the time needed to answer my questions, and I always appreciate the quality of care I receive when working with her. I used to hate going for medical appointments and would avoid them, but with Joyce, I know I'll be treated with compassion and respect, which makes it so much easier to take care of my health.
- The nurse I interacted with was **Diane**. She's one of my favorite nurses ever.
- I never expected when I moved to the NEK that I would find such incredible healthcare in this type of rural area. 10/10-wonderful place to receive care
- Prompt processing at intake upon arrival



Positive Patient Comments June/July 2024

- Nurse was very cordial and efficient. Asked the necessary questions.
- Excellent, professional, caring by all. **Jessica** is amazing. It truly shows she cares about the whole ME. She takes the time to listen and the time to 'explain' her instructions (why, when, etc). She cares about me. I feel very fortunate to have Jessica as my health care provider.
- Probably the best medical experience I've had.
- Extremely attentive and communicative.



Positive Patient Comments June/July 2024

North Country Otolaryngology/Audiology

- Britney was excellent.
- Always a pleasant experience.
- I was a bit late, but they got me in quickly.
- Dr. Rankin is THE BEST!!!!
- Julie is so friendly and kind. I love our visits! Love the human touches she uses to help me understand. She cared about my hearing issues, and made arrangements to assist in my future appointment.
- Arrived early and Julie greeted me unexpectedly.
- Great team and service!
- She's amazing and friendly.
- I am pleased with the services I received.
- Brittany was wonderful! Dr. Rankin also came in and checked in. Very knowledgeable, professional and friendly team!
- Courteous, happy, and clear explanations
- You guys are awesome thanks for all your help
- Everything was great, no delays, very short wait.
- Courteous and Efficient!
- Experience was like meeting with longtime friends!
- Very nice people
- There were no delays
- Very nice person
- Could not have been better - all my questions were answered clearly and in detail
- A wonderful practice. And Dr. Rankin is a wonderful physician.
- Love VT ENT staff and services are all great especially Dr. Rankin, the best of the best!
- No delay - showed up roughly 10 minutes early as advised and was in on time and out in a reasonable amount of time too. Great!
- Very kind and informative
- Very easy and enjoyable - very kind staff - would recommend to anyone!
- Very great experience - not only explained his thoughts on my issue but also his thought process, weighed my opinions when it came to next steps and gave me the time to think and come up with a mutual plan for moving forward - he was great!

Positive Patient Comments June/July 2024

- The entire experience was great.
- Professional, friendly, caring, thorough with attention to detail.
- Making an appointment was quick and easy. All staff members were friendly, professional and caring. Great facility.
- One of the cleanest offices I have visited.
- I was very pleased with the care provided. I am only sorry that I cannot remember the nurse's name to give her credit due.
- The appointment went very well beginning to end.
- I'd follow **Dr. Rankin** anywhere!!
- Always thorough in his examination and listening to any questions I might have. I always look forward to a visit with him.
- Very fast and courteous staff.
- I have had my hearing aids almost a year. **Julie** explained to me that I had an app to make adjustments to my hearing aids. This was never explained to me previously. Also Julie showed me how to care for my hearing aids. Never knew it was a possibility. I'm so glad I received care from her. Highly recommend her. Very knowledgeable & friendly. I appreciate Julie's knowledge and her kindness.
- **Dr. Rankin** is superb!
- Very nice people to work with, helpful and friendly
- Everyone is friendly and helpful. They know you and treat you like they care about you.
- Very happy with my experience. This is my 2nd visit with **Dr. Rankin** he is wonderrrrful. I have been blessed to have found him as my doctor.

Positive Patient Comments June/July 2024

Specialty Clinics

Neurology

- I've been very happy with the association with NVRH!
- Excellent and professional
- Had no wait in & out."
- It's always good when I go to her. She takes the time to talk to me. To explain things and advise me. I like her very much.
- She was very empathetic and interested in me as a patient.
- **Dr. Van Straten** was fantastic. We recently had a very bad experience with a physician at another facility and this was the opposite - she was kind, caring, a good listener and thorough! Also very skilled!
- I loved how thorough **Dr. Van Straten** was. She was not hurried and answered all our questions!
- Very impressed.



Positive Patient Comments June/July 2024

Four Seasons Orthopedics

- You should have excellent as a choice for all ratings. I am a proud employee of NVRH and my experience further validated that pride.
- I really appreciate being able to text!
- Always professional and friendly.
- Excellent communication – text messages are helpful.
- Excellent, excellent care!
- I'd definitely recommend!
- The office team seemed to work together very well.
- **Dr. Prohaska** is one of the top doctors I have worked with. His approach to giving information and answering my questions was excellent. I highly recommend him.
- Excellent care! Personable! Kind!
- Provider was efficient & professional.
- I absolutely love your place. Everyone is so kind, friendly and caring. I wished I could come here for everything!! **Dr. Prohaska** is the most amazing doctor EVER! He knows his job extremely well and explained to me what was going on with my knee. It took me 5 other doctors before I found him.
- The hospital staff is awesome too! Best hospital in VT. Thanks for being amazing!!
- **Hilairy Smith** is an amazing nurse, she was super attentive and caring.
- I was fit in on short notice and very appreciative
- My issue was really small, just a little finger cyst but I was very well taken care of.
- Very friendly, knowledgeable, and efficient.
- Always a pleasant experience!
- **Ashley** is always amazing!! So caring and genuinely interested in listening to her patients.
- Very good at explaining everything. Good bedside manner.
- Whenever I call it always goes to voicemail. However, after leaving a message I always get a return phone call the same day.
- As usual nurse gives the best care to everyone.
- They were very busy and I was informed that they were, so not an issue.
- Great place!! Always very professional & efficient.
- No delays were presented - everything was on time!!
- Outstanding care of professionals!!



Positive Patient Comments June/July 2024

Pulmonology

- The portal communication is awesome. Quick questions without a phone call makes it easy any time of day with having to use the phone as where I live cell phone can be spotty
- I was very happy with the way my concern was addressed
- She was very attentive & caring.
- Very pleasant staff.
- I always have great service



Positive Patient Comments June/July 2024

Surgery

- I absolutely love the care that I receive at NVRH. They provide amazing delivery of medical services. Very friendly.
- I am very impressed with **Dr. Brian Smith**. He is one of the best doctors I have met. Very personable and knowledgeable. He also spends time with you.
- Good explanations given to my questions.
- We needed to reschedule because the date was less than 6 months from my knee replacement - rescheduling was easy to do.
- This was an emergency very well taken care of.
- Everyone I dealt with was great!
- Very competent, courteous care given.
- Overall, a very positive experience.



Positive Patient Comments June/July 2024

Urology

- **Ashley** mentioned another medication that I could take and explained what the side effects were and what I could expect to see as improvements in my problem. She is very good about taking the time to do this
- I have been a patient of **Ashley's** for a few years now and I have been very impressed with her ability to work with me to get results. She has a great ability to put me at ease
- I had excellent care for the entire time I was there!
- Excellent nursing care.
- The staff is very friendly and efficient **Dr. Dixon** is excellent when explaining my proposed care plan.
- **Ashley** is an excellent clinician.
- They took good care to keep clean.
- The nurses are very good.
- I get appointments very easily.
- I feel very good about the staff, and doctor for any care I need.
- The doctors were very good to me.
- The clinic called me to schedule the referral appointment.
- There were no delays prior to going in for the appointment.
- From my first to most recent visit the care that I have received has been excellent and reassuring.
- I saw my specialist for about an hour. Very grateful for taking time and answering all my questions.
- She is very personable and had thoroughly reviewed my recent diagnostic test results. She spent an entire hour with me answering all my questions.
- I was impressed with every aspect from arrival through departure. Everything was efficient, courteous and proficient. I was impressed with the service and the providers.
- Taken in within minutes, very personable nurses & doctor.
- **Ashley** and all staff were very kind to both Mom and me. Supportive and professional.
- Phone call returned by **Ashley** when she had a break after a scheduled meeting several days after our visit. Addressed concerns and made suggestions.

Positive Patient Comments June/July 2024

St. Johnsbury Pediatrics

- Always get an appointment when needed.
- Dr. Josh is very knowledgeable & explained things very thoroughly. He was very patient and kind with our son.
- We love Katie Ham! She is great with adults and children and always so friendly.
- Prompt attention to my children and their needs, it was wonderful!
- The experience was great! Great service and prompt attention to my children's needs that we highly appreciate, thank you kind regards
- Nurse is very attentive and helpful, she cared for us kindly.
- Very great and supportive establishment, the staff and doctors are super friendly!!
- Dr. Josh was wonderful (as always)



Positive Patient Comments June/July 2024

Women's Wellness

- She is an angel.
- No delays at all. Nurse and Doctor had plenty of time for me.
- Excellent service. She explained everything clearly about my options and what happens depending on what I choose. She seemed genuinely to care, which was so nice.
- Easy and friendly.
- I hadn't had anyone since my previous provider retired, I was so happy with my new provider!
- She knew I was nervous and was so calming!
- Always love having **Erica**. Incredibly personable and accommodating.
- **Dr. Johnson** is wonderful. She makes each visit positive and comfortable.
- **Dr. O'Connor** and her team are excellent.
- I find no negatives regarding Women's Wellness or **Katherine**.
- **Dr. Johnson** is great!



Positive Patient Comments June/July 2024

Outpatient

Center for Pain Management

- Very good experience.
- I would 100% recommend **Dr. Dent** to family & friends. He is a magnificent doctor.
- **Dr. Dent** and the nurse explained everything and answered any questions and concerns I had. Very caring people.
- Waiting area is very nice.
- Outstanding visit - Nurse was excellent as was **Dr. Dent**.
- I was scheduled for an appointment the week prior to the procedure. I called the day of to ask a question about time as my husband was dying of cancer and unresponsive. I was not wanting to leave, but my family said I had waited so long that I should go. When the lady I was talking with asked me to wait a minute while she checked the schedule she called back and said they could get me in the next week. My hubby did pass away the next night. Thank you a 'million times' for the compassionate employees at the pain clinic.



Positive Patient Comments June/July 2024

Diagnostic Imaging

- Everyone seemed to be very thorough I didn't feel unsafe or stressed. I didn't have to ask questions as they explained all of what the team was doing
- This is the best experience I've had at NVRH. The volunteer was particularly great and really helped streamline the experience.
- The imaging by **Michael** was very thorough. Michael was very knowledgeable and very friendly the entire time! He made my time there go quickly for me.
- Staff was very professional and helpful.
- She made me feel very comfortable.
- **Anita** was very nice, during the exam she explained things to me which was very helpful. She was very professional.
- She was awesome!
- Everything was great
- Technicians were very nice
- I messed up my appointment time and was 2.5 hours early! They fit me in right away- amazing!
- Excellent: I had two services back-to-back with no waiting time in-between.
- I had a stress test. The operator (male) and the two nurses were really friendly and explained everything really well, they made me feel comfortable and cared for as I was pretty nervous about the whole thing.
- No waiting, people were helpful, kind, and informative.
- Very comfortable with procedure.
- Everyone was very nice, respectful & professional.
- I was really pleased with the care and also that I received the results that afternoon!
- My tech was responsive, gave good directions and explanations of test. Took notes and seemed participatory.
- Everyone was pleasant and seemed capable.
- I also had an Ultrasound exam. All aspects of my care were great! Staff were kind and respectful. The volunteer was lovely. Thank you all
- The response time is great.
- I've been very satisfied with all the services I've received thru NVRH.
- Always a good experience. We're fortunate to have NVRH

Positive Patient Comments June/July 2024

- Prompt, quick, & smooth. Professional and pleasant. Lovely mammogram area.
- Like having flexible appointment times
- Asked if I was doing OK often.
- My tech was so kind and caring. I really appreciated her.
- It was the best mammogram that I have ever had. I am 77 years old, so I have had many. Thank you for making this happen.
- They sent results quickly to my doctor after my MRI.
- No complaints, acted professionally.
- Great staff!
- Pat was fabulous. Kind and clear and efficient.
- No complaints, excellent job - 5 stars.
- Great experience - it is why I keep using NVRH.
- 5 stars was excellent.
- I was very pleased that the hospital gave to my husband a coupon to redeem in the cafeteria for a coffee & food item after his ultrasound.
- When the mammogram machine pulled my left clavicle & was painful (due to injury) the tech adjusted the machine & she did not waste time taking the image.
- The woman who conducted both the mammogram and x-ray, was very nice. There was a great mixture of explanation, and laughter/chitchat. She put me at ease.
- Great person
- Felt very comfortable and cared about
- The Taylor and Ellen team were really wonderful. I felt relaxed and confident in their skills!
- Technician was very kind
- X-ray tech was very pleasant and careful with my Mom
- Always a pleasure
- Very pleasant experience. Fast and efficient
- Always a comfortable experience
- The technician doing my imaging/ultrasound was wonderful and assured me that my need for a fast turnaround on the report was noted and would be worked on.
- The registration desk helped me get imaging needed on a short timeframe scheduled fast and was very helpful upon check-in too.
- Very professional and caring.

Positive Patient Comments June/July 2024

- This is not my first visit to NVRH this time and all the other visits to the hospital, staff and care were excellent. We will continue to come to this hospital whenever it is necessary.
- Mammogram volunteer set me at ease with my first appt. This is a rite of passage.
- Wonderful as usual!
- Got me right in on a phone call
- **Mark** was kind and attentive
- **Steve** was kind and welcoming
- Did not have to wait very long to be taken care of.
- Front desk people are wonderful
- Everyone was very good at their job
- Awesome DI staff.



Positive Patient Comments June/July 2024

Infusion

- Staff works hard to keep you comfortable.
- I have had only GREAT experiences with this infusion staff over the last 2 years. Respectful & professional.
- The infusion center is exceptional!
- Consistently professional - A pleasure to work with them.
- Always helpful with process, very comfortable area and staff are very knowledgeable and kind.
- I had the greatest care by doctors & the best nurses in the USA.
- Had a reaction to the new chemo, but it was nothing the staff did wrong. The staff is very professional and a great team. Wouldn't go anywhere different for treatment.
- The girls are awesome!!
- Excellent experience! Everyone was very helpful.
- We are very fortunate to have a facility of this level care! Appreciative and thankful.
- A great, up-beat team & very proficient.
- It is wonderful that this facility is in St. Johnsbury. It is a blessing.
- As this is a time of nervousness, I found the staff and volunteers calming and careful.
- All of my experience was calming, sweet and professional. I am impressed and thankful.
- The nurse who did the infusion was great. She checked on me while I stayed there for about 1 1/2 hours.

Positive Patient Comments June/July 2024

Laboratory

- I honestly cannot think of anything that needs to be improved.
- He poked a hole in my arm & sucked out blood and it was totally painless, he did a good job.
- Very cordial, no waiting, prompt registration
- Very nice and caring
- All went very smoothly
- Always a positive experience when I visit the NVRH Lab!
- Receptionist at imaging was a GEM. Went above and beyond - **Brittany** was very helpful in trying to get lab order from another facility.
- I had to come as a walk in, and 'expectation management' was excellent! I was warned about the wait, but then it was shorter than expected.
- I'm a regular - always quick service.
- Great all around. Taking blood - little needle prick - no big deal compared with other recent IV at other outlets
- I don't believe the excellent quality of service will change.
- No complaints I was impressed with the cleanliness of the hospital I parked in front and was greeted at the reception desk and explained where to go and my walk through the building showed a clean facility very nice
- I had a 8 am appointment and had almost no wait
- Very happy with test results the same day and my experience has been very positive so far
- All went very well - thanks.
- Everyone was professional and worked so well together.
- I came in for a lab draw for a new hire position. Staff was friendly, helpful and made my visit very nice.
- Personable staff.
- Empty and quiet waiting room. Great.
- Staff for laboratory work is always helpful and well-informed - Before I entered the laboratory for sample collection they reviewed the procedures to be done during this visit, confirmed my identity (name and DOB), identity of the ordering physician(s) and where results were to be sent. Identity was confirmed again before actual collection was begun.

Positive Patient Comments June/July 2024

- The new addition is super clean and well set up, all the staff, lab techs, greeters are incredibly friendly, qualified, and skilled at what they do. Newport is closer to me, but is just the opposite, so we drive the extra distance, it's worth it.
- Provider who did blood draw was excellent - Very professional and caring -
- Very good experience, staff were very professional.
- I have always gotten great care at your facility.
- The lab techs were very skilled and treated me with respect. Excellent care.
- Excellent facility. All staff showed care & concern - were well trained and good at their jobs.
- Care staff are professional, a delight.
- The registration personnel were polite & caring. The waiting time was minimal, excellent care.
- The tech that took my blood was very professional and kind. We are very satisfied with the lab at both Corner Medical and NVRH. Everyone is very kind and respectful.
- Registered online which is a great idea
- Pain free lab draws with good explanation of procedure.
- There is always exceptional staff in the registration area. The staff takes their time in answering questions and assisting the people waiting for a lab procedure.
- The lab and radiology departments at NVRH always provide a high level of care to people. (This lab draw was done at Corner Medical.)
- Always have good experience at NVRH!
- The staff are very friendly and helpful.
- Walk in lab work. Quick and cheerful.

Positive Patient Comments June/July 2024

Physical Therapy

Northern Physical Therapy

- **Lindsay** is a compassionate, knowledgeable professional. She always listens and helps with my concerns. I would explain a pain or concern & she could easily pinpoint the source. She would give me exercises & stretches to work through the concern. She gave me confidence in my rehabilitation from my knee replacement. Lindsay is an A+ professional!
- As far as what I see, the coordination is seamless. I constantly recommend the facility to anyone I know who wants or needs physical therapy.
- **Matt** is the best physical therapist I have ever been to. He is experienced, has expert intuition and an outrageously positive demeanor. I have recommended him to at least a dozen other people since I first started with him.
- **Kelly** was just as great as she has always been. She got me through some paperwork in the fastest way possible. There was not enough time checking in and being seen immediately to worry about any creature comforts in the waiting area.
- **Joyce** is outstanding - I have been struggling with a leg issue and left the appointment feeling heard, and trusting that I am on the road to better health.
- I love NPT and **Matt**!
- **Jen** is very knowledgeable and helpful. Listened to my questions and concerns.
- All staff have been efficient, helpful, and very pleasant. We enjoyed our time there!
- Registration is quick, well done.
- Everyone is extremely friendly.
- **Kaela** and **Jennifer** are phenomenal therapists and I've been very lucky to work with them both.
- **Kelly, Jenn** and **Heather** are all very friendly and kind.

Positive Patient Comments June/July 2024

Dan Wyand PT & OT

- Kate was wonderful
- I felt like I wasted **Michael's** time but he said I raised a question for him to learn on, He was very professional and kind
- Receptionist reminded me of my daughter
- I don't need to recommend...everyone already knows how great the place and staff are
- Arrived in terrible pain. **Dan** worked on me and gave me exercises. Relief was almost immediate.
- I am pleased with the treatment I received.
- **Mike** is a joy to work with very knowledgeable. Good with his hands. Committed to figuring out your issues & how to begin to move forward.
- My physical therapist helped me get through a very bad time. Thanks to her (**Sara**) I can walk just fine, I have more strength and I feel like I'm 'worth' it.
- **Dan's** professionalism, knowledge and personal, supportive interaction is exceptional. Lucky to have such a wonderful practice available. Thank you!
- Very personable and efficient.
- We would absolutely recommend you to anyone. Very thankful for working so hard to get my appointment lined up.
- They treat me like family.
- Always wonderful & professional.
- **Morgan** is wonderful, patient and kind each and every visit.
- Very confident with **Dan Wyand's** skill and experience.
- No wait!
- Been coming here 40 years! Will not go nowhere else.
- Outstanding!