Please join us for the MRI Suite’s Grand Opening! The increased space, along with improved flow in the new layout, will significantly upgrade the patient experience and increase efficiency. In addition, the new large bore, state-of-the-art Siemens magnet will yield much higher quality images, and at the same time be a more comfortable imaging experience for patients. The new space and equipment will markedly improve all studies we currently perform, and will also allow for future growth of MRI services.

Mike Speer from Claussens used his crane to lower the new MRI unit into its new home.

Continues on page 2
NVRH once again is sponsoring a toy drive for the St. Johnsbury Fire Department Santa Fund. We are accepting toys for kids of all ages. We will be collecting until Dec. 11. Please help make Christmas special for some of our local kids. Now more than ever, the demand for help is high. Your contributions are appreciated. The boxes for the Santa Fund are located in the main lobby at NVRH.

Construction officially began on June 3, 2019.

“We are thrilled about the MRI project at NVRH in Diagnostic Imaging,” says Jackie Zaun, Director of Diagnostic Imaging at NVRH. “We have created a space with our patients’ needs and comfort as the central priority and it is exciting to see this become reality.”

Dominic Smith, HP Cummings, makes sure the MRI unit gets safely placed in the new MRI suite.
An Open Letter from Dr. Brody

As many of you have probably heard, I will be closing my office practice at the end of the year. It has been a good long run, twenty-five years, but to everything there is a season and the time has come to move on (I will not, though, be disappearing entirely from the scene as I will be continuing my work as night hospitalist here at NVRH).

What I hear most commonly, from both patients and colleagues, is “Congratulations”. While I know this is well meant (and I think I know what they have in mind), I have been struck and surprised at how oddly jarring it sounds, because for me the winding down of my practice has mostly been an experience of loss. Indeed, I knew to expect something of the kind, after all this has been the core of my professional life, but I had not anticipated how hard it would hit.

It comes through in various ways: in the kind expression of gratitude from a long standing patient; in the recounting of shared experience from years, even decades, ago; in a letter of thanks, or a gift, or an honest declaration of heartfelt disappointment; and even occasionally in the face of a grown man, a tough old Vermonter, poignantly moved to tears.

But all these stories, this disappointment and gratitude and sadness and memories – these are mine also. A shared experience is like Newton’s Law, that every action has an equal reaction, and these stories only exist insofar as there has been a connection – and I am the one on the other end of that.

But in the end one can lose something only by having once held it… And so I have come to realize that, though I will miss my patients fiercely, I can look back with satisfaction that I created a space to practice medicine in the way that I thought it ought to be done, and though it cost me much financially, the rewards for me, and I believe also for my patients, were far greater.

And so, then, perhaps I will consider that a job well done.

Sincerely,

David S. Brody, MD
Dr. Dobbertin volunteers in Guyana every year for a Medical Mission. This year, in addition to the volunteer doctors, they had a medical student from Guyana (Texilla American University) and Krystal Gopaul, a Guyanese woman who has an interview at UVM Medical School in December, 2019. Above: L-R: Krystal Gopaul, Dr. Joyce Dobbertin, and Dr. Elizabeth Peters.

Vermont Opioid Crisis and Illicit Drugs Community Forum

Tennyson Marceau, NVRH Prevention Specialist, sits on a panel with 11 others at the St. Johnsbury School auditorium during the Vermont Opioid Crisis and Illicit Drugs community forum on Nov. 18.

This forum was presented by Lieutenant Teresa Randall of the Vermont State Police. The presentation aimed to inform citizens of the current drug trends in the NEK and the efforts of law enforcement, treatment providers, recovery community and prevention.

Photo by Todd Wellington, courtesy of The Caledonian-Record.
Greetings!

I will be out on medical leave beginning at noon on November 25, for approximately three weeks. During my time away, our regularly scheduled volunteers will be in the library on Tuesdays, Wednesdays, and Thursdays attending to mail, providing tables of contents, making copies, managing brochures, and more.

If you need to request an interlibrary loan, or a search leading to interlibrary loan, several members of the North Atlantic Health Sciences Libraries have volunteered to help with that:

**Mondays**: Donna Belcinski, Greenwich Hospital, Greenwich CT; 203-863-3293 OR Donna.Belcinski@greenwichhospital.org
**Tuesdays**: Anne M Conner, Littleton Regional Hospital; 603-444-9564; aconner@lrhcares.org
**Wednesdays**: Virginia M Trow, Samaritan Medical Center, Watertown, NY; 315-779-5126 OR VTrow@shtny.com
**Thursdays**: Karen Goodman, New Hampshire Hospital, Concord NH; 603-271-5420; OR Karen.Goodman@ddhs.nh.gov
**Fridays**: Mimi Guessferd, VA Medical Center, Manchester, NH; 603-624-4366X6033 OR Mary.Guessferd@va.gov
**Others**: Maureen Dunn, Concord Hospital, Concord NH, 603-227-7070; mpdunn@crhc.org
Amanda Doughty, Eastern Connecticut Health Network, Manchester, NH; 860-646-1222 X2225
Gayle Tudisco, (M-TH), Exeter Hospital, Exeter, NH; 603-580-6226; erhlibray@gmail.com

**What information will you need to provide?**

- Your name and contact information (telephone, e-mail where information can be sent);
- Please identify yourself as an NVRH family member, and tell them you usually use the VTUNE/J/NVRH library;
- Describe clearly the topic to be searched, being as specific as possible, using common vocabulary as well as scientific/technical terms;
- Time span to be searched? (5 years is a rule of thumb);
- How quickly do you need this? Usually overnight is difficult for any of us;
- Do you want a Brief overview? Comprehensive search?
- How many citations do you expect? How many are you willing to read?
- Preference for length of work (1-5 pages? 6-10 pages? more?)
- Do you want only English language?
- Journal articles, or other?
- Review articles only?
- Abstracts, where available?
- Human subjects only?

Wishing you all a lovely Thanksgiving!
Betsy Merrill, 802-748-1742 (home contact).

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**Use Your IRA to Make a Year-End Gift to NVRH!**

1) Must be 70 ½
2) Can count as your required minimum distribution (RMD)
3) Can give up to $100k
4) Distribution is not taxable income

For more information, contact your IRA Administrator, the NVRH Philanthropy Department, or visit: nvrh.org/IRA.
The NVRH Auxiliary Holds 2019 Annual Meeting

The NVRH Auxiliary held their 2019 Annual Meeting at the Elks Club in St. Johnsbury on Nov. 8. The NVRH Auxiliary elected new officers who will serve for the 2020-2022 term: Lorraine Matteis, President; Kim Gilding, Vice-President; Terri Schoolcraft, Treasurer and Mildred LaBeur, Secretary.

The following individuals received recognition for their hours of service to Northeastern Vermont Regional Hospital: 100 hours: Gladys Batchelder 100; Betty Cochran 144; Ann Croger 192; Barbara Laramie 128; Steve McConnell 146; Alys Mercier 160; Mary Parent 149.5; Donnalina Segovia 108; Melody Twombly 123.5 and Charles Wilson 149. 200 hours awarded to Karen Cheney 248; Anne Colgan 254.5; Judy Desrochers 226.5; Steve Feltus 228.5; Carol Geisler 248; Marie Hawkins 226.5; Sandy Jurczak 282; Candace King 216; Darcie McCann 221; Janice Narey 259.5; Linda Waterhouse 219.5 and Sally Wilder 292.25. 300 hours: Martha Davis 324; Barbara Hatch 309.5; Betty Ann Ryan 361; Vickie Schafer 366; Jane Tallmadge 387.5 and Linda Wells 396. 400 hours awarded to Jane Arthur 429; Susan Carr 405.75; Marlin Devenger 436; Denise Dion 496; Kimberly Gilding 493.5; Mary Ann McKeon 441.75; Shirley Warden 453.5 and Linda Winot 416. 500 hours awarded to Levi Gardner 514.5; Eli Haskins 564; Deborah Hunt 519; Ella Kelsey 599; Mildred LaBeur 500; Lorraine Matteis 546; Dvid Miller 570; Joseph Moritz 543.5 and Julie Sturm 583.25. 600 hours: Linda Garey 681.25 and Diana Reynolds 613, 700 hours to Carl Erickson 734. 800 hours: Catherine Boykin 876.5; Deb Davison 817; Mary Dole 834; Terri Graves 812.5 and Richard Redznak 832. 900 hours to Michelle Dumas 951.5 and 1000 hours to Sylvia James 1,131 and Thomas Robinson 1,196.5 and 2000 hours to Robert Morency 2,369 and 3500 hours to Ann Creaser 3,500. 4000 hours awarded to Elaine Noyes 4,374 and 4500 hours to Laurel St. James-Long 4,722.75 and Dyanna Thresher 4,629.25. 5000, 5500, 7500 and 8500 hours awarded to Beulah McGinnis 5,065.5, Patricia Cutts 5,785, Lana Mitchell 7,850 and Elsie Lawrence 8,548 respectively.

In 2003, the President's Council on Service and Civic Participation founded the President's Volunteer Service Award to recognize the important role of volunteers in America's strength and national identity. This award honors individuals whose service positively impacts communities in every corner of the nation and inspires those around them to take action, too. The PVSA has continued under each administration, honoring the volunteers who are using their time and talents to solve some of the toughest challenges facing our nation.

Presidential Service Awards were given to the following individuals: Bronze award (100-249 hrs in 12 months): Betty Cochran; Anne Colgan; Ann Creaser; Ann Croger; Judy Desrochers; Carol Geisler; Marie Hawkins; Barbara Laramie; Alys Mercier; Irene Richardson; Betty Ann Ryan; Donnalina Segovia; Shirley Warden; Linda Waterhouse; Charles Wilson and Linda Winot. Silver award (250-499): Susan Carr; Denise Dion; Mary Dole; Linda Garey; Sandy Jurczak; David Miller; Laurel St. James-Long and Thomas Robinson. The Gold award (500+) was presented to Deb Davidson and the Lifetime Service Award (4,000+ hours in lifetime) was presented to Dy Thresher and Elaine Noyes.

Interested in volunteering at NVRH? Please call Volunteer Services at 748-7310.

And remember, Red Cross Blood Drive is on December 17, 11 a.m. – 4 p.m. in conf. rooms 126 & 127.
NVRH Gray Gallery Welcomes Danville Artist Cathy Dellinger

The Charles M. and Hanna H. Gray Gallery at Northeastern Vermont Regional Hospital is pleased to announce “Emergence,” a new display by artist Cathy Dellinger. The exhibit opened November 3 and will run through January 3, 2020.

Dellinger moved from New York City to Vermont 30 years ago. Although she initially focused primarily on basket making and traditional crafts, she could never put her brushes down for long, and for the past five years, has been focusing mostly on painting.

Dellinger works often in watercolors and categorizes her painting style as impressionistic.

“The fluidity and transparency of watercolor allows all sorts of surprises and mysteries to emerge, and as I paint, I can draw inspiration from undefined boundaries,” Dellinger said. “What emerges naturally, sometimes even organically, turns every painting into a discovery wherein the partnership between painter and medium eventually become an intimate conversation. It is a way for me to explore spontaneity and chance.”

Dellinger has exhibited her work at the Gray Gallery before, as part of the Atelier Kadunc group show in 2015. She has also exhibited at Studio Place Arts in Barre, Vermont and the Fried Family Gallery at Catamount Arts. She refers to herself as a part-time artist, and lists William Merritt Chase and Andrew Wyeth among her favorite artists. She currently resides in North Danville with her husband, Mark Tucker, and one very interesting dog named Fenway.

The exhibit will be on display November 3 through January 3, 2019. A portion of the proceeds benefit the NVRH ARTs program. For more information, please contact Associate Director of Philanthropy and Art Gallery Curator Jennifer Layn at j.layn@nvrh.org or 802-748-7313.

NVRH Auxiliary and Community Members Gather to Dedicate Keyboard in Memory of Gary Simpson

NVRH Auxiliary members and the community gathered to dedicate a new Yamaha keyboard in memory of NVRH Auxiliary past President, Gary Simpson, on Wednesday, Nov. 6.

With contributions in Simpson’s memory, who passed away last December, the keyboard was purchased to support the music program at NVRH.

“Gary Simpson was a wonderful volunteer and President of the Auxiliary,” Acting Auxiliary President Kim Gilding said. “He was a huge supporter of the music program and he is deeply missed.”

“As I have heard the music being played from this keyboard, it brings me back to memories of Gary and his commitment to NVRH volunteers, patients and staff,” Director of Volunteers Pat Forest said. “I am grateful to Gary’s family and to all of those who made a donation in Gary’s memory and will look forward to hearing the many songs that will be played. I am happy that we have this memorial for him.”

NVRH Volunteer Services is seeking individuals who are proficient with an instrument and who would enjoy playing for patients or in NVRH’s common areas. Currently there are six volunteer musicians at NVRH. One is a Certified Music Practitioner. The range of instruments one might hear include Appalachian mountain dulcimers, acoustic guitars, a harp and now a piano keyboard. Please contact Volunteer Services at 748-7310 and help spread the joy and healing of music.
Diagnostic Imaging’s Vision: Diagnostic Imaging continually strives to provide efficient, quality imaging services to our community. Our team values creativity and professional expertise found within each of our team members. We support collaboration and the integrity of each member and take pride daily in our meaningful work.

It has been a busy year in the department with the new x-ray room being installed to start the year an innumerable number of changes throughout the year including the new PACS system and ending the year with the new MRI suite. The teamwork, resilience and adapting to change has been awe inspiring to see. To this team, I thank you for this year. It’s taken the whole village and then some. I’m proud of this team beyond words.

Our techs were creative and did their own photo shoot!

Our Palliative Care team includes Dr. Mary Ready, Hannah Wilkins, Melissa Blanchard, Sarah Winans, Jaime Wales, Miranda King, Dr. Joyce Dobbertin, & Abby Pollender
From the Library Corner

Submitted by Betsy Merrill

What is copyright?
Copyright is a legal tool, which gives the owner exclusive intellectual property rights to their work (books, music, recordings, movies, and more). Although most people don’t realize it, you own the copyright to personal emails which you send, because they are located in a tangible resource/medium. Some types of works that can be copyrighted include:

- Audiovisuals (television shows, online videos, movies)
- Dramatic works (plays, musicals)
- Sound recordings and musical compositions
- Written works (lectures, books, articles, musical compositions)
- Visual works (advertisements, paintings, posters)
- Video games and computer software

History
The Constitution gives Congress the power to enact laws establishing a system of copyright in the United States. Congress enacted the first federal copyright law in May 1790, and the first work was registered within two weeks. Originally, claims were recorded by clerks of U.S. district courts.

U.S. Code: Title 17 - Copyrights (Original Copyright Law)
“The U.S. Copyright Act, 17 U.S.C. §§ 101 - 810, is Federal legislation enacted by Congress under its Constitutional grant of authority to protect the writings of authors. Changing technology has led to an ever-expanding understanding of the word “writings.” The Copyright Act now reaches architectural design, software, the graphic arts, motion pictures, and sound recordings and more. As of January 1, 1978, all works of authorship fixed in a tangible medium of expression and within the subject matter of copyright were deemed to fall within the exclusive jurisdiction of the Copyright Act regardless of whether the work was created before or after that date and whether published or unpublished.” (ALA) In the USA, books are now copyrighted for 95 years. Works formerly copyrighted has copyright that expired seventy years following the author's/artist's death.

Updates to Copyright Law occur regularly, driven by technology development. The Digital Millennium Copyright Act (DMCA) became effective in October 2000. This landmark legislation updated U.S. copyright law to meet the demands of the Digital Age and to conform U.S. law to the requirements of the World Intellectual Property Organization (WIPO) and treaties that the U.S. signed in 1996.

So, how can we use work that is copyrighted?
Many librarians rely on a technicality within the law that allows for use of information for the purpose of private study, research, or scholarship. This is referred to as “Fair Use.”

Fair Use is a balancing test. We (librarians) still need to evaluate, apply, and weigh in the balance the nature of the copyrighted work, the amount or substantiality of the portion used, and the potential impact of the use on the market or value of the work. Using a large amount from a work may lead to questions about plagiarism (copying words or ideas from someone else’s work without giving credit).

The safest course of action is always to ask for permission from the copyright holder before using the work, even when you believe that your use would be “fair.”

Can copyright expire?
The short answer is yes. Work currently copyrighted will expire seventy years after the owner’s death. Following the death of the owner, family members of the original author may file paperwork that allows them to assume the original copyright. Unfortunately, many family members are unaware of copyright laws and deadlines therein. Once the copyright expires, others, including large companies, may file for the copyright. Large corporations/companies often have copyright lawyers on staff, and this has enabled many large companies to secure copyrights to formerly privately-owned copyright. One such example is the works of A.A. Milne, who wrote Winnie the Pooh, and many others. The current Disney copyright to the Winnie the Pooh series expires in 2026; undoubtedly, both the family and Disney Corporation will be ready to file for this copyright.

What about Public Domain?
Not all written works or other pieces of work are copyrighted; they are in the public domain. The public domain consists of all the creative work to which no exclusive intellectual property rights apply. Those rights may have expired, been forfeited, waived, or may not be inapplicable. As examples, the works of William Shakespeare and Ludwig van Beethoven, and most early silent films, are in the public domain.

Copyright is complicated... if you are working on a paper or presentation which features a particular work at great length, contact the copyright holder, and ask. It doesn’t hurt. (Both papers and presentations are comfortably within the guidelines of Fair Use.) The majority of authors are happy to have you use their work.
Operating Room Nurses Attend New England Donor Services Meeting

Rebecca Locke, RN and Leah Rexford, RN from the Operating Room, represented NVRH at the annual New England Donor Services (NEDS) meeting held in Castleton, New Hampshire on November 7, where they accepted the Bronze Recognition award. This is the third year NVRH received recognition for our advocacy to increase enrollment in the Vermont Registry as organ, eye and tissue donation.

In addition to receiving the Bronze award, that NVRH also participates in to the Donate Life Rose Parade. Each year since 2004 we have had one rose on the NEDS float with a message from the NVRH CEO. This year is the inspirational message for this event was provided by the nurses in the Emergency Department. The theme for this year’s Rose Parade is “The Power of Hope” and the name of the 2020 Donate Life Float is “Light in the Darkness” which honors families of deceased donors and living donors and recipients bring the float to life by either walking beside it or riding on the float.

Felicia White, who works as a receptionist at Dan Wyand, P.T. & Associates, is a certified 200 hour yoga teacher. She was recently certified through the Love Your Brain Foundation to teach those affected by TBI (stroke, concussion, neurological disease, among others) at Kripalu Center for Yoga and Health.

TBI has a range of effects on the body, including confusion, memory loss and it can lead to low self-esteem and a feeling of “not being in your body.”

Yoga works with the body as a whole and can help improve cognitive function, increased proprioception, improve balance and so much more. Yoga works with the breath and allows you to meet your body where it is at, aiding in the healing process of mind, body and spirit.

For more info, call 802-535-8639.

Remember NVRH when making your year-end gifts!

According to William....
Without NVRH, I wouldn’t be alive. I didn’t have the resources to travel a long distance to get all the testing I needed. And then once diagnosed, I wouldn’t have been able to get to all of the treatment sessions. But with NVRH, I was able to do all of that right here close to home. NVRH literally saved my life.

Watch for an email or letter about supporting the NVRH Fund, or go to nvrh.org/give to make your gift now. Thank you!
The 99 Faces Project Opened on Veterans Day

Conceived and designed by Lynda Michaud Cutrell, artist. Bruce Cohen, MD, PhD, science advisor
Photos courtesy of Paul Foley, Louise Michaud, Frank Caliri, Michael Ciesielski.

For more information about this exhibit, visit nvrh.org or contact Jen Layn at j.layn@nvrh.org.

The goal of The 99 Faces Project is to inform, on a scientific basis, about our mental health, challenging how individuals living with mental illness are seen by others, and showcase the healing power of love and acceptance.

The 99 Faces Project reflects the US population in its diversity: individuals in these portraits range from 3 – 90 years of age and work in a variety of professions, from authors, MBAs and CEOs to artists and lawyers. November’s opening reception will focus on veterans and the 22 veterans who are part of the project.
Managing Your COPD and Asthma in the Winter

By Katie Bocchino

Winter arrived just a few weeks ago to Vermont, bringing with it frigid temperatures and a blanket of snow.

Some of us may prefer to enjoy this weather indoors, trying to keep warm next to the fireplace. For others, despite the often below-freezing temperatures, we may like to spend time outdoors skiing, snow shoeing, sledding, or ice skating. Sometimes, though, the cold, dry air that accompanies the winter months can have negative effects on our health.

Cold air - even temperatures that seem mild - can make it harder to get air in and out of your lungs. Breathing in cold, dry air can cause airways to become irritated and swollen, and for people with Chronic Obstructive Disease (COPD) or asthma, this can aggravate symptoms.

“Some people with [COPD and] asthma get their symptoms triggered by the cold and dry weather,” said Dr. Veronika Jedlovszky, a Pulmonologist at North Country Hospital in Newport.

COPD is a lung disease that causes blocked airflow from the lungs, and asthma is a disease that causes lung inflammation and airways to tighten, according to the Vermont Department of Health. Jedlovszky said people with COPD or asthma may experience symptoms, including wheezing, coughing, shortness of breath, and chest tightness.

To protect yourself from cold, dry air, the American Lung Association recommends taking all medications as prescribed (and always keeping quick-relief medications with you), covering your nose and mouth with a scarf when going out in the cold and avoiding exercising outdoors in cold weather.

Loosely wrapping a scarf around your nose and mouth will warm the air before it enters your lungs, according to the American Lung Association. The association also recommend monitoring air quality forecasts before heading outdoors, as air pollution can be high in the winter.

“There is also a higher chance to get viral respiratory infections during the winter, which could exacerbate both COPD and asthma,” Jedlovszky said. “People should get the flu shot and make sure that their pneumonia vaccinations are up-to-date.”

If you prefer to spend winters indoors, it might be tempting to try to keep warm by a wood-burning fireplace. However, the American Lung Association suggests an alternate heat source and a warm blanket or extra layers of clothes instead of a fire, as smoke and fumes from fireplaces can irritate your lungs.

People with COPD or Asthma may have created an action plan with their primary care provider and care team. Jedlovszky said if your COPD or asthma symptoms flare-up, you should follow your action plan or contact your primary care provider or pulmonologist. Jedlovszky said anyone who has extreme difficulty breathing, though, should go to the emergency room.
Earned Time Cash-In Update
Between December 1 and December 31, 2019, employees have the opportunity to pre-elect earned time at 100%. If not pre-elected, and if eligibility requirements have been met, the cash in will be at 75%.

REQUIREMENTS to Cash in Earned Time
Employees are required to have a total of 80 hours in their Earned Time bank in order to be eligible to cash in or contribute to their 401K. The maximum number of hours that may be cashed in per calendar year is 80. The option dates for Earned Time Cash in are April 16, 2020, June 25, 2020, August 20, 2020, September 17, 2020, and November 26, 2020. The option dates for Earned Time Cash transferred to your 401K are September 17, 2020 and November 26, 2020.

Welcome to NVRH!

November’s Orientation includes Abigail Palmer, ICU; Caz Dziegelewski, Chantelle Paradise, Cindy Boyd and Marie O’Brien, Kingdom Recovery Coaches, John Pellizzari, ICU, Kristen Clark, Access, Susan Monica, Finance, Kari Harris, Kingdom Internal Medicine, Shawn Hilliker, Food Service, Darryl Rudy, Kingdom Recovery Coach, Tanya Spencer, Lab, Callee Fred, ER, Marin Katz, NP at St Johnsbury Pediatrics.
Here’s what our patients said about us in October

Ambulatory Surgery
■ Brenda & OR nurse were excellent.
■ Dr. Frye was great! Very calm and relaxing the whole experience was great!
■ It was close to my home so the drive was very short. Putting the IV into my hand was a challenge - But we finally got it!
■ I was treated well & I’m very satisfied.
■ I have to say that the nurses were SO SWEET! If or when I need anything done again I will be back. THANK YOU.
■ I find all my visits and procedures performed at NVRH have been very professional, with a lot of emphasis on providing the best treatment for the patient.
■ All personnel were exceptional.
■ Nurses were excellent!
■ I’m very pleased and tell them thank you.
■ I was nervous to go but having nurses and doctor that I had in teaching was like “home” day. It was so good to see them and visit about their children and experiences at school.
■ OR team couldn’t have been more caring and helpful!

Emergency Department
■ Abby was the BEST. I can’t thank her enough for her patience or say enough good things about her.
■ Dr. Spicer was amazing & took time to connect with me to make me more comfortable.
■ In all my years (65) this nurse Margi Fran was by far the BEST!
■ Abby did the best job at doing my labs & coming with me for my CT scan.
■ Sandy was my nurse; she is efficient caring knowledgeable.
■ Dr. Spicer is terrific. My son thought he was “enthusiastic”!
■ Dr. Spicer was very thorough & very caring!
■ Emergency room physician - Dr. Spicer was exceptional.
■ Very thorough efficient experience.
■ My parents & boyfriend were able to be with me which I was grateful for.
■ Everyone made me feel truly cared for.
■ I was very nervous but received the absolute best care I could have asked for.
■ Top notch ER dept! Nurse was awesome!
■ It was early morning & I got in quickly. I was there a little while & it got busier but I did not experience having to wait at any time.
■ No delays. No pain.
■ No waiting. Sat down then got up right off… Seconds.
■ Exceptional!
■ As an out of state patient, I was extremely impressed with care, concern and efficiency of whole process. Thank you!
■ I arrived by ambulance & was treated immediately.
■ They were very thoughtful and did all they could to keep me comfortable.
■ They got me in under 5 minutes and started treatment very quickly.
■ I received excellent care and am happy with the results.
■ Everyone was so wonderful.
■ I am very impressed with the staff at NVRH.. They are all amazing and very caring!
■ Again, the staff cared about me as a person, I was not just a room! They were all just amazingly caring!
■ I’ve never been seen so fast!
■ Called back before even finishing checking in!
■ Very pleasant experience, was in and out the ER in 23 minutes!
■ I asked the tech to show me the read out! I was amazed.
■ Very personal & generally very caring of my problems & I am very grateful! So were the blood people & nurses were soooo very willing & caring of how I felt!
■ Everyone was outstanding!
■ They all loved the fact that my wife was an RN.
■ Instructions given were all written out - outstanding!
■ People there are very nice.
■ Personal care and attention was excellent.
■ Loved my PA.
■ Good experience, quality care and attention.
■ Exceptional care.
■ I can’t remember his name, but he was fantastic. I felt like I was in good hands.
■ The doctor got on the phone with my husband and explained everything to him. He was so patient with us and answered all our questions.
It was better than any ER experience I could have imagined! Thank you all for taking such good care of me!

Outstanding in all regards.

Was seen immediately due to severe chest pains.

My treatment was nothing short of exceptional. I sensed a HUGE improvement over the past few years. Several years ago I made the decision to leave NVRH. I usually do not participate in surveys, but your progress has been impressive and I felt it needed being commented on. Keep up the good work.

The nurses well excellent. Very hard night for patient & family, but staff was so kind - they were so thoughtful thank you!

Doc was so compassionate. Very bad day for pt. & family but Doc was willing to explain options & take time to call DHMC to get more info. Explained things well & kindly.

They kept us together the whole night. Thank you.

Thank you all for the VERY best care given on a very bad day.

Very kind - made thing easy.

Excellent care!

Results of CT scan within 30 minutes.

Excellent, attentive, informative - answered all my questions.

Excellent care - I am used to receiving care for my family in major Boston Hospitals, and this met the mark and then some!

Did not wait. Excellent!

Very friendly and professional.

Outstanding service, very quick, everyone was very friendly & helpful.

It is nice to know there is such a great resource in the area when I need it. I don't like having to visit an emergency room but this one was well managed, friendly - quick and professional.

The staff was great.

The care I received from the moment I arrived until discharge was exceptional. Amazing staff.

Inpatient

Sharon M. was excellent at putting in midline.

Housekeeping staff very friendly.

9 times out of 10 the food was better than I could have hoped. Julie is so kind!

Terry and Sharon from the Birth Center are both outstanding, caring and wonderful nurses!

Dr. Siegel is amazing.

Terry Littlefield does an excellent job in her discharge instructions!

Dr. Lathari provided excellent, expert care and was very concerned that he provide the appropriate care.

Totally satisfied, Dr. Korsh is a top notch doctor as far as I am concerned. We are very lucky to have him on the team of NVRH.

The musical volunteers were a delight! Julie Sturm played for my family & me.

As an RN I can say your nursing staff that cared for me was excellent.

My daughter was provided a cot to spend the night in the room.

Fantastic - very appreciative of the “take-home” bag when we left.

Worked with CNM who came in on occasion but really it was the nurses that kept me informed.

Excellent care especially by the nurses. Would highly recommend the NVRH birth center to anyone.

LOVED the Reiki volunteer who administered Reiki to me at one point during my stay - very surprised this was actually available.

Everyone I had to deal with was always caring and didn't mind helping you in any way that they could.

No spiritual needs, but all staff were very caring and personable.

Liked ordering from a menu.

Very surprised on how good the food was.

The hospital experience was a pleasant. All department were impressive

Very kind & patient.

Patient & kind.

It was difficult getting blood from me & getting an IV going, but they were as gentle as possible.

Medical Practices

Tom Broderick always strikes the right balance between watchful monitoring and treatment.

Dr. Alfaraz is caring and knowledgeable. He has a comprehensive understanding of health, illness, and sources of well-being. I feel that I can trust in his recommendations.

Women's Wellness & Megan were great as usual.

Dr. Rankin is an exceptional doctor, he immediately puts you at ease and exceeds my expectations. Dr. Rankin has done this since my fist appointment to present.

Dr. Dargis is by far the best doctor I've ever had. She takes the time to listen to you and that is very important. She is excellent.

Laurie is an amazing nurse! I love when I get to see her!

Courtney is excellent, this was my first time seeing her! She is great, helpful and very relatable.

Sierra is wonderful!
Jin Li is an excellent counselor!

I feel KIM is a great place!

Cathy is great!

Corner Medical is an efficient and caring place.

Anea LeLong has been my primary midwife. She has been great at providing unbiased medical info about my pregnancy. She is the midwife I value the most.

Joyce always listens to me and is always ready with suggestions!!

Dr. Josh is always amazing!

Dr. O’Connor is a wonderful doctor and a wonderful person. She takes the time to listen to my issues and concerns. I feel so fortunate to have her as my doctor.

Super Doctor, Carlos Alfanz, and great nurse.

I am very lucky to have Tom Broderick taking care of my health. He is thorough, attentive, and truly experienced and knowledgeable. And his team supports him very well.

I always have a good experience at Corner Medical.

I thought Dr. Amanda VanStraten was great!

My experience there was the best. Above and beyond any expectations. Dr. Fitzpatrick treated me as though we were family. His nurse Vicki was so wonderful & caring.

I will always tell anyone and everyone that Dr. Josh K. is the absolute best doctor to have for a kid!!!!!!

Although I have been a Corner Medical patient for a long time, this was the first time I saw Doreen. She was wonderful! She was thorough, asked questions, listened to my answers and kind. I appreciated all the time she took with me and her caring manner.

I am so thankful for Corner Medical...it is an asset to our community!

Dr. VanStraten was warm and friendly. She was honest about her knowledge and very helpful providing information I needed.

Dodie is the best! She is such an asset to the entire clinic. I value her knowledge and compassion.

Kathy is such a great help.

Joyce has helped me understand my diagnosis in terms I can understand

Diane - is very customer friendly.

Harmony is wonderful, very caring.

Staff is great! I don't often get to see Dr. Fitzpatrick generally just the nurse and office staff.

Actually had testing scheduled at hospital and the office accommodated this.

Great STAFF:

EXCELLENT NURSES!

Great place always!

I'm not the easiest patient so these people are great for me. Always helpful.

Excellent place to go for health problems - very knowledgeable staff.

I was met by the PA in the waiting room a few minutes before the scheduled appointment and escorted to the examination room.

An excellent experience!

Safety and privacy were assured at all times.

Staff is a wonderful team!

She asked the right questions and struck a calming tone.

There is a huge shortage of primary care physicians in Vermont. This practice sees many patients, with only a few providers, yet it is excellent. I hope young doctors will look at it as a good place to work. The Kingdom needs them.

My call into the office went smoothly. I felt my requests were arranged efficiently and correctly the first time around. It was a good experience.

The nurse was very attentive and cordial.

All a good experience. She focused on the reason I was there quickly and efficiently.

It all went like clockwork.

Good experience; nurse and physician were pleasant and concerned in meeting my needs. This visit was patient centered and patient directive with support from staff.

There were not any delays

I have been here many time, I have a new doctor - I like her.

Great, friendly and listened well to my comments and concerns

Very helpful, friendly and helped me feel relaxed.

I am a long time patient and future appointments are made, plus lab & other while I am still in the office. This is very convenient.

Sent immediately to X-ray for broken elbow.

Great asset to doctor

I am very truthful when I say “everything was super!”

Very good & professional.

I have seen only one doctor there for years & he & his staff are very professional & have taken care of my needs the same. They are like “family” already.

So good that I do look forward to my next visit.

They are very kind and accommodating.

Very kind and caring.
Supportive and allow for patient's voice to be heard and respected.
No problem scheduling an appointment!
Everyone is so nice
Care giver very down to earth person. Very likable. Easy to talk to and explain what my concerns were.
Everyone very polite and willing to help you.
Everything ran on time.
The Nurse was compassionate and asked good, clarifying questions.
Very kind and upbeat!
I love being able to email with the portal
I think she is great. She is thoughtful and easy to talk to.
Contact with front staff couldn't be better PT and staff are the best in the area, on first name basis.
Well trained - Very thorough
Fortunate the area has Corner Med for health problems.
I was impressed with the knowledge and competence to of my care provider.
They were very helpful and caring.
Very friendly and accommodating.
Never any issues and is very gentle and friendly.
Comfortable with the doctor and he is always encouraging and willing to answer any questions.
I have never seen any lack in cleanliness of facilities or of any staff. Nice to see how caring they all are.
All the staff have always been helpful, pleasant and caring. A nice group of people.
Very prompt with hardly more than five minute waiting.
No delays or excessive wait time.
I get treated with the best care possible & the place deserves an A+.
Very positive & supportive.
I was relieved to get an appointment so soon.
She really listened to my concerns.
I felt well cared for.
She was compassionate!
Having two separate offices that work as a team is exceptional!
Always have a good experience.
All positive.
Very interested as usual.
Always caring and clean.
I did ask a question about a problem I had and the nurse was very attentive and answered my question.
I have always been treated very professionally and caring by staff.
Very professional and friendly.
My wife has recently switched her care to here as well.
Everybody was very pleasant!!
No delay!
Staff was excellent. Another person was training but both were very professional.
The nurse was friendly & professional.
There were no delays and minimal waiting.
Got a good history of my problem. Showed concern.
Even with computer malfunction very courteous.
very efficient
My husband has dementia and went on his own. The follow up call with nurse was very informative for passing visit info to me.
The employee showed concern, very personable.
Very friendly staff.
Quick, courteous, efficient.
Friendly, efficient, cheerful, personable.
Engaged, attentive, very interactive, respectful, and clear in descriptions.
Very polite.
She was awesome. She explained everything. Easy to connect with.
For a first visit, I was very pleased and impressed.
Really enjoyed the practitioner I met.
I was pleased with how quickly I was able to get my appointment.

Outpatient
Monica in radiology was wonderful! She was so comforting and eased my fears!
CT tech, Yvette was very alert to entirety of small details of CT administration and able to and willing to accommodate a couple of small requests from me, based on prior CT problem I'd experienced elsewhere, for my comfort!
Jennifer Gray is a wonderful therapist & I’ve been to her for several years! Wouldn’t go to anyone else!!

Patty McClure made me feel very welcome!

Krista & Nick were awesome to work with!

Volunteer was very pleasant.

Everyone at this office is pleasant and helpful. Faliacia has a smile that stays with you. All day and Dan is such a pleasure to visit with while getting treatment. Thanks for your service.

Luke was kind and professional.

Felicia and Nancy were extremely friendly.

Sara is the best PT around!

Ben and Sara have put together a great program and I’m on my way to recovery.

The tech Monique was great. Best experience I have had!

Luke was great!

The best Lab techs. and Nurses around.

I can always find a chair and the wait is never too long.

Always had only good experiences at NPT.

Nutrition services were excellent! Ordering meals was very pleasant - great people

The young man who drew my blood was very accommodating when I told him I often become light-headed when giving blood. He laid the seat back, and I HONESTLY barely felt the needle. He was done VERY quickly and was very kind.

Very good. Nice young lady.

This hospital is blessed to have the very best staff.

No one could have any better. We have the very best here at NVRH.

A+.

I appreciate the efforts the staff put in for my PT. Great people!

Great treatment & service.

Great place!

Excellent, knowledgeable, pleasant, and polite technician.

They called me to pre-register. Great service!

Great staff!

Wait time was 2 minutes.

Very professional.

Painless and quick. Super!

Very friendly & cheerful.

Excellent staff and service.

Easy, quick registration.

Wonderful care, comforting and informative.

Wonderful care, the best I’ve ever had at any hospital.

Asked my name several times.

Excellent diagnosis, problem solved great care & treatment for my husband.

You only sit in waiting room a matter of moments.

My technician was wonderful. He was very considerate of my comfort and that he wasn’t causing me additional pain.

The technician was absolutely wonderful!!

Everyone that works there is wonderful. It is a special place.

Staff is always gracious!

I am always very pleased with my experiences at NVRH. Keep up the good work!

She was fantastic. I was relieved when I recognized her. She was cheerfully accessorized and made me as comfortable as possible each & every step of the exam.

I appreciated the comfort of the mammography room and I was so glad my husband could come in too. Also he was glad there was fruit, he was hungry.

Highly recommend this nurse for mammograms.

The best mammogram I have had. Great tech!

Perfect in every way!

They all rock!

As always very courtesy and professional.

I am always impressed and pleased with the treatment and care of the employees at NVRH.

Very much appreciated how easy and FAST to get the appointment.

Worked together: Awesome team.

The technician who performed the mammogram was exceptionally compassionate & helpful!

I feel this is a very well run lab!

I was extremely impressed that the woman who checked me in at the X-ray department introduced herself to me.