

**COMMENTS FROM UVM HEALTH NETWORK PATIENT EXPERIENCE AND SATISFACTION SURVEYS
FISCAL YEAR 2022**

UNIVERSITY OF VERMONT MEDICAL CENTER	
Positive	<ul style="list-style-type: none"> • Even in the waiting room, they kept us all informed and updated. The receptionist was warm, kind, even offered one patient water. This whole clinic impressed me for its patient centered approach. The nurse made a detailed information sheet for me to take home, explaining how to use the medications prescribed, and asked if I had any questions. • I meet with [doctor] annually for a history of kidney stones. I have always had great experiences with his office. Appointments are made in advance and always confirmed with a phone call. My appointments have always been on time and I have never had to wait to be seen or to discuss results of my annual ultrasounds with [doctor]. • Only once did I wait a bit longer than 15 minutes, but the receptionists were very communicative with me and I was never put in a place of wondering what was going on.
Mixed	<ul style="list-style-type: none"> • Telehealth is wonderful! It's convenient, I don't have to spend time waiting in an office to be seen. My only concern about this visit is that I made an appointment in November and April was the soonest that I could be seen. Thankfully, this was not an urgent matter, but that's still a long time to wait for an appointment. • Online communication (MyChart) is very good. You wait forever to get through on the phone but once you connect, most of the time the service is very good.
Negative	<ul style="list-style-type: none"> • The PA recommended me to a specialist. Upon hearing that, I cringed. I knew the future appointment with a specialist would be difficult. The next available date was in October. They recommended me to a waiting list. I continue to have the same medical issue with no future assistance from the Medical Center. I am at a loss as to what to do. • I have learned to accommodate long waits for my appointments because I finally realized how important it is to have enough time with my doc and that is likely happening in sessions before mine which make him late. Can always catch up on endless emails. • It took 6 months for me to get in to see rheumatology, where I was referred to neurology, so I anticipate waiting another six months. Meanwhile I have concerning symptoms that have been giving me anxiety. So overall I'm a little frustrated with the shortage of specialists in the Burlington area.

CENTRAL VERMONT MEDICAL CENTER	
Positive	<ul style="list-style-type: none"> I have severe hearing loss, which is why I have I left questions 1 and 3 unmarked. I cannot hear on zoom. So we use zoom for video, and my caption telephone simultaneously for speech. It works! And [doctor] is quite wonderful -- patient, relaxed -- as I wait for the captions to come up, so that I can respond to what he has said. The office staff made sure our wait was short, and safe by having no other people waiting and clearly marked distancing between seating.
Mixed	<ul style="list-style-type: none"> I went through a miscarriage and the front desk so sweet and asked if I would be comfortable in a room instead of the waiting area. Very sweet. I did have to wait 45 mins to be seen but I know doctors are very busy. Everyone did the best they can and I appreciate it. There was a registration error at check in that left me in the waiting room longer than usual and longer than I felt comfortable. Once I asked check in if there was an issue I was seen within 5 minutes.
Negative	<ul style="list-style-type: none"> I was one of four people that arrived at the same time for an appointment. There were two receptionists at the desk but only one was processing the patients waiting in line that was to the door (due to 6 ft distancing) at the women's center. I was the only patient in the waiting room, arrived at 1:10 pm for a 1:30 appt, and was seen promptly by the receptionist. [Doctor]'s nurse did not come to get me until 2 pm, saying "I got stuck on the phone." I like the nurse but that's not acceptable.
PORTER MEDICAL CENTER	
Positive	<ul style="list-style-type: none"> No wait time! I logged in 10 minutes before my appointment and was done with the appointment within 15. I love telemedicine. It is incredibly convenient. I love seeing my providers in person, but nothing beats the convenience of being able to talk with someone while just wrapping up a work meeting and clicking through emails while you wait a few minutes because you're on early. The staff at Porter women's health are incredibly efficient at scheduling and follow scheduling. I didn't have to call back to schedule, PWH called me with in five minutes of my appointment to schedule a follow up.
Mixed	<ul style="list-style-type: none"> The time from waiting room to patient care area was good, but after nurse left, waited over 30 minutes. This was my 2nd appointment to meet with a provider. The receptionists made mistakes with my first appointment, telling me it was confirmed but failing to

	<p>put it on the provider's schedule. This resulted in a 45-minute wait and immobility to see a provider at my initial appointment.</p>
Negative	<ul style="list-style-type: none">• After his appointment (at check-out) I waited at least 10 or 15 mins. because there was only 1 receptionist available and she had a family of 3 in front of me. It seemed like an excessive amount of time with regard for my having to keep my toddler at a safe social distance from others.• The orthopedic office is overwhelmed. They desperately need another PA or NP. I had to wait almost 2 months for an appointment.