



MENDOCINO COAST HEALTH CARE DISTRICT
COMMUNITY HEALTH CARE

Community Survey -- Positive Experiences

1. Excellent blood test experience.
2. I have a monthly recurring appointment in OP surgery and they are fantastic. I could not ask for better care.
3. I finally got a new primary care MD, after being pulled from my previous doctor's case load a couple years ago. Dr. Brooks is my new one and I think she's awesome!
4. Emergency room for heart attack
5. Received flu shot promptly and felt safe at the clinic.
6. My husband had chest pain. We drove to Willits. From there to Santa Rosa
7. They didn't force me to stay when I said I was leaving
8. Emergency room and the traveling staff are great. As is the lab.
9. The staff prepared my grandson for the helicopter ride and it was all done very professionally and well. The communication with the family and helping them prepare for my grandson being taken out of the area was all done very professionally.
10. Mammogram. Technician was incredibly wonderful. Dr. Chico was helpful too at another appointment though I still don't know results of bloodwork.
11. Doctor at clinic helped a friend who had a cyst. Friendly and very helpful
12. Every one on my records has been positive and I give you permission to review them so I don't have to.
13. Timely reports
14. Great care by radiology tech reassuring and professional
15. Clean
16. Previously for the last 50 plus years the service was what your signage tried to sell. Good service speaks for itself not by propropaganda.
17. Smashed a finger and got good repair made in the urgent care setting.
18. Dr James took cancer off my leg and biopsy off my enlarged prostate was negative.
19. I got blood tests done and the information was transmitted to my Primary Care provider.
20. Lab and imaging people are fabulous!
21. I miss all the wonderful doctors I have had at the clinic before. All the nurses and secretaries are delightful and friendly!
22. The covid vaccination clinics were excellent.



Community Survey -- Positive Experiences

23. Good experience with Dr James, with cardio and pulmonary depts, xray dept
24. Nurses in out patient surgery are uniformly wonderful.
25. As long as no one is sick or needs actual care, it's nice to show off our good health and wave hello/goodbye.
26. I had a FaceTime annual checkup in Feb 2021. I was told my lab orders would be sent to me via mail. After a month I called and was told they were at the hospital... called the hospital and they weren't there "You need to get that from you doctor ". Called the office again ... they called back a week later and left a message with my husband "Her labs are good , she is set until next year"... I NEVER located my lab orders AND never had a blood draw. I unfortunately gave up. Calling this office was not a great experience, I was treated like I was disruptive to the person on the other end.
27. Great clinician, helpful staff at the clinic.
28. Well taken care of in the emergency room in June of this year.
29. I was seen right away at immediate care for the colonoscopy whiplash
30. Hard to describe
31. My nurse practitioner has been very responsive to my new medical problems despite the stress of the pandemic.
32. Courteous efficient service in the imaging department during two visits.
33. The hospital ER staff were kind and helpful, and one doctor went out of his way to help me fill an alternative prescription, because the prescription another doctor had prescribed was unavailable in local pharmacies at the time.
34. I had cataract surgery with great results. I had to go to the er after a cat bite that required a 2-day stay in the hospital. I had an er visit for possible heart attack symptoms. Every employee from secretaries, nurses, doctors have been so caring. The er doctor even called me a few days later to check on me after my heart catheterization. Everyone is so professional and so caring.
35. Got a new Dr. E. Levine
36. I appreciate the staff at the hospital who reviews my insurance and the phlebotomists who take my blood.
37. Physical therapy and blood test both handled very well. However, they were both good before the Adventist take over so they can't take credit for that.
38. #1 Dr. Sharma was able to match or exceed UCSF care, so I have been able to be treated locally.
#2 Dr Lombardi found a tumor without my having obvious symptoms.
39. Adventist took over Mendocino Coast District Hospital. It was great for a while but it soon devolved into the hot mess it always has been



Community Survey -- Positive Experiences

40. Leslie Brooks is great, but it's more than a month out for an appointment. Levine is great, but she's on leave. We often have to see people we haven't met before.
41. Non-existent.
42. Emergency room experience was quick, thorough, professional and kind.
43. Joe Martin is a wonderful human being!
44. not applicable
45. ZERO
46. LUV THE NEW FURNITURE IN LOBBY AT HOSP. LUV THE BLOOD DRAW BY ADVENTIST...BEST.
47. xray done quickly and staff kind.
48. Went to Immediate Care and got help I needed plus an appointment to follow up with my PCP
49. Everyone--has been very pleasant and friendly and the clinic has tried to meet my needs, but I know they are overwhelmed with the change brought by Dr. Berenson's downsizing & changing his practice.
50. I personally have not utilized the hospital or clinic for any health reasons.
51. Haven't had a good experience yet.
52. The hospital has been cleaned up a bit.
53. I had a follow up with a Dr at clinics. I was checked and not even 5 mins later I was called into office, the was prompt. We discussed my issue and then they gave me instructions. They made sure that I understood my plan.
54. Hahahaha
55. mostly use the lab or imaging at the hospital. the wait for service seems to be shorter
56. Excellent surgery and care with Dr. James
57. Nurses are amazing and incredible communicators - When the patient is unaware of what is going on and no one would take responsibility to let them know what was happening, it was the nursing staff who put the patient at ease. We (our family) are still in working out if we want our parent to ever be seen here in FB again or just go to SR or SF as we do with our sick animals.
58. Dr. Miller removed the cataracts from both my eyes recently and I felt the surgery went very well. I especially appreciated the anesthesia and sedative provided by Philip Conwell.
59. At the hospital Emergency room for a bad panic attack lady year. The front office personnel and nurses were so kind. The lady Dr that treated me was kind. The emergency room staff were superb!



Community Survey -- Positive Experiences

60. The physician I saw twice was kind, well-informed, thorough, and a welcome replacement for my previous primary caregiver who retired. And then this new physician left and the hospital did no follow-up to insure I would have a primary care doctor at all, leaving me to founder and start all over trying to obtain a regular physician for my standard healthcare needs. It's all good if one likes being treated like chopped liver, but I do not. I did have a blood draw at the lab that was fine, and I did see the ophthalmologist at NCFHC, which resulted in satisfactory care. But the relationship and knowledge base being built was shown zero consideration by the system. In my opinion, this kind of patient-doctor experience displays very poor healthcare operation. I can only hope for better, as leaving town is not an option for me.
61. Staff is always pleasant even though they are working under stressful circumstances.
62. Once I got past the BS, my colonoscopy went just fine
63. The ER doctor did keep following up with us to make sure that we did hear from the ortho. He kept calling the ortho himself to try and get us a return call!
64. My daughter was having a mental health crisis. We ended up in the ER, every person that saw her was very kind and reassuring and explained all of her options very well.
65. The blood thinner tech Rich Jung made the months of monitoring as pleasant as could be hoped. Dr. Lamonica coming over to the coast. Dr. James! Dr. James is fantastic. She talks to the family of surgery patients, unlike the surgeon who did my husband's botched shoulder pinning job. Who doesn't like to wait for hours without an update?
66. Able to obtain an appointment within a month
67. Anna Antonovich and the nurses in the oncology department have been fantastic in spite of not having a permanent oncologist. I was treated by 3 different oncologists in the last year.
68. The support staffs at Suite A and the lab and Oncology have all been very helpful.
69. Was seen in the ED once. There was not a wait. Everyone was attentive and professional. Met my needs.
70. No
71. ER was fast ! Great service and the diagnosed poison oak allergy fast ! Clinic is always amazing ! Linnea Mathews is the greatest !!
72. Admitted via ER and everything went well -- sorry I don't remember details.
73. prompt sign in; good sanitation procedure; cheerful personnel; took time to explain away anxiety!!!
74. On a Saturday afternoon went to ER for hand infection turned out it was extremely infectious and was treated by a knowledgeable physician however I needed emergency surgery and no Orthopedic. They were trying to send me to Santa Rosa but no available bed so during the middle of migrant



Community Survey -- Positive Experiences

- by ambulance to Wilits. Within an hour saw 3 doctors and was in surgery. Had to stay for 5 days. Almost lost my hand. I'm glad the FB ER doctor had the sense to send me out ASAP.
75. The nurses in the out patient surgical area are awesome! I get injections in my Back from Dr Kahn and they are given at the hospital. The nurses are so attentive and professional.
 76. The nursing staff has been professional and highly skilled. The staff that do intake and greet the public are positive and kind.
 77. None
 78. Only went for a lab draw. Service was good.
 79. Mammogram and office visit with Kei for Pap smear
 80. i have had thorough, professional, kind care at the hospital. my primary care doc is incredible. and having a wellness coach available is incredible! thank you for caring for our community.
 81. Efficient professional personnel in the lab.
 82. Adventist hospital has been excellent. Doctors give clear information. Staff is excellent and easy to talk to!
 83. My brother was very ill and received great care.
 84. Thumb healed after almost chopping it off
 85. Laboratory is good.
 86. My wife was treated well when she had a finger laceration and needed stitches.
 87. I periodically go in for blood draws and the girls from reception to the lab are awesome. Also great service in radiology.
 88. Getting the covid vaccine was easy, convenient and well organized.
 89. I had a colonoscopy and the staff was absolutely wonderful.
 90. Discovered I had a fib at a regular appointment. Went to emergency room. Since been referred to specialists in Ukiah, Santa Rosa and Burlingame.
 91. My appointments have been on time and I really like my Doctor. The printout of my exam and treatments is helpful and I appreciate that my test results are mailed to me.
 92. None.
 93. Good phlebotomists at lab.
 94. Professional, cautious, timely - when I had to sit in the parking lot to wait for service for good reason (the pandemic), I was still treated with respect and caution, which is exactly what I expected.
 95. Care of Dr. S.Mendel for;post op care from October to December, 2020



Community Survey -- Positive Experiences

96. Had appointments in both Suite B & C with no wait for staff or Dr. The problem seem to be in Suite A being under staffed.
97. Once you do get through on the phone the employees are very kind.
98. All of the support personnel and were incredible-- helpful, efficient, kind, knowledgeable and supportive.
99. Dr La Monica has been a great experience.
100. Staff from registration to testing has been professional and helpful.
101. quick access to the lab
102. N/A
103. Very nice lab people - also kind people at the Immediate Care clinic
104. All my visits to see Dr. James have been excellent.
105. Rcms did a fantastic job getting coastal people vaccinated quickly and easily. I had a positive experience when I needed to get stitches at RCMS URGENT CARE
106. As my primary care physician was on leave., Dr. Jeng saw me at my scheduled time. This was the best office exam I have ever had. His examination was very thorough, and his advice was direct and excellent.
107. N/A
108. Timely and friendly when i go to the lab or Radiology. Suite Office has been good.
109. Undecided
110. Was able to establish primary care with Dr Berna
111. Xray folks great...prep folks when I went in for cataract surgery were great...
112. Most have been positive. I really enjoy my primary care provider, Dr. Elizabeth Levine.
113. The oncology clinic is very good.
114. The lab tech who drew my blood was an expert in finding my small, rolling vein.
115. With the removal of Russell Perry, it's nice to be able to trust imaging results.
116. Relatively swift attention from providers in Immediate Care. Excellent wound care & followup with Marilyn Magoffin.
117. Can't think of one.
118. My only experience w the hospital in the last year was it's participation in the mass multi-service providers covid vaccinations, which was really well done - bravo to all.
119. WILLOW HUBBARD, a Doctor's Assistant who listens.



Community Survey -- Positive Experiences

120. Staff are always friendly, compassionate and caring and as helpful as possible.
121. I've had some speedy blood draws after going through all the paper work up front.
122. That we HAVE a hospital, ambulances, and clinic in our rural area.
123. The staffers who do the blood draws are always friendly and competent.
124. Decent care in the ER
125. I have used the clinic for my skin evaluation and Linda James did a thorough and professional job. Treated a few areas that needed minimal treatment and explained everything she was doing. Dr Berna is responsive to my questions, have had phone consults with her this year, no appts. Have not needed the ER in the past year but friends have had positive experiences there
126. My daughter received prompt and accurate care for a severe urinary retention problem.
127. COVID 19 vaccinations
128. Emergency room for mental health crisis. - My son was treated with respect and loving care. The crisis worker from RCS was respectful and helpful. The doctor was firm but kind.
129. got fast access at the emergency room
130. Competent, friendly service in radiology and lab. And in Feb 2020, the hospital ER staff quite likely saved my life — or at least my brain — when they promptly delivered the TPA drug and flew me to the bay area after I had a stroke.
131. I needed to have a quick check on some symptoms pre-surgery and got seen right away by an urgent care doctor.
132. I only use the lab - everyone always pleasant
133. Addressing community Covid
134. All of my trips for lab work and radiology have been positive. Reception has worked well in both locations, and the medical staff was pleasant and more than competent.
135. radiology well organized
136. ? question # 4 Asians don't exist ?
137. Dr. James is exceptional.
138. Seen in a timely manner, personnel very pleasant.
139. Was able to get a PA at the clinic since the Doc I had started charging \$2000 just to walk in the door.
140. Receptionists and clerical staff in the hospital and clinic, including support staff in the ophthalmological office are friendly and helpful.
- 141.



Community Survey -- Positive Experiences

142. People are nice
143. The blood lab folks are always quick and efficient
144. Tests are done quickly and expertly.
145. generally friendly. the hospital IR isn't.
146. Blood draws are timely and professional
147. New G.I. doctor Aronchik diagnosed And successfully treated a long-standing chronic condition.
148. I usually don't go. I get anxiety.
149. There is a faster process and Less paperwork for check in when I go for lab work
150. Most of the employees are friendly and helpful.
151. Have not gone in the last year
152. I did have my medications refilled when requested.
153. Everyone in the ER are awesome! They listen
154. I haven't been inside the hospital in 2.5 years when my dad passed away.
155. Was in and out of the ER for a broken wrist within 45 minutes.
156. When I required a referral I received one
157. I don't have any, been to the emergency office twice. I will say your staff on the second visit was very nice and concerned. also, it seems that the local blood tests and mammogram has gone well, which was not the case previously. We are still going to Santa Rosa and Healdsburg for all of our medical care and are considering leaving the coast because of it.
158. Kind, friendly and helpful staff
159. Didn't have one. The check in is still very very slow. Staff tends to ignore you more, when in pre-op. They did give me food in the Er, the dr was kind.
160. Good service by medical personnel. Got transferred to Willits to get fingers sewed back on. Very conscientious and helpful.
161. I came to the E.R. having driven a friend with allergies who had been stung by a wasp. All the covid precautions were reassuring. We had just a short wait for her to be treated. Everything went smoothly. The E.R. staff, from receptionist to Dr & nurses all seemed relaxed. Everything felt under control. It was a contrast to the medical scenes on the news - and my mental fears about the dangers of E.R. and hospital in time of Covid.
162. Good care in my first hospital stay when I needed iv antibiotics
163. Met with Dr Kevin Miller, the Ophthalmologist, and was very happy with staff and Dr Miller.

Community Survey -- Positive Experiences

164. I was helped to see a provider in an expedited manner when I explained that my symptoms were too uncomfortable to wait.
165. Friendly staff
166. I had kidney stones, and was in quite a bit of pain. Staff treated me with respect and helped bring down my pain as quickly as they possibly could.
167. Helpful people in radiology. Great care at orthopedic clinic, once I was able to get in.
168. Clinic nurse practitioner and assistant very thorough with exam and information. Much appreciated the testing ordered and instructions.
169. I had cataract surgery 2 times, once in April and again in May. Everyone in all departments were super nice.
170. Husband went in for cataract surgery. Everything went well, staff helpful.
171. I haven't had one.
172. I haven't been to the hospital in the past year. I really haven't had a positive experience at the clinic in the past year.
173. ER doctor really tried to diagnose daughters issue, running extra tests etc
174. While I was in the emergency room the nurses were all great. There wasn't a room available so I was in the hallway all day.
175. Excellent patient care above and beyond expectations at hospital. However E.R. was extremely slow.
176. Lab tests fairly quick and competent.
177. Used the imaging center for a echocardiogram. Clean, efficient, well appointed, professional, well done.
178. The phone calls are okay for reminders of appointments. BUT, when called and the message machine answers, the caller doesn't leave a message for why they called me.
179. N/a
180. Lab people are very friendly.
181. Friendly workers for a colonoscopy
182. Urgent care for swelling and rash.
183. Well. They did get me seen at the clinic, even if it by travelling nurse. But none of my records were transferred from Adventist Health in Ukiah.
184. Clinic staff and urgent care always helpful.
185. Timely appointment for flu shot, in and out very quickly.



Community Survey -- Positive Experiences

186. I felt like the staff listened to my issues and took my concerns seriously. It was a pleasant and non-judgmental experience.
187. Linda James did an excellent in office cancer removal surgery on my face
188. The lady who drew my blood was nice and did a great job. I barely felt the needle.
189. Most staff work hard to please but not enough of them
190. Not too crowded
191. emergency room care
192. Glad to have urgent care
193. Was seen at the ER on complaint of heart pain.
194. I appreciate and love the fact that the doctors have appointments over the phone.
195. Clinic staff and urgent care is great. It's not the staff at hospital, but lack of ability to care for people because of lack of staff, and available tests that is problem.. Lab workers are great.
196. I have gone to urgent care twice. The 2nd time the physician couldn't help me but gave me instructions on how to get help. I received that help out of the area.
197. I had an infusion and stress test. The nurses and doctors were kind and Informative.
198. The staff is very friendly, knowledgeable and efficient. The phlebotomist was wonderful! No pain! Could barely feel the prick of the needle! Very impressed!
199. Everyone was very careful when I came in for labwork.
200.
201. My son (20 y/o) had to go in for CT Scan and was extremely nervous. He was petrified of needles and suffers from anxiety. Those that were running the CT Scan and tending to my son were able to calm his nerves, and although his scan had to be postponed, he walked out feeling much more relaxed. The following week when he was finally able to get the CT Scan, his anxiety level was much lower and he was looking forward to seeing those same people again.
202. Clinic staff helpful
203. I have always had a good experience with the imaging department. The office has a calm about it and wait time is minimal, generally.
204. Recently I thought I had a UTI..went to urgent care,had a lab test and was given some antibiotics and pain meds. The follow Monday I got a personal call from Dr.Joe Martin (the D. Who treated me) He informed me my lab work showed no infection and advised me to contact my Dr. Or him if I needed further help. I felt pleased for the follow up...the first time any Dr. Called me with one
205. You're kidding right!



Community Survey -- Positive Experiences

206. lab is prompt and accessible
207. Reception procedures better and I had no wait past the reception area in actually getting a blood test or the stress test. Very professional and friendly.
208. I accidentally cut my hand and had to go to the ER. They were very kind and attentive.
209. I had to go for a severe Vertigo attack and they were nothing but kind and helpful and on the ball. When I took my Mom with a broken hip they were kind and helpful except for the x-ray lady.
210. Dr. James..is such an asset to our community. I can't say enough good/positive things about her.
211. Diagnosis at the emergency room was correct.
212. At the clinic waiting room I was impressed how staff dealt with an irate customer!!!Twice, actually.
213. Blood transfusion on a saturday in main hospital
214. wonderful care during cataract surgery. Staff were professional and caring
215. No trust. Broken promises. Both have a total lack of knowledge of what's being offered in our county. Truly.
216. The only one I remember was in ukiah, my new place to drive for medical help
217. My covid test was the best and staff was wonderful with my endoscopy and colonoscopy! Nursing staff are awesome!
218. Kindness & empathy from staff toward friends & family around end of life situation.
219. The whole hospital "experience" has improved so much that I gladly tell people how MUCH BETTER it is these days. The staff are friendly or at least helpfully professional, and answering questions in a way that makes one feel listened to, it's a refreshing change from years past!
220. Nurses are nice
221. prompt and efficient xrays, mammogram and ultrasound.
222. None
223. With Covid present it was/is a difficult time to give a positive experience since the hospitals were under a heavy burden as well as the public. Thus my missed diagnosis which wet me back
224. I am very pleased with my doctor, once I can get an appointment. And the office staff are also welcoming and helpful.
225. My visit with Dr. Sharma was very good. Individuals like Shannon in Suite A are very cheerful, sympathetic and helpful....to extent the system allows them to be.
226. Nursing and Physicians assistants are excellent. In house hospital care excellent.
227. The lab in the hospital is friendly and efficient with my blood work.



Community Survey -- Positive Experiences

- 228. Blood draw. Excellent.
- 229. Great service in ER by Aaron Stauffer. Great imaging by front desk Rachel and by xray technician
- 230. Great phlebotomist for my lab work.
- 231. Urgent care was great.
- 232. Quick access to blood work and results. Mammogram very thorough
- 233. New orthopedic surgeon is great! Very knowledgeable and takes time and patients wishes into consideration.
- 234. Was in the office and out within a half hour. Dr listened and helped me with continued plan
- 235. None
- 236. Lab staff professional and helpful.
- 237. My PCP left when Adventist took over, however Dr. Berna took me and my family (5 of us) as patients. She helped diagnose my uterine tumor which lead to surgery (out of county) which made my life 100% better. She is always amazing with my kids as well.
- 238. Staff has been friendly. Test results have been available quickly. My doctor moved to the clinic and my care was handled well there.
- 239. Have only had 1 experience with lab at hospital not a NC clinic patient.
- 240. People I've dealt with have been very good, in general.
- 241. The person who took my temperature at the door was nice
- 242. Care in the Emergency Department is excellent, and seems to have improved during the past year.
- 243. n/a
- 244. pleasant and competent lab work pleasant people in ophthalmology dept
- 245. ...nor
- 246. Place is very clean.
- 247. The lab assistant was cheerful, competent and relaxing
- 248. No thank you
- 249. The staff are very nice.
- 250. Thank you for COVID testing and outreach
- 251. Giving blood
- 252. They give a damn. Not rushed out the door feeling no one cared.



Community Survey -- Positive Experiences

253. I like the weekly updates from the doctor regarding covid. I support requiring vaccinations of all their employees. I was told they have monoclonal antibody treatment available. That's great!
254. Every staff member was professional and caring, some felt like family before we left, bless them.
255. Needed diagnosis of a hurting thumb. Dr. Bertolli at RCMS said it needed a brace intermittently because of an old injury.. It really helped (helps).
256. Hospital looks great. Lab work is good.
257. Excellent treatment for heart attack
258. When I can reach staff, they are kind and helpful. My provider of many years, has retired. My new provider is very attentive and seems very competent. She listens to my concerns and is respectful. She has made helpful referrals. I have considered switching primary care facilities, but like this provider and will likely stay because of her. The phlebotomists are very competent and the lab seems to run very efficiently. In the ER, the doctor explained everything and the staff was attentive and thorough. Other than the fact that there was no one available to do an MRI, the care was excellent. It was my first ER visit in about 30 years and I was impressed with the competence and caring of the doctor and the rest of the staff.
259. The clinic had me come in immediately after my unusual symptoms post Covid vaccine. Took it seriously, although they had no idea how to treat me
260. I only have gotten blood tests and the experience was good.
261. When I had to get my heart monitor the woman who applied it was very attentive and seemed to genuinely care about my needs and comfort.
262. Excellent results via PT
263. Stress test for my heart was done with extreme care for me and my comfort and felt very professional. Elizabeth Levine is a sensitive, caring and very professional doctor.
264. Had trouble with an RX refill and it was handled well by the Dr. Virtual visits were ok too using their platform.
265. Zoe Berna is an excellent provider.
266. One one gets past the receptionist, the staff at the hospital who get you signed in and the folks who draw blood are terrific.
267. Well organized
268. The experience has been fine, but I know you can do better.
269. I went to urgent care once and was pleasantly surprised by the good care I received. The doctor ran several tests and talked with me about them. This was totally opposite with the emergency room which I also had to go to this year who told me to see my regular provider and did nothing at the hospital.



Community Survey -- Positive Experiences

270. willingness to help
271. January, female doctor, actually listened and helped me. Note: different female doctor.
272. Behavioral health is improving
273. None
274. Staff seems in a better mood
275. One out of probably thirty visits (i am a care giver for two). Between myself and them we have many appointments. We were able to get into see a PA because they couldn't get us into immediate care this week.
276. Mickey is always very cheerful and helpful when we call for appointments. Dr. Berna is great.
277. When I needed ER service during the height of the pandemic last summer, I was able to receive it while waiting in my car. They were very fast and thorough
278. The lab and imaging centers at the hospital have offered positive experiences. I generally go to the lab on weekend mornings, and things generally move right along, especially once in the chair getting a blood draw. My recent mammogram went along easily enough. The imaging technician Milan was exceptional. I was lucky, once again, with the report; so there's that.
279. Phlebotomists are skilled.
280. I have not used either. I hear that the hospital is getting a better mammography machine and I'm waiting for that to happen before I have my next mammogram
281. None. Nurse was very mean to my elderly mother.
282. Got my second dose at the clinic. Both my spoise and i have been admitted to the ER in the last year. Both of us were taken care of professionally and with care
283. Got a timely vaccine shot
284. I did have a mixed excellent and frustrating experience in the local hospital emergency room. I was sent to emergency by the North Coast Clinic due to pressure in my chest. I was admitted and the excellent doctor immediately ordered a full spectrum of x-ray, blood and urine analysis. Unfortunately, the emergency room was suddenly filled to overflowing with severe emergency arrivals, from a hemorrhagic stroke to epileptic seizures, etc. I silently and patiently knew that due to the vital timing urgency of the hemorrhagic stroke victim in the adjacent bed, the doctor and staff were rightly focused on getting her tests done and arrangements made for her to be flown to UCSF. But after 4 hours of my patience, with occasional check ins from the harried staff, and a good meditation practice to keep me breathing and visualizing through it all, they finally got back my test results and sent me on my way. Rural hospitals are by nature understaffed -- and our housing crisis doesn't help attract the level of staffing help we need.
285. I and my husband have only had extremely bad experiences with the Coastal Hospital. I would be more than happy to elaborate more on supporting facts as to numerous negative experiences.

Community Survey -- Positive Experiences

286. Haven't had any!!!
287. Mid night stitches though long long ER wait
288. Lab and radiology services are improved. Faster, more coordinated. There is a still a problem in radiology with failure to check for previous films and do comparison readings of body and head imaging.
289. Getting lab work done at the hospital seems to happen faster.
290. Had a visit to the ER staff was very comforting, with a fast diagnosis and got me everything I needed. I would highly recommend Adventist Health hospital
291. Emergency nurses and staff and security worked very quickly and politely when we came in.
292. Dr Kahn is great. So is Dr. Berna
293. Two experiences in ER for my husband, two diagnostic tests, Stree test and pulmonary function test.
294. Employees are very pleasant. I don't hear any negative comments.
295. Our clinics are doing a lot better. Getting us in as fast as they can, but we do need more doctors to listen to our there patients and not tell they that they don't know what there saying you just need a pill. Care about our community
296. ER saw me immediately and treated me appropriately. My primary is attentive and accessible. Lab and digital imaging and clinic staff all do their best.
297. lovely providers. very nice drs. trying to work inside this poorly supported system.
298. Great staff! The doctors, PA's, nurses, and the front desk are outstanding! Suite B is exceptionally outstanding, helpful, kind, and knowledgeable. We are also fortunate to have whom I consider a world-class surgeon, Dr. Charpentier, available to the coast.
299. - Cindy Shlafer in billing spent a long time helping me understand a difficult Medicare issue - The staff at NCFH got my medical records to me quickly - Dr. Berna at NCFC and Carla Jupiter of the Cancer Resource Center helped me figure out how to get a diagnosis for a possibly cancerous tumor
300. The basic staff are nice and helpful and so are the specialized tech people...xray, Cat scan, EKG etc. The issue is everyone is spread thin & also wait times to get a live person on the phone is ridiculous 30 -60 mminutes.
301. Everyone was good except for the ER Doctor. This was on January 14, 2020.
302. Service and Appts are quick but front desk and nurses need more training to provide better service when patients ask for.
303. I had to go to the ER for a fall and I was well taken care of at that time.



Community Survey -- Positive Experiences

304. Friendly, caring staff everywhere (clinic, registration). Love my MD who is now at the clinic.
305. Visit to Immediate Care for tick bites
306. Hospital atmosphere isuch improved and most employees are polite.
307. Cataract surgery out patient care was good.
308. My last visit Dr. Jeng spent as much time face to face as he did face to computer screen. He examined me and my chart thoroughly and shared his findings.He ordered specific follow through. However it has been a full week and I still do not have the heart monitor he ordered.
309. Very pleasant and efficient lab technicians.
310. I haven't had one.
311. The lab for blood work is always great, quick, efficient, and friendly
312. Contacted for tests I needed after I forgot. Appreciated that.
313. Good access for blood work.
314. Primary care and pain management doctors and nurses kind and caring. I worry that this is being eroded by a more corporate ' too little time' approach.
315. Dr Cottles Osteopathic Treatment Joe Martin appointment Dr Charpentier PA in Orthopedic Clinic
316. Have been looking for a NEW doctor and it has been very frustrating. Haven't gone to hospital or clinic
317. Visit with Dr Cottle
318. Caring, attentive doctor.
319. I did get a mammogram and for the 1st time the appt was on time and the tech was very nice
320. After the lack of response referred to above (Item 17) I went to the Hospital ER. Care and diagnosis there was exemplary.
321. Received my vaccines there and the overall experience was very good and the staff were excellent.
322. Good service at imaging center (bone density scan) and at cardiology (pre-op EKG)
323. My husband and I went to urgent care for concerning symptoms (non-Covid related) that he was experiencing. When we went to urgent care, a nurse saw him very quickly and strongly suggested that he go to ER at the hospital for additional tests/care. He was immediately seen by very competent and caring ER staff and proper tests were administered to obtain more information. The overall experience was excellent.
324. Dr. Miller, Dr. Cottle and Dr. James continue to be attentive, courteous and dependable.



Community Survey -- Positive Experiences

325. Urgent care services for knee joint pain. Everyone from receptionist to doctor was courteous and helpful.
326. I have only utilize the lab and radiology. Both experiences were great. Everyone was extremely nice and efficient
327. I'm and out quickly
328. The imaging department has been trained and are courteous. The ER often takes a very long time, but the care by all workers there is very good. Having greeters at the front door to the hospital is good.
329. My husband was seen at ER and I was as well. Each time staff was professional and extremely good at communication. Lab, XRay,,Nursing, Physicians we're caring and reassuring.
330. Just two words: Doctor James
331. Delphine Davidson, Wellness coach Ethan Crabtree Physical Therapy I love Mendocino Coast Clinic; I feel heard.
332. Haven't been there
333. GOOD URGENT CARE EXCELLENT PULMONARY FUNCTION TESING
334. My 5 days in the ICU earlier this year. The RNs and support staff for excellent. The doctor not so much.
335. Lab services are quick and meet our family's needs. Patient registration is fast and accurate
336. Dr. Sharma. Laboratory. Radiology. ER.
337. Joe Martin was helpful
338. Generally very responsive and pleasant to work with.
339. The people working in the lab are very friendly and efficient. I'm also glad the we have more specialists available and hope that there will be an option for women's health and dermatology available locally soon.
340. clipped my toenails
341. Radiology is great! Runs well, runs smooth, front office has good team work. Aleena stands out. Medical techs are caring and work swiftly. Whatever is going on there, keep it up.
342. Blood draw pros are excellent; Linda James is a terrific doctor
343. Quick diagnosis of problem.
344. Employees are always very nice.
345. zero
346. I receive great care at the infusion center.



MENDOCINO COAST HEALTH CARE DISTRICT
COMMUNITY HEALTH CARE

Community Survey -- Positive Experiences

- 347. The receptionist Rosa Gonzales at the clinic is the best.
- 348. Meeting with Joe Martin, he was very supportive and informative.
- 349. The diagnostic tech was great.
- 350. The staff were very friendly and gave many updates.