

# GULF COAST ENDOSCOPY CENTER OF VENICE

## *Patient Testimonials*

- Great staff, very professional and friendly... My experience could not have been better. I would highly recommend this center...
- EFFICIENT, CARING, PROFESSIONAL TREATMENT FROM ENTERING TO LEAVING THE BUILDING. I was quite surprised by the professionalism shown by everyone. The whole procedure was so well handled by all. Thank you so much for all your efforts. It made the procedure as pleasant an experience as possible.
- While the Center was new to me, I've known Dr. Kondapalli for more than 4 years. I trust and respect him.
- The doctor and his staff were very professional and courteous. I would certainly use them again and recommend them to anyone.
- I was extremely pleased with the facility and staff, from registration to discharge. Entire staff was courteous, professional and compassionate. Procedure was performed on time with no discomfort or after effects.
- I have been seeing Dr. Kondapalli for years since living in Venice. For the past five years I have lived in Sarasota and make the trip (at times, incurring extra costs for transportation when undergoing a procedure) because of his knowledge, skill and practical and clear "bedside manner." In addition, the exceptional and courteous service provided from office and facility staff, in my view, is unsurpassed.
- Extremely pleased with the efficiency with which my colonoscopy was handled. From check-in to departure, the process was completed in only 1 hr / 15 min. The whole staff was superb. I can't even recommend any improvements.
- Staff is courteous and polite. Facility is immaculate! All questions were answered and were calming prior to procedure. Dr. Taylor is warm and engaging—as well as a great physician. Both my procedures were performed by Dr. Taylor and I highly recommend her.
- Everyone was pleasant. One thing I was impressed with with the sanitation. Exceptionally clean.
- My Colonoscopy procedure went very well and I felt very comfortable with the Doctor and Staff. The staff made me aware of each step during my visit. As always the prep day was very bad. A suggestion would be to allow patients a choice of preps. In the past, the prep I used worked very well. The Plenvu was disgusting and hard to take. Also it keep me up all night.
- I've never had an IV put into the back of my hand as painlessly at this was.
- Fit me in with short notice and really wanted to help with my condition.
- The best experience I have had with the 4 different surgery centers I've been in at one time or another. Very caring staff!
- everyone at the facility was very friendly and understanding. They all treated me very special. My third time there. Staff made me feel very relaxed and comfortable.
- Very pleasant and professional staff...such an upgrade from my experience back in ohio.
- I had a wonderful experience everything went well however i did not have to be at appointment 30 minutes prior.
- I was referred to Dr. Ravi Kondapalli and Gulf Coast Endoscopy Center by my primary care physician, due to not ever having a colonoscopy. At my current age of 65 years, it seemed like a reasonable procedure to have done. I could not have been more impressed by Dr. Kondapalli and Gulf Coast Endoscopy. Every aspect of my experience with them was highly professional, friendly and very efficient. I could sense their concern for my well-being and I was treated with the highest level of personal respect and professionalism by every staff member. My family members had recommended this facility to me and I'm glad they did. I will not even consider going to any other endoscopy center for my future screenings or procedures.

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- Excellent staff from Jennifer at check in, Kathy prepping me, can't recall Anesthesiologist name, post procedure nurse Faith and Carol. Everyone very pleasant and with a sense of humor. Dr Kondapalli is the best! Very efficient well run operation!
- This was probably one of the nicest medical facilities that I have even been to. The doctor, nurses and all other staff were extremely helpful, caring and just overall wonderful to deal with.
- Our only suggestion is to improve the waiting room experience for patients and family. A big improvement would be to turn off the TV and its infomercials or, at least go to silence and closed captions. The waiting room itself could be improved for waiting family to be more comfortable and less bus station like. Also, it's difficult to hear when a patient is being called by staff.
- Excellent overall experience, staff was very professional but friendly and made sure I had no additional questions or concerns.
- I was impressed by the efficiency and friendliness and kindness of everyone there at the center. I saw the staff working together to get things done. As a result everything went smooth .
- Dr. Kondapalli was amazing. I had two prior failed attempts at colonoscopies in Illinois due to a redundant colon. Dr. Kondapalli told me he has been able to do things that other gastroenterologists haven't been able. I put my trust in him and he made it through without complications. I am so pleased with his performance. The center was also awesome. The staff treated me with the utmost professionalism, kindness, courteous and concern for my well being. Thank you Dr. and staff for making my visit and procedure so easy.
- Excellent care, friendly staff. Since I have worked in the medical fields for over 40 years I know what I expect in a facility and the staff. I could not have asked for better care and I believe in telling others when I receive excellent care from a facility and doctor.
- The Staff, Doctors and Nurses were wonderful. The care and concern for the patient is very obvious. Thank you for all that you did to make a unpleasant procedure go so smoothly and easily.
- Everyone was very professional from registration, admission, procedure, and recovery. My doctor was the best, and I've worked in an endoscopy center myself. These people are the best!
- All of the staff at Gulf Coast Endoscopy Center of Venice were very helpful and very friendly, and definitely professional. They showed great concern for my well-being, both before and after the procedure. This made the experience so relaxing and comforting, that I would highly recommend this facility to all family and friends.
- Despite a minor delay while in the waiting room, the rest of my experience was handled efficiently and handled very professionally. The staff were, to a person, professional, pleasant and very easy to deal with.
- The entire staff made an uncomfortable procedure much more bearable. I have never experienced a more caring, attentive, wonderful group of professionals. From check in to departure everyone I encountered was wonderful.
- I appreciate how great Dr. Dumas, his staff, the nurses and medical staff are at his office and the Endo Center for procedures. The Endo center once again was up to their usual 100 percent in taking care of me and keeping my wife informed. I really appreciated all of the medical staff's professionalism, courtesy and helpfulness. I highly recommend Dr. Dumas and the Endo Center.
- Everyone was friendly from start to finish. The facility was clean and comfortable. I am very thankful the care and concern for my comfort was expressed by every person I came in contact with during my visit. I would recommend this center to all my friends and family.

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- Great facility, very professional, well organized, well followed policy-procedures-potocols-process! well done!
- This is the second procedure I had performed by this Doctor and I would highly recommend him and the center, The Nurses are very, very nice and accommodating.
- Great experience. I would highly recommend this facility. Dr. Kondapalli was wonderful
- Staff was most courteous and kind. A very pleasant experience. Next time I will do a better job of reading the pre op instructions.
- I felt very confident in both the center and my physician . I would highly recommend.
- The staff was most friendly, kind, cheerful, and attentive to my needs. Dr Felman is a skilled surgeon whom I have known many years. It was a very pleasant experience being treated by such wonderful people. PS I hope to do a better job in following Dr. Felman's instructions.
- Staff was excellent and the procedure was absolutely painless. I would definitely go here again if needed.
- Staff was very attentive and made sure I was comfortable throughout the entire experience from check in until I was dismissed. I felt I was treated very well and felt the staff does care about their patients comfort. Would highly recommend Gulf Coast staff and Dr. Felman.
- My overall experience was very good. The nurses for my Prep, in procedure room and recovery were very personable and professional. I was always kept comfortable and was able to ask anything to the staff.
- \Great efficiency, courtesy, and competency. pre and post op nurse very nice and answered all questions. Nurse anesthetist could be a little more human than robot-like.
- Dr. Agnello is absolutely superb. Her concern, demeanor, and professionalism before, during and after the procedure were excellent. I felt comfortable and at ease when she explained the process and throughout the entire process. Definitely recommend Dr. Agnello to all who ask.
- I have been here several times over the years and have ALWAYS had the best experience. Everything from entry to discharge are excellent.
- I couldn't be any more pleased with the way my cataract removal surgery went. Very little discomfort after surgery and the resulting clarity of vision is amazing. Dr. Durrett and his staff are very knowledgeable and answered all of my questions and put my mind at ease. I will definitely return to have the other eye done when necessary. Thank You Dr. Durrett and his friendly staff!
- he entire staff was courteous, knowledgeable and 100% focused on patient care. Most definitely different than many other facility I have personally experienced, patients feel like #'s rather than people/patients. We actually traveled almost an hour away to use your facility. Thank you Gulf Coast Endo Center!
- Overall, the facility and staff are top-notch!! My pre-op and post-op nurses were wonderful!! I would not hesitate to have future procedures done here.
- Thank you to Dr. Kondapalli, the ladies at the front desk, Nancy, Kelli, Carol, and everyone else. All were professional and caring.
- It is always a "pleasure" to work with this center, whether I am the patient or the driver for a patient. I am always treated with respect and compassion by everyone. They are more than helpful and friendly. I would recommend this center to anyone!

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- I called the office on the morning of the procedure at 9:05 because I was feeling horrible. I was told that someone from the endoscopy Center would call me back shortly. 9:14 the endoscopy Center called and told me to come in when I was could. I arrived and was registered right away. I was taken to pre-op. One nurse started an IV while another took my medical history. The anesthesiologist came in to talk to me and with in minutes I was brought to the back where they made sure i was feeling better and started my procedure. I have always had good care at the endoscopy Center and at Dr. Felman's office but this was the first time that I had a problem. I felt firsthand how wonderful the care really is. Thank you ALL
- Procedure done very late in the day. Would have had to go ER with any complications, I believe.
- Procedure was a nice one compared to the last two I had in the North. Will highly recommend to others. Thank you.
- Throughout the entire process, from registration to departure, entire staff was caring, courteous and professional.
- The Procedure went better than expected. The staff was very considerate and properly presented themselves every step of the way. The anesthesia was awesome and I don't remember a thing after that. Not a "hey let's go do it again" kind of procedure, but if I had to do it again, I would definitely choose this center.
- Very pleasant experience. Eye surgery can be apprehensive. The knowledgeable and jovial staff soon put me at ease...very comforting. I had a dandy experience at Gulf Coast Endoscopy Center.
- Martha, Bob, and post op RN, Tech were extremely helpful. Made me feel comfortable. So comfortable I would like to work here when an opening for RN occurs. From the receptionist to Discharge, this was a nice place, staff worked together, cleaned carts, washed hands and all those are important to me especially being a RN. Thank you for the pleasant experience. Will definitely recommend in the future.
- Everything was completed without any issues or delays. They made a stressful situation very stress free.
- EVERYTHING about using this facility was superior! There was no wait whatsoever, the staff (especially nurse Martha) were outstanding! They were all friendly, caring and very qualified, which sure put me at ease. The day after my procedure Martha called me to make sure I was doing OK...how cool is that?! You run a professional, efficient and welcoming facility; I was pleasantly surprised and pleased. No, your waiting room wasn't elegant, but I wasn't in there long enough to even take out my headphones anyway. :) I almost look forward to returning for a future procedure. Thank you!
- As good an experience as a colonoscopy could be! From office visit to set the date for the procedure to leaving the Endoscopy Center, everyone was pleasant, helpful, and caring. And I received a good report from Dr. Felman to boot!
- Danielle my nurse was great. Anesthesiologist listened to my concerns and I had no nausea.
- Dr. Durrett and his team are the best! I couldn't be happier! Shoutout to Curtis for explaining the procedure so concisely. Thank you all.
- I was extremely pleased with the care received by all at this facility. So impressed with my Doctor and all female team during my procedure-no one enjoys a colonoscopy but mine was so much less stressful thanks to your very professional and pleasant team of professionals. THX...
- I was very impressed by this facility and the staff. Everyone was friendly, kind and have a great bedside manner. The computer stations need some work as the mouse does not stay and slides off and parts go all over. the platform holding the keyboard is not large enough and the slant is too much to securely hold the mouse. Otherwise the facility and staff are great!
- Everyone was so gracious, it's rare to find individuals so passionate about their professions. Great environment! Great people! Extremely professional!

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- This doctor and staff are top in their field and make you feel like family.
- Everyone was very pleasant and friendly. Felt like everyone cared about how I was feeling and made things as comfortable as possible.
- I highly recommend this facility. From entering to leaving I was treated like a queen! The staff is so incredible. The nurses had my comfort & well being as number one. Like I was the only one there. Thank you all & God bless you in your incredible work.
- Thank you all at the center for caring about your patients and going through great lengths to make the experience at the center a memorable one.
- Nobody looks forward to having a colonoscopy but this team of providers did everything right to make it a positive, well organized, and safe screening experience. Thanks to each of you for your professional care.
- My husband and I have both had procedures done at the center. We have been extremely pleased with the friendly, personal care given each time. The staff is always caring and professional. Things work very efficiently at the facility. The location is convenient and easily accessible.
- Your facility is great. Everyone from the check in desk to the end of the procedure and the wheelchair ride out to my ride home was a great experience. I will recommend your to all my friends and relatives.
- The staff were each attentive to their duties. They were pleasant and smiled and made eye contact!!! This is precious human connection.
- The only somewhat negative thing is that my nose is still running like a faucet 24 hours later. I'm not sure if I contracted a cold or if this is the runny nose mentioned as a side effect of the anesthesia.
- The only somewhat negative thing is that my nose is still running like a faucet 24 hours later. I'm not sure if I contracted a cold or if this is the runny nose mentioned as a side effect of the anesthesia.
- Please let the anesthesia nurse know how happy I am. I'm the woman that has MS and was concerned about over sedation. Everyone was so professional and very comforting in the procedure room. Good experience.
- You have a wonderful staff. From your front desk staff who checked me in (sorry I did not get her name), Amy who performed my pre-op and started my IV line, leaving no bruise or swelling in my hand, OR nurse Laura and nurse in training Roseanne, who made me feel comfortable, Robin my anesthesia person who told me everything as to what to expect, Dr. Agnello reviewing before the procedure and Tracy who went over all my discharge information and gently removing the IV. What a wonderful staff from start to finish.
- The staff could not have been any nicer. From reception to nursing to anesthesia and recovery. I would highly recommend this facility.
- I have had procedures done at this center numerous times in the past. I would not even begin to hesitate, if the need should arise, to be treated at this facility again. EVERY staff member that I encountered was friendly, courteous, concerned, professional and knowledgeable. I realize and appreciate the excellent care that I received.
- I was extremely happy with the service and procedure that was provided! Everything was covered before and after the procedure. I was given every opportunity to ask questions or raise concerns.
- Excellent procedure from start to finish. Professional and courteous.
- Jennifer at the front desk, the set up medical tech, Carol the RN, the nurse anesthetist and the entire staff were the best. I felt

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comfortable and knew my care was in great hands. I could not have thought of anything else to make the procedure be any better. Thank you to Dr Kondapalli and the entire Endoscopy Center staff!

- Not my first rodeo.....treated with respect and care each time....
- I have been to this facility many times although this was only the 2nd time as the patient. The staff has always been courteous and helpful and the facility very clean.
- I prefer to never require services again, but should the need arise, Gulf Coast Endoscopy & Surgery Center of Venice is my first choice.
- The entire facility staff, the procedure room staff & Dr. Katie Agnello are THE BEST!
- I was very satisfied with how well I was treated and would not hesitate to recommend your center.
- This is the second time I've had a procedure at this center. Both times I was impressed with the smoothness, cohesiveness, competence, and friendliness of the entire staff. It's very obvious these are people who like and respect one another. I felt safe and welcomed during the whole time I was there. I highly recommend the Gulf Coast Endoscopy Center!
- Excellent care by a superlative staff! Everyone was courteous, caring, professional, knowledgeable, and so very kind. Without hesitation, I would recommend the Gulf Coast Endoscopy Center to anyone in need of care.
- Overall excellent experience, clean facility, friendly staff, informative, short wait easy check in and discharge, Professionals Thank You
- Very professional and competent staff, nice facility. Only complaints - was about 45 minutes after scheduled time for which I arrived early before taken in for procedure and only time I saw doctor was in hallway on my way in to procedure room.
- Entire staff was outstanding—especially RN who was responsible for inserting IV. Sorry I don't recall her name but she was a military vet.
- I have been to a few facilities and this one is excellent from beginning to end .Very caring and compassionate especially the doctor. Sometimes people lose their smiles and sensitivity to patients, not here Everyone cares like you are the only patient.I highly recommend Dr. Taylor and the whole facility . They take good care of you. ♥☐
- Staff was exceptional. Kathy was great. Apologies, I don't remember the names of the staff in the procedure room - but they did tell me - but they were all wonderful. The anesthesiologist answered my questions effectively and nicely - loved her :)
- The best care - the most caring nurses and it was actually fun! I will definitely return when needed and recommend you to all my friends!
- I was extremely anxious due to a prior colonoscopy miscue. Everyone was very caring and concerned and made me feel much better. Not that I would ever want another colonoscopy, but if I had to, I'll return to Dr. Agnello and her staff. I thank them all profusely.
- Great Staff! Friendly, made you feel comfortable. The nurses were efficient and answered all my questions. Dr. Taylor was excellent and she was extremely good at advising me about everything regarding the colonoscopy at our initial meeting. I didn't have to ask a lot of questions as Dr. Taylor explained it quite clearly. Thank the staff for your efficiency and courtesy!
- Everything went well. I was treated nicely by all members of the staff. They were sincere.
- A very efficient staff makes for a more pleasurable procedure experience. Well done, thanks to all.
- The privacy of the recovery area was much appreciated.
- I'm so very impressed with each & every person who took care of me especially RN Kathy, RN Carol, Nurse Anesthetist Kelly and Dr. Katie Agnello. I was a nervous wreck and they helped calm me down in such a caring manner. They are the

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personification of professionalism.

- I was extremely impressed with the facility and all the staff. Everyone was very kind to me and to their co-workers as well. All the staff seemed very competent and acted professionally. Most importantly, they were kind and caring, which helped put me at ease. I would highly recommend Dr. Dumas and his staff to anyone in need of a gastrointestinal test.
- Carol Stevens can put my IV in any day, tiny pinch, no bruise, so kind and gentle. Getting the IV is my worst anxiety, BP always soars! Carol was the best I've ever had do this. She was wonderful in every way. I was very comfortable with Kelly, Meghan and Candy (post). Everyone treated me with kindness, respect and assurance. Very good experience all around. No hesitation to come back again if need be. Even the intake rep was sweet, kind and very pleasant. Big thanks to all.
- Procedure was too easy fell asleep woke up didn't feel anything good to go shouldn't hesitate to get checked.
- Can't say enough as to how great the Doctor and staff were. I would never consider going anywhere else.
- Everyone at Gulf Coast Endoscopy & Surgery Center of Venice was great from check in to departure. Dr. Kondapalli has great bedside manner which is extremely important to me. He is very caring and professional. There's a reason why so many people recommended him to me. I want to thank everyone for the great care while at the center including Dr. Kondapalli, nurses Marthe and Julie, Anesthesiologist Kelly, and Tammy at the front desk. I don't remember the name of the nurse in the OR, but want to thank her as well. I was at a similar surgical center in North Carolina and I must say Gulf Coast in Venice is far superior in that you have individualized service, more privacy and little touches like a warmed blanket while waiting to go in for your procedure go a long way for me. I will highly recommend this center to anyone and will absolutely return there in the future as needed.
- Staff and doctor excellent. Would not hesitate to return when procedure is needed. Thanks for terrific care.
- Excellent facility and wonderful staff from beginning to end. Staff was courteous, kind and very pleasant. Would highly recommend Gulfcoast Endoscopy Center. Thank you for all you do!
- I chose Dr Kondapalli because of his stellar reputation. He was very professional and gentle. I definitely recommend him. The Medical Center was immaculate and the staff very efficient, considerate, and had good bedside manners.
- Wow!! What a staff and facility! Everyone was so friendly and kind. They made me feel comfortable and put me at ease about being there. I really appreciate how they treated me while I was there and even after I came home by calling and checking on me.
- Overall experience was excellent! Staff was friendly, comforting, professional and I felt very comfortable.
- Actually, I chose Dr. Kondapalli upon several favorable recommendations from several medical professionals, whom I trust with such decisions. In turn, Dr. K. scheduled my colonoscopy with GC Endo Center, and I'm very pleased that he did. I have an extensive medical background, both personally and through family. I have nothing but good things to say of my experience with GCEC. I would like to especially thank Amy (prep) and Julie (recovery) for their efforts. Their professionalism and congenial attitude made my visit that much more pleasant.
- Very friendly nursing staff! Marthe was wonderful before my procedure--made me feel comfortable and relaxed! The only thing that needs work is the waiting area--too small for so many patients. Also, the tv was playing a food prep show---definitely NOT what should be playing when people are hungry from their clear liquid fast!! :)
- Arrived at facility at 2:30 PM for procedure scheduled for 3:15. Within five minutes Jennifer had me checked in. At 2:37 nurse Kathy Spielman came to prep me for an upper endoscopy. After a very short time they moved me to the treatment room explained the procedure. At 3:20 I was back in recovery and was handled by Tracy Mozzicato who explained the discharge. At that time Dr. Kondapalli explained the results. I was discharged at 3:51, less than an hour and a half of arriving. Could not be more pleased with the persons involved.
- Admitting nurse was wearing perfume. It was light but distracting and not a scent I cared for.

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- Everyone at the Center is pleasant, helpful and thoughtful in their treatment of me as the patient. They truly care about the patients. This care and professionalism makes an unpleasant procedure less scary and me as the patient more comfortable.
- My colonoscopy procedure went very well due to the care by all the staff at your facility. I would highly recommend your practice to my friends. Thank you for making my procedure that day go without a hitch. Everyone there treated me with the upmost care and professionalism. You are top notch in my book!
- My only comment is that Center is the best one ever and anyone needing this procedure or any procedures involving "Gastro" problems must seek out this Center!!
- Everyone from pre surgery to post were very professional. I was well informed of what was being done, and the staff were very friendly. I felt very comfortable there. Continue the good job everyone, because word of mouth can bring you up, but can take you down just as quickly. Thank you for your services.
- I was made to feel very comfortable when I arrived up until I left the center. Would definitely return to the center again.
- I was so pleased with my experience at your center. The staff, beginning with check-in were efficient and so cheerful. After a necessary uncomfortable prep, the care at your facility makes you forget all that! Thank you, Dr. Dumas for a safe procedure and satisfactory outcome!
- My experience including procedure with Gulf Coast Endoscopy was truly excellent from point of admission, through exiting the building and through the follow-up/next day phone call I received to check on my well being. The Doctor, Nurses, Anesthesiologist, Admission personnel gets an A+ from me.
- My experience, from beginning to end, was even better than I had expected it would be. Everyone treated me with great respect. I was surprised at how quickly I was called in from the waiting room and how efficiently everything went. Martha and Linda were terrific. Dr. Durrett and Curtis are perhaps the finest doctor-tech team I have ever experienced, helping me to have the best outcome possible with my cataract surgery. I was also impressed with the latest and best equipment that was available for my surgery. This facility is a jewel and I would return in a heartbeat!
- Dr. Taylor is very kind. At my new patient office appointment before the procedure she took the time to talk to me and explain about my symptoms and plan of care. Everyone at the surgery center took very good care of me from check in to discharge. Thank you!
- All the staff I came in contact were very good at what they did, extremely nice and cared about me as a person not just their patient.
- I was very pleased with the way this office is run like a well oiled machine. All of the people I came in contact with were very nice and also helpful. I definitely would return and also tell any friends that inquired about my experience, that I was very pleased.
- Excellent ,and nice also everyone very helpful.Very professional .They explained everything about surgery.I'm very grateful.Thank you so much again.
- I had a colonoscopy in Jan. at a different center. What a disaster. They did not remove my polyps during the procedure. And have yet to follow up. Never going back there and would NOT recommend them. I chose to have a second opinion. So glad I did. What a difference in the doctor and this center. I would highly recommend All. Thank you
- A wonderful place to have testing done, very concerned and knowledgeable staff from the minute you walk in the front door till your exit. Thanks for making testing so easy.
- Overall, a well run, professional, personable, efficient organization. Personnel were efficient, courteous, knowledgeable, and professional. Highly recommended and plan if need be to return if necessary.



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- Impressed as soon as I walked into building, cleanliness. Everyone one was so friendly & informative to all the info I was getting. Explained so clearly. Doctor Raja couldn't be any kinder to me & explained the outcome of the surgery clearly to my friend who came with me. Sending high praises to all who made a uncomfortable procedure comfortable. Thank You.
- Very Satisfied from registration to departure. All persons at the clinic were efficient and courteous. They cared for me in a well organized and competent way. My home recovery was excellent.
- The following people at the Center were terrific with their bedside manner, knowledge and care.  
Pre-procedure – Amy  
Nurse anesthetist - Gail  
Operating room - Adam  
Post-procedure - Tracy  
Last, but not least, Dr. Felman made me feel that everything would be fine. I would refer Dr. Felman and the Center to my friends.
- Good Experience - recommend - Glad it's over - glad it's behind me (wink)
- I cannot begin to express my satisfaction with the staff at the Gulf Coast Endoscopy Center I visited. From the front desk, to the nurses, and the doctor. Each and every one of them was courteous, professional, and made my visit as comfortable as they possibly could. Please forward my thanks on to each and every one of the staff there. Thanks!!!
- One of the only times I can remember that the procedure actually occurred at the time for which it was scheduled. My appointment time was 10:30 a.m., and the procedure actually began at 10:30. I arrived by 9:45 as instructed and all of the prep occurred timely. I was wheeled into the procedure room and anesthetized at 10:29. You all did a fabulous job!!
- I especially appreciated all the nurses and the anesthetist who were friendly and answered all my questions and made me feel comfortable. Even brought me two warm blankets to cover me as I was cold. The discharge nurse, I think her name was Marthe, was especially nice and informative to my son and myself. Even buckled my seat belt in the car to make sure I was settled and comfortable. And today she called in the morning to see how I was and if I had nay further questions, Everyone from the front desk to leaving was kind and friendly to this 84 year old woman. Thank you very very much.
- Excellent treatment from everyone I encountered. All nurses were smiling and friendly. I will be recommending Gulf Coast and Dr. Agnello to my friends if they are ever in need of a Gastroenterologist.
- The team at Gulf Coast Endoscopy Center does a fabulous job treating patients professionally and with a high degree of skill and care. Amazing job each time I've been here.
- The staff and Doctors were very considerate of my concerns and were very nice and comforting.
- 2nd time I was there. Had a excellent experience both times. Everyone was so nice and concerned about me and made me feel comfortable from the time I walked in till I left. Will be going back again whenever I need there services.
- Overall, the experience was very satisfactory. The colonoscopy prep is always difficult and uncomfortable, but the staff at this facility made the day of the procedure extremely satisfying.
- Very professional, courteous and friendly I really like Dr. Kondapalli, he is down to earth, passionate and has a great patient side manor!!
- The staff at Gulf Coast Edoscopy Center are fantastic! They are extremely professional, friendly, caring, and reassuring. They made me feel like I was the only patient there! I am grateful for Dr. Taylor's expertise and care. The entire experience was so easy and I was home within an hour and a half! Thank you!
- The service and procedures were efficiently handled. All staff was professional and responded to questions. They also made me feel at ease throughout the process.

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- Obviously, was not looking forward to the procedure, knowing what was to be expected in preparation. As uncomfortable as that was, the actual procedure was very professionally done. If I can single out one of your people for special recognition I would give kudos to Amy, the nurse who put in my iv. She was so friendly and attentive. She noticed my wedding band had a cross on it and made comment as to how much she liked it. I told her I was a preacher and she became very excited to talk with me about my internet ministry. I have very high regard for all who assisted me and Dr Dumas was extremely professional. I am the owner of an insurance company that does nothing but help seniors with their Medicare. I have hundreds of patients my age or greater in the Venice area. I will make sure to recommend Dr. Dumas and his people to all my clients.
- Prep that I was give was the worst I've had (and I've had at least six). Anesthesiologist cause a great amount of pain inserting. Know there is a pill that is 97% accurate but it was not recommended. Why? At 75 this would be a better option.
- Care throughout has been excellent!! Cannot remember if anesthesiologist talked to me or not. The prep and post recovery both were more difficult than I anticipated
- All interactions with Dr. Agnello and all staff at doctor's office & endoscopy center were professional, courteous, & personable. I was extremely satisfied.
- Dr. Kondapalli and the staff were very courteous and efficient. They had prompt follow-up on any questions I had. Great place to have procedures done.
- Nasty tasting solution. Had very hard time getting it down even though it was to smaller size amount. Got through the first one much easier than the second. Don't want to repeat that any time soon. However, the actual procedure day was almost pleasant because of your thoughtful staff.
- The process to prep for the procedure actually started a little ahead of schedule - a good thing. Everyone from admitting to post care was very helpful and courteous, always asking if I was doing okay and if I had any questions. There was very little waiting throughout the entire process which virtually eliminated the anxiety of waiting around and feeling like just another number waiting in line. Overall very pleased with the process and people.
- Had lengthy in waiting room (75 Minutes) due to Dr Dumas running behind. Understand it was unavoidable, these things happen. Hence the poor review on length of waiting time. Everything else was excellent, as usual.
- Your staff is very professional and have personal touch I was treated like a family member and not a patient, THANK You
- Excellent from beginning to end. Very pleased with Provision Eyecare and the Endoscopy Center. Professional, great customer service, could not be happier.
- First, everyone was very kind and very professional. I was treated with respect and care. I was very happy that there were only women (nurse, anesthesiologist and doctor) in the room where I had the procedure. This made me feel very comfortable. My only complaint is the facility is showing its age. I think it's time for a remodel, especially the outside waiting room. The area where you wait before they wheel you in to have the procedure is small and cramped. I could hear the nurses asking other patients questions and their answers. Other than that I was very pleased with my experience. Thank you.
- The staff at Gulf Coast Endoscopy Center was second to none. Their professionalism, expertise, bedside manner pre- and post- procedure was exceptional. I knew exactly what to expect at every phase. Most importantly, their follow-up with me the following day showed their true character! Other medical facilities should take note of how truly exceptional the entire staff was and learn from it! Thank you. P.S. I'll be back, but not for 5 years :)
- I've had 5 colonoscopies this was #6. I've never experienced the level of professionalism combined with such caring and concern as I did in this facility. Every person I came in contact with without exception tried to give information as well as calm my fears. Here I felt like a person, the other 5 times at other locations I felt I was treated like sack of potatoes. I've recommended you to several friends.
- Excellent service from check to checkout. No waiting once checked in very efficient run operation.

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### *Patient Testimonials*

- All of the staff is to be commended for their courtesy, compassion and attention to detail. My wife and I have both been treated here and would not go anywhere else.
- The efficiency of the staff made the overall experience virtually painless. I was in and out in an hour and a half for a colonoscopy.
- Overall great experience. A little long wait for procedure, but was kept comfortable. Thankfully, my recovery nurse came in a turned off the light. I would recommend a regular TV for people waiting in the waiting room. Otherwise, I highly recommend this center and definitely recommend Dr. Kondapalli!
- Dr. Dumas is an excellent doctor. His staff is responsive and communicates quickly. The staff at gulfcoast is very professional, attentive and caring. A special thank you to Bree and Marthe for their professionalism and kind attitude.
- From the time I walked through the door, to when I was wheeled out, was AWESOME! Dr. Felman is GREAT! KUDOS TO AII!!!!
- The office staff were very polite and also very apologetic when it was discovered that I was waiting in the front lobby for over an hour after signing in. Perhaps additional training or tech help would alleviate this problem in the future. All the medical staff were fantastic and very kind to me. They made me comfortable and were reassuring about my high blood pressure!
- I am not sure which of the two ladies was the anesthesia provider as I was busy talking to the lady that wheeled me in as we tried to retrieve the monitoring cords from underneath my gown. And then the lady who wheeled me in was administering the goodnight juice and that's all I remember and that is why the question did the anesthesia provider talk to me was answered N/A. I talked to two people but didn't know who was who job specifically.
- As my eyes were closed for most of the time during my appointment, I was constantly informed as to what was being done and made comfortable. I greatly appreciate this. Everyone I came into contact with was most kind, friendly and efficient. Thank you all. And I also appreciated the followup phone call this morning as to how I was doing.
- Never believed the procedure would be this easy. Great group of caring people working here.
- Very impressed with this facility. Will definitely tell all my friends because they fear/put off having this procedure done.
- Dr. Dumas is gentle and kind, a good Doctor and a credit to his profession. The facility clean. The Staff professional and caring. They all treated me with dignity and respect. Excellent. Highly recommended!
- I could not have asked for better treatment than I had during this procedure: from check-in to delivery to my car after the procedure everyone was warm, caring, informative and professional.
- My first visit here. Very efficient processing of patients. The medical staff people are helpful and friendly. Timing is important and they don't seem to waste any time. Thanks.
- This was my first colonoscopy and I was treated so well and put at ease. It was a very nice experience, great doctor and staff.
- This is my second procedure at Gulf Coast. I also had cataract surgery at this facility and had the same great care.
- I was very impressed with the care and attention from Ariel. She brought me blankets, checked on me a couple of times and made me feel very comfortable.
- Everyone that I had contact with at the Center was very professional. I felt welcomed and cared for. I wish I could remember the names of the nurses that help me but all were very kind, considerate and professional in every way. They seemed to really care about me not as a patient but as a human being. I thank all of them for that.
- Staff is very good and goes over board to take care of you. They also answer all questions you may have and make sure you are doing ok. Excellent operation.

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## *Patient Testimonials*

- Staff were smiling and helpful. Facility was clean and pleasant. All questions were answered immediately.
- Would highly recommend this facility for their expertise in GI procedures. MDs are top notch, staff is experienced and caring, facility is clean and easy to access.
- The procedure was the best, our recovery nurse Danielle was the best. Answered all questions and was kind and compassionate. If needed would go to center again. Only fault was needing to pre pay before procedure when I had insurance.
- The center, with its friendly accommodating staff, made a somewhat unpleasant procedure very , very bearable. Keep up the good work !
- Had a great experience from start to finish. Everyone was friendly and professional (and I was the last patient of the day, on a Friday!) Really wonderful. Thank you.
- I was extremely pleased from the beginning of my first visit to Dr. Agnello, scheduling with Amanda, to the end of the entire process. My nurse Emmy was very kind and reassuring. My anesthesia provider spent a fair amount of time with me before the procedure explaining the process and tried to keep me smiling. I would recommend Dr. Agnello and the entire team for this colonoscopy procedure.
- Every person, front desk/nurses/anesthesiologist/doctor I came in contact with today for my colonoscopy was extremely friendly and fantastic! I really felt special while there today. Thank you so much!!
- If I had to have this procedure this is the place to go as a matter of fact I have to go back on 3/4/2019 for another.
- Was disappointed of the notification the monies due at time of procedure. Was given one day notice.
- Everyone was very kind and efficient, Answered all my questions and made me feel comfortable.
- I am very grateful to have been referred to this doctor, and to this facility. My grades to doctor, staff, and facility: A+
- I've been to the surgery center several times everyone is so friendly and competent professional. They do not make you feel like you're in an assembly line they give you individual attention and it's truly a pleasure when you have to go through something as stressful as surgery they help you calm down and treat you like you're their only patient.
- From the time I entered the facility to the time I was discharged I was treated with kid gloves. Everyone I encountered showed an interest in me and my comfort. I couldn't have had a better experience!
- Everyone at your facility was courteous, helpful, concerned and professional. From check-in with Tammy; to my admitting nurse Airelle and discharge nurse Jane. Also, Dr. Kondapalli, anesthesia and surgery nurse. Everyone was very pleasant, upbeat, concerned and professional. They all made you feel important and helped you to relax, considering why you are there. As a nurse myself it makes a big difference to the patient, that ALL THOSE QUALITIES be present.Keep up the GREAT WORK.
- Extremely pleased and impressed with the expertise and care of Dr. Robert Felman and the professional, courteous and friendly staff at Gulf Coast Endoscopy & Surgery Center of Venice, Thank You.
- The entire staff were polite, professional, friendly, knowledgeable, and efficient, qualities we unfortunately too often. Congratulations to the doctors for assembling a great team!
- Very efficient and professional process from check-in to departure. What healthcare should strive for to reduce cost but provide a world class product.
- I cannot say Enough Wonderful things about this Gulf Coast Endoscopy & Surgery Center of Venice. The Woman who did paper work for my Admission before my procedure, The Wonderful Nurse who took info from me while I changed into a

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### *Patient Testimonials*

gown then gave me Very Warm blankets before putting an I.V. line in. The comical Anesthesiologist, was great. The Nurse with the Dr. in the Procedure room were both very good and attentive. If I needed to have this done I was Grateful for all the Special people who were involved. Thank you to ALL

- From my set up appointment to the procedure everything went so smooth...everyone was very caring & very organized . I asked the Dr for a copy of my procedure & he got it right away ....no problem.
- I have had this doctor, staff and facility for three check ups over several years. Everything is well planned, completed efficiently and I know I am in good hands by all. Thank you
- Over the years I have had many procedures done that called for an IV. This is the first one where I have struggled to find or feel where it went in, even only hours after the procedure. Kudos to the young lady who did it (don't remember her name but she called me in, was very young, and wore shiny Crocs). Overall procedure very simple and straightforward and well done, entire staff pleasant and professional.
- Great experience ( for a colonoscopy!). Simple procedure for the peace of mind you get. Nothing to fear or be embarrassed about.
- Everyone at Gulf Coast Endoscopy Center was caring and professional. They have a knack for making patients feel at ease at what's usually a nervous time. Very pleased with my entire experience.
- Professional and concerned treatment by the entire staff made me feel at ease and comfortable. Would highly recommend this facility for out patient procedures!
- The facility and staff took every precaution and effort to ensure my comfort and confidence regarding my procedure before, during and afterward. I appreciate the follow-up call the next day. Very competent and professional.
- In the past 2 months I've spent 10 days in the hospital and was treated poorly almost every step of the way. That made my stay and recovery incredibly difficult. It was refreshing to be treated with such compassion and respect by Dr. Dumas and his staff in his office and surgery center.
- Ariel, RN was patient, kind, and attentive to my needs. She explained each procedure she completed from the urine test to inserting the IV. Adam, RN was very kind to my partner who was waiting for me in recovery; offering an apple juice/water.
- Awesome service as usual. Wish there was Surgical Center located at Lakewood Ranch for my frequent procedure. Dr. K and his surgical staff are awesome, so it's worth the drive.
- I had a colonoscopy on Friday and it was a great overall experience. My only suggestion for improvement concerned post op instructions, which I found somewhat vague, regards stool COLOR. Mine was normally formed, but black, not dark, not tarry black just normally formed black. The instruction discussed tarry black and liquid blood quantities i.e. teaspoon +. Being Saturday I did not bother to call. I decided that because I felt OK I would wait a day. It (stool) was dark brown on Sunday relieving me of any concern. I was given a FU call on Monday at 8 AM which I appreciated and while I was relieved I did express this concern. Keep up the good work and FU.
- Very satisfied from first encounter when reporting in through procedure and discharge. I did not arrive at the right time for my procedure but was very nicely helped and was able to have procedure.
- Staff exceptional, esp finally Kathy and Martha, as well as anesthetic and OR nurses and Dr Felman. Most thorough explanation of results and post procedure care I have ever received. Very impressed.
- My whole experience was as pleasant as it could be. The staff and Medical team made it feel seamless. Job well don. Thanks to all.
- The nurses who took care of me were so nice. They wanted to make sure I was comfortable which in return made feel that I was a priority.

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- All of the staff from check-in through discharge were professional, attentive, caring, knowledgeable, skillful, and helpful. Dr Kondapalli was exceptional, very professional, and kept me well informed at discharge. Could not have had better care for this procedure. Thank you!
- Excellent service at this facility from front desk to post op. I worked in the OR in Massachusetts so I knew what to expect for good care and service. I observed all patients plus myself treated with dignity and respect especially due to the sensitivity of most procedures. I would definitely recommend this facility.
- I had a colonoscopy procedure at this place. The facility was very efficient, well equipped and well staffed. The whole procedure ran like clockwork. Everyone that I encountered was pleasant and explained things very well. I wouldn't hesitate to use the facility again.
- Every One was very nice & professional.If you ask a question they gave you an answer that you understood.I would go back there if I needed another procedure done.
- From the moment I walked in the front door the staff was professional and caring. Procedure went very well. Thanks for taking the extra time to make sure I was comfortable throughout the entire procedure.
- Very good experience. Staff was pleasant and courteous and efficient. Would go back to the center for future procedures!! Thank you to all who took such good care of me!!
- This was my first time having this procedure done at this facility. Everyone, from my first visit to my actual date of the procedure, was very professional, understanding and knowledgeable. I really appreciated the fact that I did not have to wait to see the doctor for my initial appointment or for my procedure. One of the most annoying aspects of seeing a doctor (for me) is having to wait in the outer office for an extended period of time. From beginning to end my scheduled times were accurate. I would highly recommend this center to anyone.
- I cannot say enough positive things about my treatment at the Gulf Coast Endo center. The endoscopy went exceptionally well and I was treated with the utmost respect and their consideration and communication was superb! I would definitely recommend them to anyone needing endo treatment.
- Pleasant experience considering I was undergoing a endoscopy.Very professional facility with outstanding staff.
- My experience today was as pleasant as it could possibly during the process of my procedure. Extremely pleased with my doctor and the entire team at Gulf Coast Endo & Surgery Center.
- Outstanding service and care! Dr Kondapalli and the entire staff are a shiny example of the best in American healthcare.
- Very comfortable procedure. Fast and on time. Everything was explained in full prior to procedure. I would highly recommend this facility and its staff.
- I was very worried the weeks approaching my endoscopy/colonoscopy. The staff at the Gulf Coast Endoscopy & Surgery Center of Venice eased my mind and made me very comfortable. I will definitely come back in the future when I need another procedure. Thanks to all the nurses and staff for all your hard work!
- The dreaded prep was much easier than I've had previously. The staff and facility were great! No complaints and would definitely choose both Dr. Agnello and Gulf Coast Endoscopy Center again.
- WISH THEY HAD A COFFEE MACHINE FOR PEOPLE WAITING ON PATIENT.(unless afraid patient might get one before surgery by forgetting no liquid.)
- You could save on paper if you just ask the patient~will you fill out the survey online? Cause I did & now I'm throwing away your letter & envelope. Only FYI no negative feeling towards you in any way.

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- Very satisfied. Would have liked the opportunity to ask some questions after procedure was done.
- Wonderful doctor, wonderful staff. Felt safe and secure from start to finish.
- You could save on paper if you just ask the patient~will you fill out the survey online? Cause I did & now I'm throwing away your letter & envelope. Only FYI no negative feeling towards you in any way.
- My upper endoscopy by Dr Kondapalli went extremely well, and the staff at Gulf Coast Endoscopy Center were very friendly and continuously concern for my well being. Linda was especially caring, thoughtful, and an influential factor in my decision to return to Gulf Coast as future needs require. I also highly recommend Dr Kondapalli. THANKS for the excellent experience regarding my health care!!!
- Very good care was given me while having an endoscopy. Both my wife and I were treated with the utmost care and consideration. My best regards to the whole staff and thankfulness during my procedure. Thank you!
- For my 1st procedure, it was everything I could have hoped for.
- Wait time was terrible! As usual there is always an excuse!
- I was very impressed with each adult I came into contact with prior to, during, and after my procedure. Amy met and assisted me; Kelly explained the anesthesia procedure; Meghan was comforting prior to my procedure on the table; and Brie was helpful in giving me information for my departure. All who worked with me, including Dr. Kondapalli, were professional, personable, and helpful. I do appreciate the work that each professional there does each day, including the time they spent with me. It is refreshing to see health professionals working well together with such positive attitudes.
- The Gulf Coast Endoscopy team is 1st class. I'm a 1st time patient, and although I had very good experiences with my former provider in Denver, you're a cut above. Everyone was highly professional and the whole process was well orchestrated and on time, like a fine Swiss watch. I was very impressed.
- Gulf Coast Endoscopy Center is my "go to" place for colonoscopies. The staff goes to great lengths to make sure my procedure and stay at the Center are comfortable, clean and professional.
- Whenever I need to go to Gulf Coast Endoscopy Center for a procedure. I do so knowing that I will be made to feel comfortable and confident that I will receive the best care possible.
- Everyone was very professional and courteous. I would return to this center in the future and would recommend it to my friends and family.
- Very professional care from check-in to release. Would recommend to a friend.
- Every person was very pleasant and informative. I was made to feel very comfortable from the minute I walked in the door until I left. Neat and clean facility. My nurse, anesthesiologist and receptionist were all very professional and kind.
- Everyone at the center was extremely friendly, efficient and very informed and smart. It was the best out-patient surgery center I have ever been to. I had a wonderful experience with all the personnel at the center. I felt like they truly cared about me, and everyone seemed to love their jobs. Thank you.
- My experience at your Center was entirely positive. Especially I would like to comment favorably on the care from my nurse, Marthe. Her expertise, and upbeat disposition were very well received. I have never been fond of needles, but this was my best needle experience in 60+ years! Thank you to your entire staff for fine medical care and such a clean, positive environment.
- I would highly recommend Katie Agnello, M.D., and all the staff at Gulf Coast Endoscopy and Surgery Center of Venice, for colonoscopy needs.

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- From the initial call to set up my appointment to wheeling me to the car after the procedure, everyone was kind, courteous and professional! I do agree with the Anesthesiologist, a food truck in the parking lot would be a welcome addition! Thank you to everyone for making my first colonoscopy as pleasant as possible.
- This is my 4th procedure done recently at this office. It is a pleasure to come there. Everyone is so nice, friendly, knowledgeable and helpful. Unlike other offices I have been to.
- Very impressed by the concern of all. My only objection was the rock music being played in the procedure room. WILL HIGHLY RECOMMEND! Thank you very much! and GOD bless!
- Nobody likes this procedure and the prep day sucks but staff are caring and try and get you through it quickly and calmly. Although the "herding cattle" style of rotation makes you feel invisible, the whole staff are attentive and kind. We will continue to use Dr. Dumus and this facility. Thank you
- This was a very efficiently run center, while still attending to me as a "person".
- The staff was so kind and efficient. Everything was explained, I was in and out of the procedure quickly. It was above my expectations.
- My apprehension was gone as soon as I was called in. Each staff member (the pre-op team), treated me professionally and with respect. Always asking if I was feeling fine and explaining what they were going to do. The anesthesiologist was very gentle and of course Dr. Agnello, as always, greeted me with a smile. I knew I was in great hands. Thanks to all. See you in 10 years!
- Not a procedure you like to have, but Gulf Coast Endoscopy Center handles everything so professional & puts you at ease.
- Very nice staff and doctor. Thank you in advance for my gift cert (yes, I have a sense of Humor)
- I was very pleased with the consultation at Dr Agnello's office. I prepared the paper work ahead of my scheduled procedure and was able to drop it off at the office very conveniently. The morning of the procedure we were greeted and processed quickly. All the staff was professional and asked if I had any questions through the procedure. I would highly recommend this facility as well as Dr Agnello.
- My husband and I have been patients of Dr. Kondapalli since 2007. All of our procedures have been at Gulf Coast Endoscopy Center and we have never had any problems beginning with the staff, the nurses, the rooms are immaculate, everyone is cheerful and efficient. The surgery room is immaculate, and they have a great anesthesiologist who explains what she is doing. And of course we are very happy to have Dr. Kondapalli as our doctor.
- All of them know what they are doing and we feel safe. No worries about anything. Great job. My wife is going to do her exam here too. Thanks to all of them.
- The only halfway negative comment I would make is the prep and recovery rooms, being small and having a curtain, and located so close to the nurses station, allow all the staff conversation to be heard. Which at times are very loud and could be annoying.
- I am very satisfied with all of the staff that was involved with my cataract surgery - they were professional and caring!!
- Recommend Dr. Kondapalli for your endoscopy needs.
- I was well taken care of from start to completion. Great staff that kept me informed.
- Martha & Amanda were the best. They were professional and kind.
- I have nothing than PRAISE FOR ALL INVOLVED with my colonoscopy experience at your center yesterday. Having 2 major concerns, one being the Dr may accidentally nick my colon wall and the other being to get an IV placed in my left arm with my BAD collapsible veins! Well both concerns were met with GREAT FLYING COLORS! Thanks Dr. Felman and



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Martha the excellent nurse! I didn't even have a bruise where Martha inserted the IV. Thanks again for all of your CARE.

- I have had an endoscopy and colonoscopy at Gulf Coast Endoscopy Center this past year. Both procedures were performed by Dr. Katie Agnello. I have been very pleased with not only the doctor but all the staff. Will absolutely continue my care with them.
- A very smooth and professionally run center. Top shelf organization for you to consider.
- Dr. Caren Taylor is physician. Overall great experience for what it is about. Staff was very friendly and helpful. Comment on Anesthesia relates to the rushed feeling I got from him. I waited a little while so they must have been behind.
- Everyone was friendly and efficient from Tammy when I arrived, to my first nurse Amy, to Kelly in anesthesia and Bree in recovery. And of course, Dr. Agnello was friendly and gave me confidence. I was very, very nervous and there really wasn't any need to be. Everyone made me feel much less anxious.
- Becky and Ariel were both very kind, caring, and professional - thank you!
- I could not be more pleased with the way I was treated. ..The Doctor and Staff are professional and empathetic.
- Great pleasant staff. Prompt care. Great choice of music.
- Very nice staff and clean friendly environment.
- The "nightmare stories" one hears of past experiences is completely fictitious. My wife told me later, "I had a hard time waking up". That's what it seemed like. I suggested a Wake Up Call next time!
- Well Done Job is just not enough. The staff was excellent. Could'nt ask for or find better. Most of all, thank you Dr. Felman.
- THIS PROCEDURE WAS VERY EASY AND I FELT VERY GOOD AFTER WITH NO PAIN OR PROBLEMS.
- I've had this procedure in this office before and the staff, facility and the location was and still is superb! I just want to thank Bree and Martha for their outstanding concern at all times and the rest of the staff for their professionalism. AND, Dr. Felman is just a very nice man!! I wouldn't want to do this every day but very happy that the Gulf Coast Endo Center is here and is a great facility!! Thank you!!!
- Overall excellent care. Can't think of anything to improve on.
- I was treated very nicely and made comfortable at all times.
- Physician spoke with me minimally before the procedure and briefly after the procedure to provide the result of the procedure. Did not expect or need more conversation with him. The nurses are responsible for the care and they were excellent...and pleasant.
- I am fully satisfied with the experience at the center, the check-in the Nurses, Doctor, all were concerned about my well being.
- Procedure went well but had some pain during the remainder of the day and night after procedure, but believe it was the gas. The staff is phenomenal in every area of the center. Would highly recommend to anyone needing a procedure.
- Nice clean facility with a friendly helpful staff. Doctor was pleasant & professional. I would recommend this place to others.
- Everyone at the center was amazing, from check in to discharge. Pre-procedure instructions were very clear. I was anxious about the procedure, but the staff made me feel very safe and comfortable. Dr. Agnello is kind, gentle and understanding; she answered all my questions and I did not feel rushed at all. The procedure went very smoothly, and there was no pain or tenderness afterward. I had nothing to be anxious about! I also received a phone call the next morning to make sure I was doing ok; this was much appreciated. I will definitely recommend to my friends needing the same care.

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- The Doctor and staff were all excellent and made sure I was always kept informed and comfortable throughout my procedure.
- Great place but you need softer toilet paper!
- The nurses at GC Endoscopy are extraordinary. They made sure to explain what they were doing, and asked if I was comfortable. Kathleen brought an extra warm blanket and shared some good family news, easing any stress while waiting for the procedure. After the procedure the nurse helping me with discharge was very upbeat and friendly. This was the best experience any patient could hope to have.
- The center and staff was not only concerned with the patient care but also the spouse was kept informed as well.
- This is the third time I have been to this facility. KUDOS to all there. Never have I ever felt so well received and treated with such friendliness. I congratulate your facility..
- Outstanding attentiveness and professionalism. I was very impressed with the efficiency of the staff and their attention to detail. They made sure I knew what was happening and were very helpful throughout. The facility was well staffed, clean and staff courteous. A very smooth experience that I would strongly recommend to anyone.
- Team at the facility was wonderful. Informative and attentive to individual needs.
- Kudos to Ariel for doing a great job with Pre-Op prep and inserting my IV needle. Kudos to Linda in Recovery for doing a great job following the completion of my procedure.
- My experience at the facility was excellent. Everyone was cordial, professional and really showed that they cared for me as a patient.
- The staff - Tammy, Kathy, Portia, Megan, and Kelly - were all very professional and courteous. They also had a sense of humor, a valuable asset to put a patient (specifically this patient!) at ease prior to and recovery from the procedure.
- Care today was excellent. I would definitely recommend Gulfcoast Endoscopy to my friends.
- Arielle in prep and Bree in recovery were wonderful! I could not have asked for better treatment by anyone involved in my care.
- Very satisfied with entire procedure. Dr. Kondapalli is the best.
- Everyone was very nice, helpful and seemed to care about my comfort. Would for sure recommend to family and friends.
- I was well taken care of in a very timely manner. Very polite and professional.
- Great professional service and staff. Very much at ease from consultation meeting with Dr. Kondapalli through post-procedure meeting. Very meaningful to also have phone call to check the following day as well as the quick return of biopsy results.
- One of the best health care provider experiences I have had. Every one I dealt with was a true professional. It's obvious that they have an efficient, patient oriented process that really works!
- Doctor and all staff were personable and fantastic, and quickly put any concerns to rest.
- Thank you Doctor R Felman and the staff at Gulf Coast Endoscopy center.
- I was nervous about procedures as I have never had either. I don't think I have been cared for by kinder, more competent staff anywhere. It was an excellent experience, and I had no anxiety while I was in their care, and no pain or discomfort after.
- Everyone at Gulf Coast Endoscopy made my procedure as pleasant an experience as possible. Will recommend to friends and

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## *Patient Testimonials*

family.

- Thanks to Tammy - Martha - Gail - Adam - Ariel and of course Dr. Felman. All were great!
- All staff that I encountered at the facility were professional, caring, polite and friendly. I would not hesitate AT ALL to use this facility in the future and to refer others to do so. Thank you for excellent care from reception to discharge. Also, the cleanliness of the facility was obvious, impressive and appreciated!

➤ A few comments...

1. Your survey has its scoring backwards. I got all the way to the bottom before I realized that you are using 1=best & 5=worst (and yes, I know you have a key at the top of the survey which I only now saw), which is exactly opposite from all online review systems we have all come to be familiar with. Fortunately I caught it but I had scored you with all 4s and 5s which on your scale would have been terrible, and untrue.

2. The service of the staff at every level of my interaction with Dr. Felman and your center was outstanding. Carol in scheduling was super helpful and nice. Martha, who got me ready for my procedure was INCREDIBLE. I'm a pretty healthy person on average so don't have a lot of experience with hospitals and procedures, etc, so I was a bit apprehensive and nervous. Martha recognized that and did so much to put me at ease. I won't go into details but suffice it to say that a large part of my VERY positive experience can be attributed to her.

3. Tammy at check in was nice and helpful.

4. Gale the anesthetist was very nice and obviously did a good job. I had no issues with my nose or throat afterward.

5. Ariel managed my discharge and was very sweet, fun, and nice, and she answered whatever questions we had.

6. Dr. Felman, who I think is great, came to visit me after the procedure I am told. I say that because in my opinion it was too soon after the procedure. Thankfully my wife was there with me and she let me know what the Doc said and what I said back since I had/have no recollection of seeing him at all afterward. So though I suppose I must have seemed awake and alert, evidently that was not the case at all. I think you guys should be aware of that. If I had been by myself, I would not have known any of the important information that the Doc told my wife and me.

7. My wife, as a guest in your lobby waiting for me, really appreciated that you had useful and informative segments presented on your TV screen. She enjoyed the presentations and also was glad that it wasn't on a short loop of the same thing over and over, given that she was there for at least an hour.

- Excellent experience. I would recommend friends to Gulf Coast Endo!
- Because of such considerate and professional care, this less than pleasant procedure was as stress free and dignified as possible. From the courteous front end staff to the, compassionate nurses, to the qualified doctor, everyone was exceptionally caring, attentive, and well trained.
- I appreciate it that the nurse who was to give me an IV did not hesitate to ask for help when she was having trouble finding a vein due to dehydration. The nurse that helped her made sure to give her info for the next time.
- I have had 3 colonoscopies done at your center, all by Dr. Kondapalli. I would highly recommend your center! From the check in process to leaving after the recovery period, the staff was very polite and friendly. I was relaxed, confident and comfortable from start to finish.
- Thank you for the positive experience at your clinic. Everyone was very helpful and kind. I really appreciated it.
- Had more after effect from the anesthetic than I expected - took a couple of days to feel normal again.
- My wife wasn't included in the post procedure briefing.

## GULF COAST ENDOSCOPY CENTER OF VENICE

### *Patient Testimonials*

- Experience from initial contact via phone, doctor's visit, and follow up exam was exceptional. I wish all medical services in the area were as pleasant, timely, efficient, and thorough. My compliments, truly 5 star treatment. Dr. Katie Agnello, magnificent!
- Awesome from start to finish.
- Procedure went well. It didn't take very long. Everyone was very efficient and caring.
- Thank you, all. What a great, friendly staff! Tammy, Porcha, Becky, Kelly, Cheryl, Adam, & Dr. Dumas
- Loved the fact every time I saw a nurse they were washing their hands constantly and the facility was very clean.
- I had a colonoscopy on 6/12. Everything about the way I was treated there was fantastic. The employees were fantastic and everyone seems to care about my well being and comfort. They constantly came in while I was waiting for my procedure to make sure I was comfortable. Don't put off your required colonoscopy. The prep is a little challenging if you're not used to drinking 1+ gallons of liquid in 24 hours. Make your appointment as early in the morning as possible because you will be starving! Request to have your procedure done at Gulf Coast Endoscopy Center. The experience could NOT have been any better. I also had an upper endoscopy on 6.18.18 and the experience was just as great as my colonoscopy. \*\*\*If you have to have a procedure, Gulf Coast Endoscopy Center is clearly the place to go. I went to a different facility on Tamiami Trail near Jacaranda Blvd. 2 years ago, and would never go back.
- Doctor Agnello was very knowledgeable about my condition and I feel after four days that she solved my problem. Would definitely recommend her!
- The only problem I had a runny nose for a few days after procedure. Some advise initially would have helped. Like what could I take if anything. I did obtain some information off the web.
- Very satisfied with this surgery center. Everyone was very nice from being checked in thru the procedure and surgery. Also they kept my husband informed thru out the process. Thanks
- Procedure went quick, thanks for the free liver scan
- Care was great (would say exceptional but it may be normal) in all areas from reception to recovery. If it wasn't for the prep day I would look forward to a return!!
- I felt comfortable there. Staff was very professional and helpful and most importantly friendly and patient.
- I was totally happy with my Gulf Coast Endoscopy & Surgery Center experience.
- I was extremely impressed with the professionalism, knowledge, compassion and individual attention I received in preparation for my colonoscopy. I felt confident initially with my interview with Dr. Kondapalli up through my discharge. I appreciated the call this morning inquiring how I'm doing. I certainly as an RN will recommend your services to friends and neighbors.
- Dr. Dumas and his entire staff were professional and friendly. I couldn't be more pleased with everyone and the cleanliness of the facility. My first visit to this facility was in 2012 and had the same experience.
- I am very pleased and relieved the whole procedure from beginning to end was a great success. Staff were warm and comforting, I will be sure to spread the word about my experience today. Thank you Dr. Felman and staff.
- Wonderful facility and I would highly recommend to friends and family.
- All the staff treated me promptly, courtesy and respect to privacy. Answered all questions with respect. Would return again if needed and would recommend.
- Excellent care before, during, and after procedure.

# GULF COAST ENDOSCOPY CENTER OF VENICE

## *Patient Testimonials*

- I had a very positive experience at your facility. All the staff were very friendly and professional. I had no waiting time when I arrived, I was prepped quickly and was sent home at the appropriate time after the procedure. I experienced no problems after going home. I will definitely recommend your facility!
- Everyone was professional and knowledgeable. Excellent customer service! Followed all the rules (hand cleaning, surgical rules etc). The center is very clean.
- Especially want to recognize Kathy, who recognized that I had had rotator cuff surgery and was careful to make sure I was comfortable and make sure that everyone involved was aware of this. Everyone was very good to work with, but she was especially good.
- Thank you for being attentive, professional and caring. The smiles were also welcomed.
- A very good experience. Treated by professionals with courtesy, respect and genuine concern.
- I was impressed by the efficiency of the staff and procedure. I was dreading a long wait time but that was not the case. Very Pleased 5 star A++++
- Extremely pleased with the professionalism of Dr. Kondapalli and his staff at both their office and the procedural center. Both are like a well oiled machine—waiting times are minimal and yet as much time as necessary is spent with each patient. I have had two Colonoscopies and one Endoscopy over the past six years and plan to utilize the services of Dr. Kondapalli and his staff again in the future.
- I have had many procedures at your facility. It is always as pleasant an experience as possible and your staff is wonderful~
- It was a wonderful experience as far as the procedure was concerned. The pre-drink was disgusting, however...and this was my fourth or fifth colonoscopy...the drink keeps getting worse. Why is that? Maybe in five years they will have a better tasting solution. Good job at the Center...everything went smoothly.
- I have been cared for in the past at this facility and each time I could not asked for more attentive and understanding care.
- My experience at the Gulf Coast Endoscopy Center was excellent. The entire staff from the gal at the front desk to the OR staff were efficient, attentive, and as nice a staff as anyone could wish for. My experience there was top notch!!
- Terrific staff! Very patient friendly, courteous, and helpful. Made the procedure very easy and comfortable for me.
- Other than starting my procedure 45 minutes after appointment time, it was a good experience. Thank-you
- Very friendly, efficient and professional staff. Caring doctor.
- Prep was horrible, but colonoscopy experience was otherwise as good as it gets.
- Loved Dr Kondapalli & all the girls that made a nasty test into a tolerable one. They were great!
- I have already recommended the doctor and center to a friend.
- The whole process was seamless. This is a very clean, well-run facility. The staff is professional, knowledgeable, and friendly. I can see that if anyone came in with any apprehensions, they would be immediately put at ease.
- Everyone was wonderful! I am very pleased with the service I received.
- I have had three procedures performed at the Gulf Coast Endoscopy Center and have received excellent care each time. The courtesy and expertise of the staff and my Doctor greatly reduce any stress and embarrassment associated with such procedures (a colonoscopy and two endoscopies).

## GULF COAST ENDOSCOPY CENTER OF VENICE

### *Patient Testimonials*

- It was professional from registration to discharge. Everyone was caring, smiling, and eager to help. I was very impressed.
- Excellent facility with very attentive and professional staff. I was pleased to observe a pre-procedure safety check just before I was sedated.
- I'm very pleased not only with my physician/surgeon but of the entire staff at the surgical center. Each were very kind, considerate, polite and made you feel completely comfortable and at ease.
- Doctor Agnello was wonderful and the staff were very nice and kind to me.
- Would recommend this Dr. & facility very highly to all my friends.
- The staff and doctor were GREAT!! Would recommend to friends and family.
- Very smooth process from check-in to discharge. Friendly and caring staff.
- Very well put together staff (Professional / happy). They're a reflection of Dr Kondapalli professionalism & Gentlemanly nature.
- Great staff, very patient concerned and friendly. Top notch facility.
- I have and will continue to recommend Dr. Kondapalli and Gulf Coast Endoscopy Center to my friends.
- Great experience from start to finish. Very professional, competent and friendly staff.
- Kudos to the entire staff at Gulf Coast Endoscopy Center for their friendly, courteous professionalism. It made my time there so much easier. Thank you all.
- Dr. Agnello and her staff were cordial, friendly, and downright fun to be around. They all bent over backwards to make me feel comfortable and relaxed. I highly recommend Dr. Agnello to anyone in need of a gastroenterologist.
- Everything went very smoothly and fast. Loved the warm blankets. Asked for light anesthesia, woke up alert and ready to go. Was very happy!
- I want to thank the staff and Dr. Kondopalli for their superior professionalism, care and compassion.
- Thanks for having a very professional/friendly staff. Allowing me to feel comfortable and safe. Your staff does an outstanding job! Keep up the good work. Thank you~
- Excellent facility and Dr. Kondopolli is the best! Have had several procedures at your facility and always have been efficient and a pleasant experience. Thank you.
- This facility was 5 stars from the moment of stepping in the door to being escorted to car at discharge. All staff was attentive, caring & very accommodating to each and every detail. I felt very secure being in very fine hands. Would recommend anyone to first consider Gulf Coast Endoscopy Center for their next procedure, I know I am!
- Had two procedures completed in the last few weeks. Becky and Laura, the nurses, were so positive and professional. Attended to my needs right away and provided clear explanations of procedures. Kelly, the anesthesiologist and OR staff eased stress and anxiety. The entire staff reflects a caring professional cooperative corporate culture.
- Excellent experience at Gulf Coast Endoscopy Center. Everyone was very professional and caring. Their standard of care was A+. I would highly recommend this facility for your medical care.
- From walking in to leaving via wheelchair, you are treated as a person, not a number...all attending people, front desk, nurses, Dr., are very attentive, compassionate and caring.

# GULF COAST ENDOSCOPY CENTER OF VENICE

## *Patient Testimonials*

- Everyone treated me very warmly and professionally. And the procedure went faster than anticipated. Very happy with Gulf Coast Endoscopy And Surgery Center of Venice.
- All involved were extremely courteous and professional.
- Very pleased with first impression of Dr. Felman. Look forward to meeting with him on next appointment for continued plan of action to take. Feel very positive the doctor will figure out what is wrong and take care of it. It was great getting the phone call after the procedure to check up on me. I definitely would recommend this doctor and center to anyone
- Everyone was very nice and informative. The procedure was quick and painless and I had no problems afterwards. Convenient location.
- Nurse Laura was excellent! Actually the whole team was very care, knowledgeable and happy!
- Becky, Debbie, Amanda, and Ariel??? (the little blonde in the recovery room) all gave outstanding treatment.
- Excellent care and staff knowledge. Would recommend.
- Excellent staff, wonderful caring nurse Ariel and others. The whole operation is very good.
- My self and my wife are so very happy with Dr. kondapalli and his staff. The staff makes you feel like you are the only patient.
- Nursing staff were GREAT, Facility spotless. DR. Felman is terrific makes you feel very comfortable.
- Thank You....GREAT job! Staff was super courteous and made me feel quite comfortable. Dr. Dumas was also very good.
- Always as pleasurable an experience as possible considering the procedures being performed.
- Good experience, no negatives. Linda Parsons was awesome!
- Very pleasant experience. Your staff is very friendly and courteous.
- Excellent care by all. A very caring staff.
- Two thumbs up to the entire staff at Gulf Coast Endoscopy! Everyone was so kind, caring, professional and caring above and beyond. I will highly recommend your facility to everyone.
- Betty and your entire staff was outstanding.
- It is very refreshing to use such a caring and professional facility these days. I would highly recommend to others.
- Very professional and patient oriented.
- Procedure went better than I expected.
- Love Dr Felman and the staff at the Center. They were wonderful to me.
- The staff was professional, yet attentive and caring.
- Overall, my experience in the Gulf Coast Gastroenterology Center in Venice was very good.
- I have only lived in Florida for 2 months and was so pleased when I met the doctor and staff at the endo center. They were so pleasant and reassuring. I would definitely come back to this center if I ever needed any additional procedures.

# GULF COAST ENDOSCOPY CENTER OF VENICE

## *Patient Testimonials*

- Very efficient and thorough procedure.
- Clean, friendly and efficient staff and facility.
- Friendly staff, very professional, a great experience knowing the kind of procedure I was going to have. The timely matter from admitting computer update to being discharged....1 hour 15 minutes....
- The doctor and nurses were great!!! Everyone was very kind and took great care of me. I am grateful that I have the best doctor and nurses around.
- I've had previous procedures done at the Center with Dr. Robert Felman and have experienced a high degree of Professional care from the Dr. and the entire staff and the Center.
- Everyone went above and beyond. Amazing facility. So glad I went here.
- Dr. kondapalli is the best!!!!
- I was nervous. Everyone put me completely at ease and were very friendly, courteous and professional. Everyone smiled and definitely knew what they were doing. I was in VERY GOOD, EXCELLENT HANDS! After eating breakfast at a near by restaurant , I went home and had a good nap. I felt great the rest of the day! I would highly recommend Dr. Kondapalli and Gulf Coast Endoscopy and Surgery Center.
- Excellent experience. Impressed with the staff and orderliness of the facility.
- The center and staff are always caring and professional.
- A colonoscopy is not something anyone ever looks forward to but if you must have one your facility is the best place to go. I have had 2 procedures in the last 5 years and I cannot say enough about how well I was treated and how quick and painless each procedure was. I would definitely recommend to anyone.
- Everyone was very nice and made you feel comfortable.
- I recommend this center to all. The staff is excellent in patient care. They make you as comfortable as this procedure can allow:) Amy called today to see how I was doing. Thankyou
- For the first time in all my life of procedures this one by far exceeded my expectations, pleasant atmosphere considering it is a surgery center. All of the nurses were very pleasant and helpful.
- Everyone was professional, caring and kind from check in to discharge.
- I was completely satisfied with Gulf Coast Endoscopy & Surgery Center of Venice. My value is a number 1.
- Please consider allowing driver (spouse, friend, partner, etc) accompany patient into the prep area if so desired by patient. Coffee/tea would be nice in waiting room for driver ONLY while they are waiting. Maybe locate in far corner out of easy reach for fasting patients. Just an idea to provide a comfortable environment for driver also.
- THE STAFF WAS OUTSTANDING IN THEIR CARE AND CONCERN.
- Excellent service and personal.
- Everything and everyone was wonderful.....i'm not too crazy about the computer at the front door for check in but i would recommend you to my friends. Thanks
- Everyone involved did a good job. I went home aftermy procedure and took a nap and was good to go the rest of the day.



# GULF COAST ENDOSCOPY CENTER OF VENICE

## *Patient Testimonials*

- Everything went well.
- Thank you!! Care and professionalism from beginning to end.
- Everyone was very friendly and the whole appointment was very smooth and efficient.
- Procedure was done in a very professional manner. Every one was very knowledgeable, helpful, friendly and courteous. I had no problems whatsoever and will be back at my next scheduled visit. Thank you all.
- Professional, efficient from front office staff to staff that delivered me to my car. Everything was explained before it was done. Willing to answer any concerns. Staff introduced themselves to me at each point of care.
- Great facility and very accommodating.
- I was very pleased with my treatment at this very clean facility, and the excellent skilled care of my doctors, nurses and support staff. A pleasant surprise was the warm blanket provided before the procedure.
- Efficient and caring by all personnel involved in providing confidence to patient.
- Very pleased with the facility and staff. My physician uses this so there were no options, but the staff was excellent and very caring.
- Every one at the Center was very nice and helpful from the front desk to the discharge nurse. Thanks to all and Dr Kondapalli!!!
- Everything went fine.
- Staff was very attentive and made me feel comfortable throughout the entire process.
- The care was excellent!!
- From start to finish, administrative and medical procedures went very timely and professionally.
- Thank you for your good care.
- A colonoscopy is not a procedure I look forward to, but the everyone at Gulf Coast Endoscopy makes it a little more pleasant with their awesome personalities and professionalism. Thanks for keeping me healthy.
- I was completely satisfied with my experience. Staff was exceptional.
- Efficient, professional care--highly recommended.
- Everyone was great, the nurse that prep me was really great. Just did not like the pre day prep and the sore throat after probably due to the oxygen. It took me a couple of days to get back to normal, but having this done by this team was worth it.
- Very impressed with staff and efficiency.
- I was treated with the utmost respect. the entire staff was extremely caring and professional. thank you to all involved in my care.
- Very satisfied with the overall experience.
- I went with tremendous concerns about anesthetics and IV's. This was the best of all six surgeries I have done hands down. They got the IV the first time and I had no anasteic complications. Everyone was very friendly and appeared to like their jobs.

# GULF COAST ENDOSCOPY CENTER OF VENICE

## *Patient Testimonials*

A great environment! Thanks!!!

- Your facility is excellent. From check-in to discharge all the staff is friendly, courteous, deliver attention and TLC, answers all questions to make the procedure as comfortable as possible.
- Very nice facility, staff is excellent and very considerate. They checked with me the day after procedure as a follow up in the morning and wanted to make sure I was not having any difficulties.
- Excellent staff and patient care.
- Everyone involved was very pleasant and willing to help get me through the procedure. A very nice staff who cares.
- Thank you everyone! You were all exceptional and caring. I was very impressed that you followed time out procedure, and are concerned about customer satisfaction. I would gladly recommend you to anyone needing GI Procedures done!
- Had both a colonoscopy and endoscopy. The prep for the colonoscopy was brutal. Wish there was a better and more humane way to prepare. The procedures for both the colonoscopy and endoscopy were done well. The documentation feedback that I received subsequent to the procedures were excellent and helped me to understand my medical situation.
- I have had procedure here many times. They have always been very nice. Always very little wait. All staff members very courteous.
- This was the second time I have had a procedure done at your center. The experience each time couldn't have been better. You do a great job.
- Always treated with respect and concern by a dedicated staff.
- I had a good experience.
- Outstanding facility and staff. I could not have been treated better.
- With all the horror stories I heard about the procedure I was going to have I was totally amazed about how well it went and the entire staff (I wish I could remember the names and I am sorry I can't) was AMAZING! and cared about me from the first moment I walked into the office until I was wheeled out to my vehicle and also to the follow up call to see how I was doing. Don't change anything you are doing. You should all be proud of how you do your job.
- Everyone was so friendly and helpful.
- All staff, nurses and doctor were exceptional. They made what could have been a very unpleasant experience into a pleasant one. Thank you to all.
- Dr. Felman is cordial and very informative. Couldn't be more pleased with entire start to finish procedure. More than willing to pass on good experiences to friends and neighbors.
- Wonderful place and a pleasant experience.
- Everyone was very attentive and I felt comfortable asking questions. I would highly recommend your facility.
- All went well. Everyone did a wonderful Job.
- Everybody involved in my procedure was professional and courteous. Everything done from start to finish was on time and comfortable. It made for a pleasant procedure.
- I was very fearful as I have never had this procedure before. The doctor, nurses and staff made me comfortable and took my fears away. Their professionalism, concerns and friendliness calmed me totally and made it a stress free experience.

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## *Patient Testimonials*

- Everyone at the facility was fantastic!
- Wonderful facility with a great staff.
- The staff was courteous and friendly professional. I felt very comfortable prior to and after the procedure. The followup call the following day showed caring and concern.
- Overall a good experience.
- I am completely satisfied with the attention and professionalism of the staff of your center. My life experience allows me to compare the level of medical. I express my great gratitude to all medical workers. I wish everyone good health and great success.
- about the high level of professionalism of your employees and attentive attitude towards patients.
- Everyone was professional, courteous, polite, and friendly. Very pleasant visit.
- Thank you - very professional service.
- This colonoscopy went perfect as did the previous 2 I had at this location with Dr. Felman. The staff at the Center is terrific and seriously professional. I always felt well cared for and my health was their top priority. They do a lot of these procedures but I was never treated like just a job to any of the staff - from check in to departure. They kept me relaxed and explained everything every step of the way. I actually found the procedure itself relaxing and certainly not stressful. Dr. Felman himself is a true professional in every aspect and I always felt that I was in good hands with him.
- Everything was handled very efficiently and with considerable care for my well being. Questions were readily answered. The staff are very well trained. On a scale of 1 to 10 I'd have to give the whole procedure, staff and my Doctor a 12. I am grateful.
- I was not feeling well at all when I arrived at the Center, the nurse (I think her name was Kathy) was wonderful, making sure I was ok and administering fluids, etc., immediately. The entire staff was kind, professional and caring.
- I have had this procedure several times at this facility. I am always very impressed with the efficiency and care the professionals carry out their responsibility from checking in until discharge. I would highly recommend this facility.
- Visit was great. On time no long waiting and easy to understand the procedure and aftercare.
- Very efficient check-in and everyone knew their part in the procedure extremely well. Very relaxing with kind and friendly staff. Operatory staff obviously were congenial which added to the calming effect. I am very pleased with Dr. J. Raja.
- all the nursing staff were absolutely amazing! From the moment I arrived I felt well cared for and my worries were put at ease. Laura Crum was my nurse and she was an angel. The NA and her staff were also so efficient and caring that I had no worries with putting my life in their hands. Dr Agnello is so calm and sweet. I will recommend her and your facility to all my friends!
- Every aspect of working with GCEC was top notch, from the initial appointment, through confirmation phone call, calling the office for additional questions, to the procedure and the follow up. Everyone was courteous, reassuring, accommodating and professional. When necessary to repeat the procedure sometime in my future, I'll confidently return. I have already recommended GCEC to my friends and family.
- smooth, professional, experienced.
- Excellent care and staff.
- Excellent care from check in to discharge.
- Staff very professional and concerned with your well being, which helped reduce the stress associated with having an

# GULF COAST ENDOSCOPY CENTER OF VENICE

## *Patient Testimonials*

operation.

- overall it went well. was satisfied with doctor and nursing staff.
- Exceptional service and patient care.
- Dr. Felman and his staff are all kind, competent, and professional in their procedures. I wish they would have pulled the curtain closed while I was waiting so the patients who were coming in didn't have to see me lying there.
- The facility was clean, the service professional, prompt, and courteous.
- All was done well!
- My experience was very good at this facility.
- I was under sedation but my wife had an X-C-Lent experience.
- Dr. Agnello and the entire staff are the best. Felt totally comfortable with the care and professionalism. Fully recommend them for your healthcare needs!
- Procedure room felt intimidating and cold. Wasn't a surgical suite (or was it?) so maybe can be a little less intimidating looking. Just felt anxious when I was wheeled in there. Other than that everyone was very nice and procedure was quick and painless.
- I was very well taken care of at your center. I was informed with any concerns and treated with respect. Katie Agnello is an excellent Doctor. I was pleased with my care. Thank you.
- Thank you for calling me this morning to check on my status. It shows concern for the patients.
- GCEndo is consummately caring, efficient, and professional. Better than the best providers I ever had in the north over 20+ years of surveillance.
- All Staff were extremely Professional and extremely nice. The procedure and overall experience were top notch. Thank you so much and HAPPY HOLIDAYS TO ALL.
- Staff was extremely courteous and professional. From the admission by Tracy, all other staff to include Becky, Amanda, Amy, and Nancy, were very knowledgeable and made me feel at ease. Even though i was scheduled as the last patient, on a Friday afternoon, the staff never made me feel like i was being rushed through. I can't say enough about the total professionalism of all involved!
- you guys are the best
- Clean and efficiently run facility. Good and friendly staff, great doctor.
- Excellent facility. A truly easy procedure with their expert help.
- Have used this center several times. Always very professional and very clean. The staff is so nice and caring.
- When I was in recovery, I was talking with the discharge nurse and even before I knew anything about the survey, I sat there looking around, and said "this place sure is a well oiled machine!"
- All the workers were very accommodating. I believe this was my visit #8 to your center for a procedure. All of them have been very pleasant experiences.
- The Colonoscopy procedure was so much easier than I expected, as relaxing as taking a nap. Nothing embarrassing,

## GULF COAST ENDOSCOPY CENTER OF VENICE

### *Patient Testimonials*

uncomfortable, or painful about it. Yes, the prep puts you in the bathroom for a few hours, but nothing like I've been dreading for years. I had 2 precancerous polyps, and it's recommended I come back in 3 years. I'm very thankful I had the procedure, and will have no apprehension in making my next appointment. Thank you Dr. Agnello and the staff at Gulf Coast Endoscopy. I have no doubt your excellent care has saved many lives.

- Only issue was sore throat and pain in upper chest but today 12/5/17 all is well.
- I was treated professionally and everyone I encountered was friendly. Thank you.
- Outstanding service from the moment I walked in until I was discharged. Everyone was amazing. Thank You
- The process was painless and expedient. From first contact with the reception through discharge, every individual involved was pleasant, empathetic and professional. Dr. Kondapalli was there prior to the procedure as well as after, addressing any concerns and answering any questions. The consummate professional who I would highly recommend. Also, I'm told the staff was considerably tolerant while I went through the recovery process from the anesthesia for which I will be eternally grateful.
- The staff were the most outstanding part; very friendly towards each other and accommodated my needs and periodically checked on me while I waited for the procedure.
- Wonderful experience with exceptional care! Not so much preparation.
- Very smooth and efficient.
- From the front office, pre-procedure, the procedure itself, post-procedure, and departure the Center's staff was professional, friendly, and caring in their demeanor and actions. Even though everyone was efficient in their respective duties, there was no "assembly line" feel like I have experienced at other surgery centers. Undergoing a colonoscopy is not on my list of fun things to do in life; however, when I next need one done, I shall not hesitate to return to the Gulf Coast Endoscopy and Surgery Center of Venice.
- The entire visit, Doctor and procedure was excellent. I have no negative comments.
- Excellent experience executed by a well trained and compassionate staff.
- All good, better if I win 50.00
- Smooth Operation.
- This facility has figured out how to turn an unpleasant appointment into a relatively positive experience.
- Very courteous and professional staff. Special thanks to Tammy, Kathy, Rebecca, Kaeli (sp), Cheryl, Marthe, and the Doc. You are the best. Sure wish you did not have to hurry so much though. See you in three years. PS Had a big fat juicy delicious pizza right after the procedure. Pls do not mention to the Doc that it was the "Meat Lovers Special".
- The care provided was exceptional.
- Very good experience considering the event.
- You all made a very awkward procedure as comfortable as possible for me.
- I recommend the facility to everyone. Caring and professional staff make the procedure easy while keeping you well informed.
- Excellent care and pleasant staff!

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### *Patient Testimonials*

- Really like facility and doctor but have been informed that after this year my insurance will not be accepted. i hope this does not happen but will have to seek another doctor and facility
- The staff was great. Everything went on time.
- Great facility & employees!
- Everyone was very friendly and very upbeat. Made you feel comfortable and at ease.
- Overall, a very good experience.
- Everything went as promised. Everyone was friendly but professional.
- Recently relocated from out of state. First medical procedure I had since moving to Florida. Very satisfied from start to finish. Peace of mine that I made the correct choice coming to this facility and with this doctor. Would recommend to others. The care provided was exceptional.
- My bottom lip was swollen inside and out more than I've had before. It's kinda almost gone today. Office called me twice. I'm okay. Thanks Been coming to Dr. Dumas and this surgery center for about 15 years, and had nothing but excellent care from Dr. & staff.
- I have nothing but good things to say about my experience at the endo center. Everyone I encountered was really nice, friendly and reassuring. They were also professional in their approach to their duties, and made sure that everything was taken care of. I felt like I was in good hands. I had no problems after my procedure.
- Excellent care. actually look forward to the next procedure..
- Impressive staff and well trained/qualified.
- Our experience went smoothly and safely. All staff performed efficiently and were informative and friendly. This was the second procedure by Dr Agnello and she is nothing but awesome...lucky to have her in your facility.
- The staff from reception through nursing and doctor were concerned, efficient and very competent.
- Extremely pleased with facility.
- Excellent care and service by all staff. Thank you for making it easy.
- Staff was very friendly and supportive.
- Every person who took care of me (Kim, Kelly, Cheryl...?) were very kind and attentive. Warm blankets are a nice touch!
- Overall good experience.
- This facility is staffed with the best!!! Knowledgeable, friendly, efficient and caring.
- Very professional and caring staff.
- I was very happy with the way I was treated at the center. She staff was very helpful.
- Absolutely the best experience I have ever had. The facility and staff were kind, attentive, and efficient. Follow up phone call was appreciated.
- The best sleep I've ever had

# GULF COAST ENDOSCOPY CENTER OF VENICE

## *Patient Testimonials*

- Very good center. Competent and courteous staff. I am recommending it to my husband for his colonoscopy.
- Couldn't have been happier with the service and care! Excellent staff!
- All services were excellent.
- Everyone was so polite, friendly, gentle and caring. Thank you so much for everything. It was a pleasant experience...considering...lol.
- Overall an excellent experience. All of the staff was caring and professional.
- It was a very nice experience.
- Pleasant experience considering the procedures
- Completely satisfied. Dr. Agnello was professional, concerned and very nice.
- I was very happy with my entire experience with Gulf Coast Endoscopy and Dr. Dumas and would recommend them to friends.
- Very attentive and intelligent staff.
- The staff was very professional and courteous.
- The only negative comment I have is the need to initially check-in on the computer. I find this very impersonal. Thank you.
- Excellent experience.
- This was my first colonoscopy. Thanks to the entire staff I was able to stay at ease through out the entire procedure.
- I am very satisfied with the procedures and personnel and cannot think of any way to improve on the quality of care that I received.
- Very satisfactory process.
- The survey speaks for itself. The center and staff were all great!
- With the exception of the "pre procedure", the event went above as smooth as could be. Everyone was very friendly and helpful !
- Excellent care throughout the entire medical procedure. ...very happy with this facility.
- Center and staff were excellent.
- EVERYONE WAS GREAT. YOUR BUSINESS RUNS LIKE A FINE TUNED WATCH
- All around a very attentive, efficient and comforting staff that helped make the procedure better than anticipated. Thank you.
- I also was there on 10/18/2017 for my second cataract surgery. I have been there in the past for other procedures and have never had a bad experience.
- Caring experience.

## GULF COAST ENDOSCOPY CENTER OF VENICE

### *Patient Testimonials*

- I was very pleased with everything that took place the day of my colonoscopy. Every person that I spoke with was very courteous, professional, and helpful. My appt. and procedure was perfect from start to finish. Thanks to everybody including Dr. Kandapalli
- Excellent Doctor, excellent staff, excellent facility.
- This was my 4th colonoscopy. The other 3 were done in Ohio. My experience at this center was the least stressful and most pleasant.
- I was very pleased with my care. The entire staff was friendly and concerned for my well being.
- Gulf Coast provided excellent care from when I arrived to when I left the facility.
- We are very satisfied with your center. People are very caring.
- The staff was very competent and efficient. I was treated with care and courtesy and have no complaints. I would definitely recommend this facility.
- Excellent service provided by Dr Felman and ALL support staff. Very much appreciated the complete report provided along with Dr. Felman's explanation following the procedures. Special thanks to RN Linda Parsons for the wonderful empathetic and professional care she provided including the detailed post-op review. She is a huge credit to the Gulf Coast Endoscopy Center.
- Dr, Felman and the entire staff at Gulf Coast Endoscopy did an outstanding job at making me feel very at ease, comfortable, and confident throughout the entire process and procedure.
- Check in @ computer confusing. No indication that check in was successful.
- Everyone at the surgery center treated me with courtesy and kindness.
- all went well
- Good facility
- Excellent
- Thanks again to the staff for a job well done!
- Thank. you for your courtesy
- You have a great facility with good personnel. You all help to make an unpleasant procedure quite tolerable.
- Everyone from the check in thru my entire procedure were very professional and caring to my needs. They all are very caring and friendly and make your visit a excellent experience. Dr. Dumas as always was a pleasure to see and have him as my Doctor. He is very thorough in explaining everything to me. Would highly recommend to anyone.
- Amy & Linda provided excellent pre and post procedure care. They should be recognized for their professional, compassionate attention.
- Excellence at its best.
- everyone was very considerate, professional and helpful
- Dr. Kondapalli and the staff at Gulf Coast Endoscopy Center are outstanding! This was my first colonoscopy and they helped ease my anxiety with their genuine personable and caring ways! I highly recommend Dr. Kondapalli and this facility to



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## *Patient Testimonials*

anyone looking to have this procedure done.

- Staff and Dr. very friendly and efficient. After care was friendly, caring and answered my questions in a professional manner. I will recommend this facility to anyone.
- Nurses are very professional, efficient and delightful in their attention to the patient. Nurses: Lora Crum, RN & Marthe Houlihan, RN.
- Very happy with the whole procedure, doctor and staff.
- The nurses here are wonderful. They are very caring and personable.
- All of the people there were great. Very nice and respectful and courteous. Answered all of my questions.
- Thank you!
- The doctor and staff were very friendly and made me feel very relaxed and informed about what to expect.
- Everyone did a wonderful job. No problems. Thank you all.
- My husband and I have had several procedures at the endo center. They are always professional, efficient, caring. Instruction before and after procedure is thorough. Thank you
- Your people, the facility and Dr Kondapalli are top of the line.
- I would definitely recommend Gulf Coast Endoscopy Center. It AND the staff are all top-notch!
- privacy is now no longer furnished at any facility because of open stalls. you hear all that is said next to you and further.
- Everyone was so nice.
- It was an excellent uneventful experience ...Staff was wonderful.
- My husband is a physician and I am a registered nurse. This is a wonderful facility and staff with very professional and caring employees.
- Excellent treatment; in and out on time; staff courteous.
- From entering the surgery center I was made very comfortable by the staff and nurses. From answering my pre- procedural questions to making sure I was well taken care of after waking up from anesthesia everyone was fantastic. I was eager to write this review because as an anxious patient I was taken back by how wonderful and calming everyone at the Endoscopy Center was towards me.
- Very professional help from start to finish. Yet everyone was very courteous and caring . When waking up my nurse could not have been any more attentive.
- I am very satisfied with the whole proses.
- Overall service was excellent. Staff very courteous. Surgery was on schedule. Excellent follow up to determine if I had any problems.
- Special thanks Bob(anesthesiologist), Amy and Martha. They all made me feel special and not just another patient. Also special thanks to Dr. Felman because he was the only doctor at your facility that accepted my insurance. I called every single one. I am glad he did, I liked him very much.

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### *Patient Testimonials*

- Excellent care. After having a bad reaction to my prep I called the surgical center and they had me go in ASAP! When I arrived I was greeted immediately. They rushed me inside and put me on fluids. From the admissions woman to the doctor and all the staff attending to me, I was well treated and taken good care of! Fantastic nurses too! Thanks to all!
- This was my third experience at the Endo center. Simply said, it is a wonderful facility and fantastic staff. Everybody at the center from the Doctor (Dr. Dumas) to the nurses and admission staff are so great. They all are so attentive and helpful in explaining and assuring you what is happening next and that things will go well. Thank you all for a great job ! See you in three years. God welling!!!
- Very pleased with the way I was treated, professional staff and great care and doctor.
- I had a cataract removed from my right eye and at the same time a laser astigmatism-correcting lenses inserted to reduce the need for glasses for distance vision. What a difference it makes. I had worn glasses since the age of five and seems great. The lens were expensive (medicare does not pay for them), but for me they were worth it.
- I am totally satisfied with everything. If I can say colonoscopy can be pleasant experience...I'd would say it was. NOT THE PREP THOUGH.
- Everyone was wonderful.
- I would always come to and recommend this Surgery Center.....
- All nurses and staff were very accommodating and concerned for my comfort.
- Staff made an "unpleasant" procedure a very pleasant one.
- I was very satisfied with all aspects of the center. I was happy not to have to go to a hospital with all that entails. Parking was great, clean environment, and the staff was very friendly and efficient. I hope to be able to return for my next procedure. And I will recommend this facility to anyone who asks.
- The staff of The Gulf Coast Endoscopy & Surgery Center of Venice were all professional, kind and friendly. This is important to ease tension and helps to relax. I would certainly have no hesitation to recommend your facility.
- Having a colonoscopy done is never thought of as a pleasant experience but you really made this so much easier than I thought it would be. Your efficiency, knowledge and courteous staff made this a much nicer ordeal than I had anticipated. Thank you!
- I was very satisfied with my treatment.
- Everyone at the center did a great job.
- Very satisfied with everything.
- I was very impressed with the smoothness of the operation and procedure. My Doctor was fantastic.
- The staff's attentiveness and thoroughness put me at ease during what could have been a very nerve wracking procedure for me. I would definitely return to the Center if I needed any further testing and would recommend the Center to anyone needing similar procedures done.
- I did have a allergic reaction to the plastic mouthpiece inserted into my mouth for the procedure. After returning home my upper lip swelled to more then twice its normal size. It finally returned to normal 2 days afterwards.
- Always an excellent experience, well as excellent as can be expected, under the circumstances. Everyone is always pleasant, and helpful. Very knowledgeable about all aspects of procedure.

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### *Patient Testimonials*

- Great Place, All could not have been more professional and NICE. Thank You. Paul
- Thanks to everyone for a pleasant surgical visit. Everyone so kind and attentive.
- Excellent care.
- This is the second time I had this done and this time was even better than than first time. Very professional.
- I appreciated the clear information and education I received with each step of the prep for my colonoscopy.
- All went well during and after procedure. DR. Agnello was professional and explained things to me so I would understand and if necessary ask questions.
- Overall a good experience. Efficient and courteous staff.
- Everyone there was very nice and the facility was very clean i would recommend gulf coast surgery center to all my family and friends!!!
- The nurses and anesthesiologist made feel like they cared about me.
- Really nice experience. Tammy, Maria, Becky, Amanda and the lady that assisted Dr. Felman were "AWESOME". Thanks to all for what you do!!!!
- Everyone treated me professionally and with care. I would recommend this doctor and place to get a Colonoscopy. Thanks for everything.
- Would definitely recommend Gulf Coast Endoscopy & Surgery Center and Dr. Kondapalli
- Everyone at the facility was kind, caring, and patient. Their overall concern for my well-being was exceptional. My procedure was fast, efficient, and stress free.
- As in the past, your office is extremely efficient from check-in to check-out. Time waiting was kept at a minimum. All your staff personnel are very pleasant which lessens the stress associated with anesthesia. Frankly you run a very impressive operation!
- Everything went fast,was treated great and was done and back home In about 2 hours.My thanks to dr and staff.
- Everyone I came in contact with was friendly, professional, knew their job and did it well. I couldn't have asked for a more pleasant experience for a unpleasant procedure. I couldn't say that this was on my bucket list, but glad I chose Gulf Coast Endoscopy Center to have it done. I would recommend your center to everyone.
- The person that is checking in doesn't really have any privacy from those waiting in the lobby. There is a partition, but as I sat near that partition I could hear the entire conversation, and they weren't speaking loudly.
- Overall, I had a very good experience with my procedure. My only concern was that I felt that I had to wait a rather long time to visit with the doctor prior to discharge.
- Excellent experience.
- The entire staff was wonderful - from check-in to my departure. They all treated me with such compassion and thoughtfulness. Thank you for going above and beyond in my care.
- GREAT TREATMENT FROM VERY PROFESSIONAL PEOPLE. DR. AGNELLO IS THE GREATEST. THANKS TO ALL YOUR WONDERFUL STAFF

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### *Patient Testimonials*

- I had a scratch or it felt like something under my lid and it really bothered me so Dr Deddario came in on a Saturday to put a lens in which helped a lot. Bless his heart! He has done the same for my husband when he had eye lid cancer surgery and we really appreciated it. Great team!
- My nurse, Kim, was lovely. Very caring and surely started an IV w/o pain! The CRNA was Gail and she was great. Nice to speak with and kept me informed all of the way. She too was very caring. Thank you to all!
- Thank You for the great care!
- Very courteous and professional
- Felt very well taken care of and really appreciated the follow up call after procedure. I had a question with my recovery and the nurse was able to assure me my continued diarrhea after the prep was normal. Nurse said it would probably end by the next day, which it did. Thank you all for the great care.
- I was very relaxed and confident with the way the staff made the visit as reassuring as possible.
- Dr Kondapalli is a great doctor. I liked him from the first day I met him. He is a very honest and up front doctor.
- Everyone was very caring.
- Facility very efficiently run. Staff was excellent! Pleasant experience! Completely satisfied!
- Thank you, very seamless procedure.
- I have used the Center previously. Great people and great service.
- Professional,Caring and Friendly.
- The center exceeded my expectations in every aspect of going through this procedure. Thank you to a wonderful staff.
- Pre-procedure: Very responsive to questions and concern about price of necessary meds. Both front desk and Carol were excellent in responsiveness, follow up and humor!
- I was very pleased with how the office handled my procedure.
- This center and all its personnel made what could have been an uncomfortable ordeal much more pleasant.
- Would recommend to friends and family
- Thank you for your warm blankets, clean facility, and kind caring nurses. Everyone seemed to work as a team.
- Staff all worked to make me feel at ease and reassure me. Thanks to all.
- I found the facility and the employees made me feel very comfortable with my procedure.
- All was extremely satisfactory. Would recommend to others.
- Everything went perfectly. Very efficient and caring staff.
- great experience for a procedure no one really wants to experience.. :) Staff was very professional...very friendly.....facility fantastic....was treated extremely well. Was my first time for colonoscopy...staff put me at ease with everything.....won't be as apprehensive next time. I highly recommend this center to anyone who needs the services they provide. Many thanks

# GULF COAST ENDOSCOPY CENTER OF VENICE

## *Patient Testimonials*

- 4 STAR
  
- I was treated very well from the start to the finish. Everyone was just wonderful.
- Excellent service from my initial consultation to the procedure.
- Staff very friendly and knowledgeable. Every aspect of visit was smooth efficient.
- KEEP UP THE GREAT WORK
- Outstanding staff and service. Best in Venice.
- I would recommend Dr.J. Raja and Gulf Coast to anyone. That says a lot, our lives could depend on it.
- Everything was fine. The nurses were all kind, caring and professional.
- Excellent staff.
- All of staff was so kind and nice so that even a colonoscopy was not a bad experience.
- This place made me feel very comfortable. The staff is very friendly and professional.
- Please compliment and give "kudos" to the lady at the front desk that checked me in (do not remember her name ) and nurse Linda and phlebotomist Kim. They all did an excellent job and provided excellent patient customer service. You are fortunate to have them on your staff.
- Fine experience
- As always, the staff and physician(s) are professional and friendly.
- Quality care at an excellent facility
- This is a wonderful facility. Your staff is well-trained, courteous and efficient. A pleasant experience for an unpleasant procedure! Thank You
- The staff was very friendly, nice and attentive.
- My experience was extremely positive beginning with the receptionist and ending with the person who wheeled me out to my car. Everyone acted professionally and treated me with the utmost respect. I would highly recommend Gulf Coast Endoscopy to anyone needing this procedure.
- Everyone was wonderful - above and beyond. Thank you.
  
- The staff could not have been better. I felt very safe and secure.
- seems easy but when walking in the sign in computer is not expected so is missed easily. when giving information at desk easy for everyone to hear, does not bother me but it might some.
- Considering what procedure I had done, the experience was commendable.
- Satisfied

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### *Patient Testimonials*

- I was very impressed and they even called me today to make sure that I was doing fine. I thought that was very thoughtful of them. They are a wonderful staff and an excellent Dr.
- Entire staff made you feel comfortable and informed.
- Great care, IV started first poke, that means a lot to me, very qualified staff, yes if I needed another procedure of the type I would ask to come to this center.
- I would recommend this surgery center very highly. I had cataract surgery here this week. The center was very clean and comfortable. They have an excellent staff of nurses who are very efficient and professional but friendly. My surgeon, Dr. Scott Durrett, is very skilled and fair in his assessment of your eyes and his recommendation of the type of surgery that would work best for you. All of my at home care was fully explained to me before I left the center. I received a follow-up phone call this morning to make sure that I was doing well. Thank you for your outstanding care!
- everything went well and I appreciate the staff's concern with my well-being.
- very clean, great staff, good choice for my procedure.
- Everything was fine
- Everyone was very caring and professional. The experience was very good.
- Pleasant and professional staff and atmosphere. A job well done.
- All was excellent.
- From initial appointment to prep, actual procedure and post procedure care everything went smoothly. Staff was knowledgeable & professional every step of the way.
- VERY PROFESSIONAL. THE STAFF MADE EVERYTHING VERY NICE. WOULD TELL EVERYONE TO USE THIS FACILITY.
- I had the opportunity to visit the center on 5/30 and 6/2/17 for an upper endoscopy and a colonoscopy. The staff made both experiences extremely comfortable. In fact I was greeted with smiles and welcomes on my return trip! Everyone was friendly, respectful and competent. I shared with the staff that it must be a pleasure to work together in such a great atmosphere- they agreed!
- I have been to this facility before and have always been treated with care, respect and professionalism. I would recommend this facility to anyone.
- will be back in 1 year and ½
- Very friendly and attentive staff.
- The evening after and the next morning I thought I had developed a Severe cold until I received an everything all right cal the next morning Around the cause was dryness caused by the anesthesia ant to take An antihistiaime. I wish I was aware of this when I left the center.
- Procedure was done with no problems. All personell were patient and performed their jobs perfectly.
- The staff were incredible. They all made me feel very comfortable and relaxed. The nurse I had was so gentle and did the IV on the first stick even though I was so dehydrated. I would strongly recommend this center as every one was so courteous to me and my family.

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## *Patient Testimonials*

- Very courteous!
- Great experience and thank you all.
- NO ONE ASKED ABOUT MY PAIN.....
- Overall, the care I received from this center was more than I expected. Everyone was caring and comforting. I think humor is the best thing to keep people's minds off of what they are about to do. The nurses were really good at that! There was some confusion after the procedure as no one informed my husband to join me in recovery as I had requested and no one informed him I was ready to be discharged as they had said they would. He was beginning to worry while waiting in the outer office.
- Staff was courteous, informative and very helpful.
- At the pre-surgery office visit, I was not told to refrain from taking my Metformin medication the morning of my procedure. The attending nurse was concerned about me feeling clammy - but that issue passed quickly.
- entire staff was very helpful in making this procedure as pleasant as possible
- everyone was very kind and helpful.
- Everyone at the Center with whom I had contact was extremely friendly, polite and professional. If I needed another procedure, I would have no hesitation in returning to the Center.
- Very professional
- Everything very professional.
- I really appreciated the professional and attentive care each time I have been to the center. This is the 2nd time I have had to see Dr Kondapalli over the years, and each time through the discussions, explanations, and procedures, I felt I was in good hands.
- Good Service! Great Staff!
- Upon entering all the way through exiting -- the staff and doctor was great!
- Gulf Coast Endoscopy is a wonderful, caring place to have a procedure. Everybody made me feel comfortable. I would always return there to have procedures done, if necessary. From the front desk to the discharge people, they really cared about my comfort. They receive an A-Plus from me.
- Everyone is so helpful and accommodating. The nurse taking care of me during the post procedure was very helpful and explained each action as she performed them. This would be especially helpful for a first time patient.
- I couldn't have been happier. Everyone from check in to check out was great. Procedure was explained and so glad I made the decision to have the surgery.
- I have never been treated so well. THIS is not just today, I have taken my husband there twice before and was thrilled that this is where I was going to have my colonoscopy done. The attitude, efficiency and kindness is beyond Excellent. KUDOS to all.....what a pleasure to have gone there. THANK YOU, thank you, thank you.
- Professional staff. No problems with procedure or afterwards at home.
- Efficient staff, on time, very well treated at this facility, plus it's very convenient as for it's location from where I live.
- Wonderful facility and great staff

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### *Patient Testimonials*

- Overall experience excellent. The staff was professional, attentive and friendly.
- Dr. and nurses were so nice! have never encountered a place where everyone was so nice! Made an unpleasant procedure pleasurable!
- Excellent, caring service by all those involved.
- I was impressed that every step was on time per the schedule told me. Everyone was very attentive and pleasant.
- The entire experience was excellent, the staff was very friendly and professional. It was clearly a well defined and executed process that included multiple patient safety and confirmation questions and check points. Dr. Kondapalli is a very caring person and excellent provider who I would highly recommend to friends and family.
- Everything went as expected all staff were nice and made you feel welcome yet were professional. You should be very proud of your staff they were excellent .
- My experience could not have been any better! At check in I did not even sit down before Tammy called me to go over my check in info. Within a few minutes I was called in by my prep nurse Becky. She was very professional, kind and soothing. She was even able to insert an intravenous IV line into my arm with NO bruising or even a mark the next day which is amazing because I bruise very easily. Amanda my anesthesiologist explained everything and was quite reassuring. Maria the attending nurse during the procedure was very pleasant. Kelly my recovery nurse was very nice to talk to. Dr. Gossbard was great. My only suggestion is I wish that a diagnosis of a tortuous colon would have been explained to me. It wasn't on my diagnosis from my colonoscopy from four years ago so I'm not sure if this is new since my last procedure. I had to look it up when I got home after reading it on my discharge papers. I guess this is what the post procedure office visit is for. Thank you all for everything.
- Everyone at the Center was very nice and caring. It was a very good experience.
- Excellent service. Kind, caring and friendly staff. Very warm and welcoming-staff. I always feel safe and can relax each time I visit.
- Very satisfied with the Doctor, staff and the facility.
- I would recommend that the doctors explain to patients before the prep how harsh the Suprep is on the skin. My buttocks were raw after the Suprep. This was my third colonoscopy and the first time I have experienced this problem. If I had known before hand I would have taken precautions to protect my skin. I am still healing from this issue.
- I had been in another surgical center since we came to Florida & was concerned; feared we had taken a step backward in our medical care. Am more than pleased we came to find your facility.
- Excellent mix of professionalism, courtesy, attention, thoroughness, etc. A first-class service.
- I would recommend the center.
- Smooth and efficiently run facility.
- Thank you to Dr. Kondapalli and his team. I was very pleased with their service and professionalism. From the moment I stepped into their Endoscopy Center, I knew I was in good hands. They exceeded my expectations. I highly recommend Dr. Kondapalli and his team to anyone considering having an endoscopic procedure.
- well run and very efficient. everyone so nice.
- Every encounter throughout the procedure was very professional and comfortable. All the nurses were very helpful and concerned for your comfort and wellbeing.



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## *Patient Testimonials*

- Overall excellent. Thank you!
- All personnel were polite knew their tasks and were very professional
- Everyone I came in contact with was very, very friendly and accommodating. Very comforting to know there are still medical people out there that actually LIKE what they do and it shows!
- Thorough and professional.
- Very good facility.
- The overall is good. Recommendation for sure.
- Staff was professional and I felt well cared for.
- All staff members and Dr. Kondapalli were very friendly, informative and made you feel relaxed. Thank you!
- Thank you for the great care.
- Every seemed to be well organized and efficiently run.
- Thanks,also was glad to meet all involved!!
- While the procedure itself was a bit of a bummer, the staff made the experience quite pleasant.
- I have had several procedures at your facility and have always been very satisfied.
- I was treated with respect and a friendly manner from the time that I arrived until I left. The procedure was explained in full and I was constantly asked about my comfort. The employees of this facility were excellent from receptionist to the nurses. Dr Kondapolli is the type of physician that all patients need. He explains so that you understand and treats you as an intelligent adult. He answered all questions and I walked out with no concerns. Thank you all for making this procedure so easy.
- Very friendly and professional staff that is genuinely concerned with your health, keeping you informed on expectations both before and after the procedure.
- Very satisfied with all aspects of Gulf Coast Endoscopy Center.
- most surveys have 5 as the most positive and 1 as the least positive. This survey is the opposite and I nearly used the wrong scale in the evaluation. If you are getting some unusual results from your surveys, it may be due to that reason.
- My pre prep condition was poor. I used the kit that was prescribed and followed the instructions to the letter. When I had my first colonoscopy 15 years ago the prep at that time cleaned me out 100%, 10 years ago the prep was not so good and this time not good at all.
- Dr. Felman is a very calm and reassuring doctor. There is a kind and helpful staff throughout the whole procedure.
- Everyone was very helpful & very pleasant.
- This was my second procedure here and the people, their skills, and the environment were first class ! In addition, I am healing ! Win - Win ! How 'bout that !!!
- This facility makes a dreaded procedure comfortable, pain and anxiety free.
- I was impressed with the courtesy and efficiency of the entire staff.

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## *Patient Testimonials*

- Very good care from the nursing staff. Caring, courteous and helpful.
- Staff was very friendly and helpful-especially Martha!
- All perfect... thanks so much for taking good care of me. Very efficient facility.... down to the micro detail.
- Staff was very courteous, both before and after. Privacy was a priority to them. The procedure went off without a hitch. I would definitely recommend this center.
- recognizing that having the procedure isn't the most desirable way to spend a morning, this facility made the overall experience as good as it could be
- Staff comforting during a stressful situation
- My experience was most excellent! I was a bit nervous but everyone was most helpful and answered all of my questions which calmed me down completely.
- The ENDO CENTER is a great place to have this procedure done and the ENTIRE staff are fantastic people who know what they are doing. It takes a lot of your mind to know that they care!! Dr. Dumas is just a great doctor!!! I thank you for all of your care and knowledge!!
- I can not thank the staff enough for the wonderful care that I received!
- Conscious patient does not always indicate coherent patient - perhaps waiting a few more minutes before discussing results would be better in some cases.
- I have been to this center at least 3 times was always pleased with the care and the staff.
- I have been here before for procedures and always treated very well.
- A cheerful, competent and professional group!
- Excellant service. Nurses were great.
- Everything went smoothly; physician and staff were courteous, professional, and most importantly, capable and qualified in their field. (If you use this comment, please do not give my name. Thank you!)
- What a wonderful staff and a wonderful facility. Linda, Susan and Tammy were warm caring and very attentive and of course Dr Felman is awesome.
- Excellent service,better than most cllinics.
- From Check in to departure, every staff member was amazing! They are compassionate and truly care about their patients. Thank you for making a necessary procedure more bearable.
- Came to your facility for my first ever screening colonoscopy with Dr. Robert Felman. The experience was terrific from the moment I walked in until I left after the procedure. Front office staff, all nurses, Certified Nurse Anesthetist & the doctor were all first-class, professional & very friendly. You have an excellent group of employees! I will highly recommend Dr. Felman and your facility to anyone who asks.
- Professional, calming, and excellent staff and environment.
- A-OK

## GULF COAST ENDOSCOPY CENTER OF VENICE

### *Patient Testimonials*

- My visit to Gulf Coast Endo Center was a very pleasurable one. Staff was very courteous. Process went very smoothly and was done on time. Thanks to the staff.
- Everyone was very helpful from checking in to being released very good staff.
- Excellent care.
- Yesterday went well.
- The staff was efficient, professional, and friendly. I felt very confident about their care.
- You have the best nurses and staff I. General of any healthcare facility I have used in Venice. While I am anxious about the procedure, I am always put at ease when I arrive.....
- Great service from competent staff.
- Staff was attentive before and after the procedure.
- Facility was spotless and the staff top notch
- I was nervous about the procedure. They put me at ease and were very friendly.
- good courtesy and excellent attention
- Nice facility with friendly and capable staff.
- Dr. Dumas and his crew were great. They took excellent care of me and made my colonoscopy so easy. He is the best!
- Everyone was wonderful, from check in to departure. The pre and post procedure nurses were amazing. They really helped me to feel relaxed and comforted. Dr. Grossbard was terrific, I will definitely see him for any endoscopy in the future. Thank you to everyone involved for making this a pleasant experience!
- Excellent Professional Service
- All is well
- I was a first time patient and everyone was very efficient and friendly. I wouldn't hesitate to go to this facility again.
- I'd suggest next day follow-up calls not start before 9a. Registration, nurses, anesthesiologist et al are just great - competent caring and pleasant folks!!
- Staff was excellent and provided great care.
- I really appreciated the care I received at the center.
- Excellent experience all around!
- I was treated like a queen. Warm blanket and all. Everyone was very upbeat and happy. I genuinely appreciated the excellent care I received.
- First class center, excellent staff and facilities!
- The entire process and staff were very efficient, professional, pleasant, and courteous.
- Very pleased with my experience for every aspect.

# GULF COAST ENDOSCOPY CENTER OF VENICE

## *Patient Testimonials*

- Once again, extraordinary care and medical expertise at it's finest. The experience everyone "loves to hate" is made to be a walk in the park by Dr. Grossbard and the great staff at your facility. After several colonoscopy procedures over the years, a visit with the exceptional people at Gulf Coast Endoscopy is always a pleasant experience. Thank you!
- Excellent care from all the staff.
- Entire staff made this procedure better...keep up the good work!
- Very satisfied with center and staff.
- Everyone there at the Center was fabulous. From the reception area to the discharge area. I felt very comfortable coming there to have my procedure done. Luckily, I received the all clear and won't need to for another 5 years. But if I had to do it again tomorrow I would come to your facility again!
- Professional, courteous treatment
- As usual, excellent service and care.
- Both my wife and myself were very impressed with the excellent organization, cleanliness of the office, and out patient facilities. Personnel were well trained and efficient.
- Everyone was soooo nice and took excellent care of me. Thank you all!
- No Problems at all, Totally Happy
- Check-in kiosk lacks "Conformation" letting you know you Have or Have Not Checked in :) But the Professionalism , Excellent Treatment I received from All Staff I do over look the kiosk issue. Thank You
- Thank you for everything. Very Professional and Friendly.
- I was impressed, not only with Dr. Kondapalli's attitude toward me, but also with the way the surgical center is operated. The staff was well trained, efficient and kind. I would choose this center again.
- From start to finish, your staff and physicians made the experience pleasant and fearless. Thank you.
- My doctor - Agnello - was excellent. The care that the nurses provided both before and after the procedure was comforting.
- The staff that I came in contact with at the Gulf Coast Endoscopy & Surgery Center were wonderful. They made me feel comfortable and were very attentive. I was impressed. Thank you all.
- Completely satisfied with everything.
- Everything went well and everyone was so nice and professional
- Good experience
- Everything went will and I recommend this facility
- All of the staff was kind, concerned, and explained all that would be done. I was really impressed with everyone there. The only comment which is not negative ....everyone that entered got confused as where to go to sign in. Walking in you automatically turn to the right and miss the computer sign-in. I would suggest more signs perhaps on the outside of the door as you enter or rearrange a better spot for it.
- Excellent care and very caring staff.

# GULF COAST ENDOSCOPY CENTER OF VENICE

## *Patient Testimonials*

- This is my second and visit the staff is always great.
- It was an overall good experience.
- My third colonoscopy at your facility. All went well. I will use your facility again if needed.
- I was treated with much respect and caring. Everyone was wonderful, from beginning to end. I would return if I ever need another procedure. Thank you, everyone !
- This was my 2nd visit to this facility and the 2nd visit was just as good as the first. it is never fun to have a procedure done but it is nice to get treated well when you do.
- went well
- All aspects of my visit were very professional and courteous. Would highly recommend to anyone seeking this type of procedure.
- The care at this center is terrific. All the employees are pleasant and very capable. I felt very comfortable and relaxed. I was in and out before I knew it. Great job, thanks to you all.
- This is my fourth time to have a procedure in your facility. I have always received great care and I don't have any reason to go elsewhere. My only other comment has to do with all the information on about every wall in the waiting area. Yikes!
- Excellent Doctor, staff and facility
- Great experience staff was great
- Very satisfied from the time I walked in till the time I walked out thanks jbxley
- GREAT facility. Very professional and comforting. Was made to feel important, comfortable and not just a person moving through the testing mill. I have and will continue to recommend and endorse your facility. Thank-you all.
- First time at your facility. Very pleased with care there.
- Thank you for making a perceived unpleasant procedure as 'pleasant' as it could be. The entire staff was wonderful to me!
- Staff was really friendly and professional.
- This is my fourth time to have a procedure in your facility. I have always received great care and I don't have any reason to go elsewhere. My only other comment has to do with all the information on about every wall in the waiting area. Yikes!
- Dr. Kondapalli and the staff were exceptionally dedicated, patient, professional and experienced.
- Thanks for all your help!
- Would highly recommend Dr. Kondapalli and the Gulf Coast Endoscopy Surgery Center. Everyone there made an uncomfortable experience extremely comfortable!
- This was the most pleasant of any procedures I have been through. The staff was so friendly and knowledgeable and really cared about making sure I was comfortable. The facility is spotless and well cared for. I would definitely recommend Gulf Coast Endoscopy to everyone!

# GULF COAST ENDOSCOPY CENTER OF VENICE

## *Patient Testimonials*

- Clean, efficient and caring.
- Wonderful experience. Very professional and caring staff. Excellent MD. Clean facilities.
- Nurse Kelly was very good and Professional as was the rest of the staff
- Everything went according to schedule.
- Excellent facility, staff and above all, Dr. Kondapalli.
- My procedure was handled very professionally and with extreme politeness.
- Waited with nothing to do, only a short time, but I have a short attention span. Get better iPad stuff, or TV access? Magazines, anything but laying there bored and a little scared.
- Excellent care from check in to going home. Great staff and Doctor. Thank you all .
- The nurses were very courteous and explained everything to me. The procedure went very smoothly.
- I was extremely impressed and satisfied with the staff. Definitely will recommend to family and friends. Dr. Agnello is GREAT!!!
- Quality patient care
- I was taken care of very well. Was surprised when I woke up and it was all over with.
- I was totally impressed and pleased with the organization and courtesy extended to a stressful situation. The admitting, nurse that prepped, surgery staff and my doctor were all so concerned and attentive to not just me but everyone. No one was short. Every person had a smile and kind word. I would definitely recommend and have any procedure offered by this facility. Thank you.
- Everyone was very nice. Marthe, Debbie, and Kelly are the names I can remember but everyone was really Great!! This was my first colonoscopy and They all made the experience as easy as it could be. Dr Kondapalli is wonderful too!!
- Everyone I came in contact with was very pleasant and attentive. My wait time was very short.
- Nurse Martha was very attentive.
- Everyone was friendly, efficient and caring. I would recommend Dr. Durrett's group to anyone needing the procedure.
- Care was excellent.
- My visit was very good. I want to thank you for doing such a good job. I am very pleased.
- Overall I was very pleased with my experience at Gulf Coast Endoscopy Center. Everyone associated with my procedure was great. I would certainly recommend the Center to others.
- Very professional from check in to check out. Dr Kondapalli very caring and patient friendly. After procedure the Nurse who attended to me was very nice and went over everything I needed to know in a competent and professional manner. My wife was kept apprised of what was going on and was included in my after procedure information. All in all considering the type of procedure, it was as pleasant as could be.
- Great people, great facility, and great doctor!! They did a great job of taking the stress out of a normally unpleasant procedure!!

## GULF COAST ENDOSCOPY CENTER OF VENICE

### *Patient Testimonials*

- The check in with the computer was a little confusing, but everyone was GREAT. Kim, Bob and Marthe were all very efficient, answering my questions and handling every detail.
- Only "poor" comment was because no one talked to husband during wait. Not really a problem because we knew procedure would be awhile. Staff was very kind, especially right before surgery when I was most nervous waiting out in the hall.
- Very pleased with the entire experience.
- Comfortable, private, professional and safe Center for an endoscopy procedure. Recommend with confidence. Thank you Dr. Katie Agnello and staff.
- Very professional staff.
- Great staff. Make you feel at ease.
- Nice facility- appointment time to start was a few minutes late but the staff notified person who would be taking me home of this. No major issues. Nice to not have to travel to Sarasota to have this done.
- My doctor was forcing me to have a colonoscopy. I held off for years because my last experience was so awful. This time I chose a different facility. Dr. Agnello eased my worries with her friendly bedside manner and humor. The colonoscopy prep was easy and painless as the taste was surprisingly good as opposed to other preps I have taken. The staff was helpful and had excellent follow-up. I would definitely recommend anyone who is in need of a colonoscopy to come to this facility.
- Excellent Service! Especially with my IV...
- I believe there may be a communication failure in your electronic check in or maybe I didn't use it correctly? On my both mine and my husband's visit, I believe in Feb. we signed in and waited past our appointment time and were never called. Out of concern that maybe we didn't do it correctly on both occasions, we went to see the receptionist and she immediately checked us in.
- Very pleasant experience. They used paper tape on the IV and stretch wrap when taken it out and absolutely no marks or bruises when I took it off at home. A first! :)
- Lisa E was such a kind face to see after my procedure. The staff is excellent. Nursing staff go above and beyond.
- Everyone at the center was wonderful !!!! Extra special thanks to Martha for all her assistance !!!
- This was my first experience with this procedure and with your center. Everyone was very professional and happy to be there. The entire staff was happy and helpful. Could not do anything more for me. Excellent experience.
- I was treated with respect and professionalism. Very friendly, informative staff. Would recommend to everyone.
- Highly satisfied with overall experience. Post op nurse (Martha) gave very thorough post op instructions.
- If you have the choice, support the Venice Medical community and request this facility.
- Procedure went very well.
- Everyone is so friendly, and helpful while still being professional.
- Great facility and staff.
- The staff there is very polite and very helpful..would definitely recommend this center to my friends and wait time was very fast and efficient...my wife was very surprised.

## GULF COAST ENDOSCOPY CENTER OF VENICE

### *Patient Testimonials*

- Also, previous visits to this facility and have always been totally satisfied. Care at this facility is EXCEPTIONAL.
- Very satisfied with staff. They were all courteous, friendly and caring.
- My spouse - Keith Hornung had a procedure there. I took him and stayed. Very impressed with staff and doctor.
  
- The admission, pre and post procedure, and OR staff at Gulf Coast Endoscopy were excellent. The pre and post procedure staff, as well as the OR staff, were especially friendly, courteous, and cheerful. They were efficient and caring. They were concerned with my comfort as well as my well-being. The anesthesiologist was pleasant and informative, explaining what was going to happen and let me know that she was going to be present the entire time of the procedure. I was familiar with the procedure, as I have had it before, and had no apprehension about it, however the staff treated me as if I were a new patient. All in all, it was a pleasant experience to be there.
- I couldn't have been more satisfied.
- The staff was the BEST! I couldn't have been treated any better.
- Everyone was very kind and attentive.
- All staff members were friendly and competent.
- The staff couldn't have made it more pleasurable, under the circumstances.  
If anyone is in need of a colonoscopy, I would highly recommend Gulf Coast Endoscopy Center.
- Nice people, clean.
- Very thoughtful. Per op Kathy was very good at keeping me comfortable and informed.
- Of course, no one wants to go through a procedure, but all providers at the Gulf Coast Endoscopy Center make the process as pleasant and simple as possible, starting with the lady at the front desk. Meghan, my nurse who greeted and prepared me; to Kelly, my nurse anesthesiologist; to Sue, who took great care of me after the procedure, are all warm, kind, gentle, bright, caring, extremely capable professionals. I actually had fun with you all. And, of course, Dr. Agnello is wonderfully pleasant to work with. Thank you!
- Very good job by everyone.
- I had a very good experience from the time I walked in the door to the time I left. The staff was very friendly and courteous.
- Very pleasant staff, procedure went smoothly as it was explained.
- This was the second time I had a procedure at this center within the last two weeks. I had a Colonoscopy by Dr. Dumas first and it went well and I was very very happy with everything then too. I was treated excellently by everyone involved with my procedure from top to bottom and again when I had my second procedure the other day I was very pleased. We would highly recommend this facility to anyone who asked us about it. Warmly, Norma Courtois and Craig Porter(my husband).
- The procedure was very organized from the beginning to the end. Everyone was very proficient in their position. Thank You!!!
- Every thing went just peachy cream.
- I only had a minimum of gas and a little discomfort in my lower abdomen.  
The day after I was a bit light headed and had that headache that I've had for 3 days.



# GULF COAST ENDOSCOPY CENTER OF VENICE

## *Patient Testimonials*

- Martha in preprocedure was super also Martha that took me to our car was super Whole staff just super and much less painful than in Cleveland!!!!
- Great people at the center. I have never had an issue there. Everyone is extremely courteous and makes you feel at ease.
- The procedure went well; very satisfied.
- Your facility and staff were very professional in all areas. I would definitely recommend your facility. Keep up the good work, and thank you so very much. Thomas Sosnowski
- Very clean facility. Professional and delightful staff. As good an experience as one can have having a colonoscopy.
- Everyone was so nice and attentive.
- Everyone was very kind and professional, but there was a nurse who got me ready for the procedure. Her name was Megan, very nice and personable and professional. The Anesthesiologist she was also very informative and nice ( i am sorry but I cant remember her name). Then there was another nurse after I came out from procedure... her name was Martha, also so nice and caring. I have nothing but positive feedback on the whole process and the people. Oh by the way my Doctor, Dr. Robert Felman is a doctor I would totally recommend to someone, and I trust him.
- Very professional and efficient. Staff was very pleasant and friendly. Facility was very clean and bright.
- I've always experienced good care at this facility.
- Everyone was super! From Jennifer who signed me in, Amy who was my admitting nurse, Gail (the nurse anesthetist) very thorough and interactive , Marthe, my nurse for the procedure and Megan in the procedure room....they all were an asset to your center. Dr. Raja spoke with me after the procedure with his findings and recommendations. Thank you all for your professionalism....you are an awesome team!
- Well Done !
- Facility was extremely clean and up to date. The Staff was courteous and very professional. R.N. Marthe was caring, professional and so very attentive. She explained the discharge orders in a way that was easily understood. It was such a pleasure to be treated with respect and warmth. This R.N sincerely cared for her patients. You could really tell that she loved her profession. My sincere thanks to this Facility and to Marthe.
- Everything went well and to my satisfaction.
- Great staff, Great treatment, really put me at ease!! Love the people that work here!!!
- Total experience made me very comfortable! A group of very good people at what they do! Would definitely choose your center again and recommend it!
- In the past I was required to have procedure done at VRMC because I was employed there. I like this facility much better.
- EXCELLENT ALL AROUND.
- Very good experience except for the prep!! Lol
- Everything went very smoothly. Staff was excellent and very friendly from start to finish.
- Excellent overall at facility. Glad I did not have to study as hard for this colostomy as was needed 10 years ago. Still think they could make a better tasting flavor for the prep.

# GULF COAST ENDOSCOPY CENTER OF VENICE

## *Patient Testimonials*

- Everything was great just as all other times at this facility.
- Everyone was friendly, efficient, and caring. I have no negative comments except that my insurance does not cover the full cost like others tell me their insurance does, but that is not your issue.
- The staff at this facility are excellent. They explain everything that is going to occur ahead of time. They also keep patients waiting in the lobby apprised of the physician's time line.
- While my procedures were not fun the staff made it very tolerable and painless to go through. My compliments to all the people who made this at least pleasant.
- everything excellent
- I liked it so much, I'm heading back today for another procedure!
- Dr. Kondapalli was running late before and after my procedure. The receptionist and my recovery nurse let me know this. I wasn't left in the dark.
- Procedure went very smoothly.
- My procedure was handled professionally and friendly. An excellent experience.
- Gulf Coast Endoscopy Center made a procedure that many consider, unpleasant...very pleasant. Thanks for being true professionals.
  
- I was very impressed with all the medical staff including the receptionist. Nurses Becky and Martha were great, very friendly and caring, along with the anesthesiologist, Bob. Dr. Kondapalli was also very caring and reassuring. I couldn't have asked for a better team. Thanks to all the staff for making my short stay as comfortable as possible.
- great service from start to finish
- Procedure could not have gone better!
- Everyone was very friendly and efficient.
- Like I said I am new to the area and I was so impressed with Dr. Agnello. She made me feel relaxed and when I went to her office on Tuesday and was told I was going to have the procedure on Thursday I could not believe it. She is good, efficient and a very warm and caring person. I would not hesitate to have her do any type of procedure I needed in the future.
- The staff was very friendly, informative and knowledgeable, the atmosphere was calm and efficient.
- The facility and staff were very professional. The procedure went smoothly.
- From his office personnel to his nurses at the center, Dr. Dumas has dedicated, personable people to work with. Kind & soft spoken, Dr. Dumas is my kind of physician.....
- Everything went very smoothly. Loved the hot blanket.
- Everyone was very friendly. Made me comfortable
- Fast procedure, very courteous staff.
- I've known about Dr Grossbard for many years. He's considered one of the best and I trust him. My wife has also been to him.

## GULF COAST ENDOSCOPY CENTER OF VENICE

### *Patient Testimonials*

Matter of fact, he was away when my GP suggested I see a Gastro type. He could get me an appointment that day, but I chose to wait for Dr Grossbard's return. Glad I did.

- Very quick, easy and professional.
- I got nervous waiting in the procedure room.
- A great experience, thank you to all!
- Highly professionally run facility.
- Best experience ever in a Medical Facility! From walking in the door the day of my procedure, to being escorted out to my car after discharge and EVERYTHING in between, this facility is all about patient service!!! A big thank you to the check in personnel, the nurses, the anesthesiologist and Dr Kondapalli.
  
- A well run team of knowledgeable and courteous medical professionals!!!
- Great experience. Staff was extremely comforting and professional.
- PRE OP VISIT WENT QUICKLY - WAITING TIME WAS LESS THAN 5 MINUTES - AND WRITTEN INSTRUCTIONS HANDED OUT FOR PRE OP PROCEDURE WERE CLEAR AND WELL ORGANIZED. ON DAY OF PROCEDURE - DISCHARGE TIME WAS ONLY 90 MINUTES AFTER ARRIVAL TIME - MUCH SHORTER THAN THE 2-3 HRS ORIGINALLY ESTIMATED.
  
- ALL PEOPLE INVOLVED WERE FRIENDLY - INFORMANT AND VERY PROFESSIONAL. DISCOMFORT WAS NON EXISTANT DURING THE ENTIRE PROCESS.
  
- excellent staff
- Everyone I met seemed to really enjoy their jobs and working here. I don't do well with needles and was quite anxious about having the IV put in. I can't remember the name of the nurse who did it, but she did an excellent job of calming my nerves, and the needle went in painlessly. And after the procedure Marthe took excellent care of me. Dr. Kondapalli and the anesthesiologist must have done a good job because my recovery was quick and uneventful.
- I WAS VERY PLEASED, THE STAFF MADE ME FEEL VERY COMFORTABLE IN A VERY UNCOMFORTABLE SITUATION. THANK YOU VERY MUCH
- Thank You For Your Excellent Service.
- Everyone was very friendly and professional.
- Well Done! Thank You ALL!
- It has only been a few hours since my 1st Colonoscopy, I want you to know everything that was explained and the info that was given to me before I was released was absolutely correct and very helpful. I had no fear going home alone. All your staff took very good care of me especially my Doctor. She is the BEST. Thanks for caring!!!
- Excellent service. Very pleased.
- Excellent service, professional atmosphere.
- Extremely efficient facility, very well run

# GULF COAST ENDOSCOPY CENTER OF VENICE

## *Patient Testimonials*

- My only suggestion would be to have the conversation with the receptionist allow more privacy. Even though there was a low wall between the waiting room and the reception area, I could clearly hear every conversation that went on before and after I was brought back for my procedure.  
  
Also, although the doctor did speak with my husband to let him know how things went, he went over the information while I was still under anesthesia. I would have preferred if he had been able to discuss my procedure after I woke up so I could have been a participant.
- I am sending an email message to apologize to "ALL" the staff for being so loud & rude. My sister Paula repeated to me, what I said to the juice lady, & nurses. You all are such caring & loving staff\*\* forgive me. Even if it was caused by the gas & medicine. Forgive me again please~~~~But do not forget to do good and to share, for with such sacrifices God is well pleased. HEBREWS 13:16 The Endoscopy Staff did good & shared !!! God Bless All
- Everything went fine including my recovery. After one week, all is still going well with no issues.
- All personnel at the center were friendly, courteous and helpful from start to finish.
- Staff was excellent, very caring. Dr. Kondapalli is great, explained my results and stuck around to make sure my questions were answered.
- This was my second procedure in a two week period, both went without any issues. The staff is always friendly and professional.
- Quite a long wait but found that the doctor had an emergency that got his schedule off one hour.
- GULF COAST ENDOSCOPY & SURGERY CENTER OF VENICE is an excellent place and they have great doctors and nurses that give you the care that you need and more.
- Very satisfied
- very efficient throughout - very respectful of privacy - zero issues
- waiting area small and crowded, seats nice. associates area small and crowded. facility hard to find even with gps
- What a great place - was treated very well.
- We have had great experiences with the Center and Dr. Felman every time.
- This is my third endoscopy and I am pleased with everything, the staff, the doctor, the facility all first rate.
- AN EXCELLENT FACILITY!;CLEAN,EFFICIENT,COURTEOUS AND KNOWLEGABLE. I WOULD NOT HESITATE TO RECOMMEND THIS FACILITY & IT'S STAFF DR. KONDAPALLI WAS VERY PROFESSIONAL AND COURTEOUS!
- never any problems. very satisfied.
- I was completely satisfied with the care and service I received at the center.
- Everything was great!!
- Facility was very clean and Staff members were above average. the Physician was thorough, as usual. Care given was professional. Nurse Linda was wonderful and caring. The care she gave could not have been better. You could tell that she took pride in her work and truly cared about her patients. One of the best Facilities around.
- Had very runny nose and sneezing for 24 hours after procedure. Excellent facility with caring staff.

## GULF COAST ENDOSCOPY CENTER OF VENICE

### *Patient Testimonials*

- I believe it was the third time I had a procedure done at Gulf Coast. (crohns) I have always been treated with total respect and dignity. In fact, and it may sound crazy, but I seem to look forward to the visit every 2 years (prep excluded). Thanks Doc Ravi and thanks to all your center staff.
- Very pleased with the experience .  
Special thanks to nurse Kim for putting needle into vein. No mark or blood under my skin afterward. Great job!
- A very easy and stress less experience.
- The best of care ever .!!!!
- Everyone was so kind and professional. I was nervous before the procedure but felt very confident after engaging with the staff.
- Staff is friendly, professional, and patient oriented.
- First of all, Jane was such a positive,pleasant person to check us into the center. She and I also share a birthday which is to say she definitely makes connections with clients.  
Then I had Kim for a nurse who put in my drops and IV and WOW, she was delightful, efficient and let me know everything she was doing. It was refreshing to have care that I did not have to request information. She is definitely a keeper. Also, she pre-introduced me to other nurses who would be caring for me and that made me feel welcomed and "homey" .  
  
Then there was Nancy who had called the day before surgery, took me into the procedure room AND called the next day. She is a keeper, too.  
  
You guys are very blessed to have the staff you have acquired. Thank you for such a great experience and I will see you Wed. for the next appt.
- My experience was good and the Doctor and the Staff of Gulf Coast Endoscopy & Surgery Center of Venice were excellent. I would recommend this facility to anyone who would need procedures of this type to be done.
- I was delighted with the staff and facilities at the Gulf Coast Endoscopy Center. They were professional and personable. Procedures were explained, questions were answered, and they were on time. Thank you for a job well done!!
- Thank you for making the procedure so easy and quickly.
- I don't always look forward to having a Colonoscopy, but this one went perfect.  
Everyone, from check in to wheeling me out were amazing. The procedure went without a problem and I was completely satisfied with the results. I would highly recommend the Doctor and the staff to anyone. Thank you all.
- Professional, caring, courteous staff.
- Outstanding....The procedure was painless and the staff was extremely courteous and caring. I would highly recommend this facility for treatment.
- Thank You!
- Instructions on written papers did not mention to bring driver's license and insurance cards, no jewelry or makeup. Those instructions were only with the phone call. They also need to be in the written material.
- I was impressed by the cleanliness of the facility, and the courteous manner of which I was treated. The follow-up call the next Morning showed me you're concerned for my health.  
Thank you
- Everyone was wonderful. Couldn't have had a better experience.

# GULF COAST ENDOSCOPY CENTER OF VENICE

## *Patient Testimonials*

- This establishment operates like a state of the art hospital.
- Everyone at the center treated me with courtesy and were concerned about my well being. I definitely would choose the center again, if I need the procedure again.
- The only thing I offer to improve is; more information concerning what to expect once you take the two bottles of liquid dynamite. At the end, the morning of the procedure I was still having yellow water and I am thinking what did I do wrong? There can't be anything left? The nurse latter told me that was normal, would have been good to know that up front.

Overall, great job, good team, doctor and staff, exceptional facility. You all make a bad thing about as good as it can be. Thank You.

- The entire procedure was very efficient.
- Overall, excellent, professional caring procedure. Thank all of you so much.
- Well run facility.
- I was very apprehensive to have my first colonoscopy. Your center made me feel very comfortable! Great staff!
- Martha & Kathy were great, so was Dr. Kondapalli. Question about pain- don't know how to answer. There was no pain.
- Treated professionally from start to finish, would highly recommend using this facility for any future procedures.
- Very Professional and Caring Facility
- Very professional, caring operation. On time, in and out quickly. Highly recommended.
- Very satisfied with the care I received. I would recommend Gulf Coast Endoscopy Center to others. Everyone was very nice and attentive. Overall good experience.
- Excellent experience. The best colonoscopy of the four that I have had. Hope the lab results are good. See you in a year. All personnel that I had contact with were excellent! Would like to know positive and negatives on the different preps that are available. Prices seem to vary widely.
- Wonderful in every way!
- Not only would I return if needed, but I would also recommend to others.

Find a way to make it extra clear that the rating scale from 1 to 5 is BEST to WORST or GOOD to BAD ..... the reason I say this is because I went through the whole form giving mostly 5's, thinking that 5's were the highest or best rating ..... I guess I assumed that the bigger the number, the better the rating .... thank goodness I got sent back to the beginning and saw the instructions that I had failed to read the first time.

- Everyone was very nice and caring.
- I, like many patients, was very apprehensive about having a colonoscopy in the first place. In my relocation to Venice, I was dealing with a new location, new health systems and re-establishing my network of doctors. Then, along with these changes, I was tasked with getting a colonoscopy--OH NO! My prior colonoscopy anxieties resurfaced and I asked my GP for a gentle doctor to help with my sensitive colon. That recommendation brought me to Dr. Katie Agnello and Gulf Coast Endoscopy and Surgery Center of Venice.

My experience with GCESC of Venice has made me a 'believer in quality healthcare'. The doctors' and staff's kindnesses and concerns for patient's privacy and dignity, answering even my simplest questions and gentleness in prep and surgical treatment were their reason for coming to work at GCESC on a daily basis. And that showed!

# GULF COAST ENDOSCOPY CENTER OF VENICE

## *Patient Testimonials*

The staff and doctors wanted my surgical procedure to be the best it could be. Even while a colonoscopy is not a 'lovely time'; it is an important life mile marker in a person's responsible health care.

I will have less fear and not dread of my next colonoscopy -- Thanks to the Doctors and Staff of Gulf Coast Endoscopy & Surgery Center of Venice.

- Kim my nurse was exceptional, and Kelly the Anesthetist, was great, never felt anything. Wonderful staff!
- I appreciate the overall attention to my concerns and comfort in this procedure. Dr. Kondapalli and the staff were very pleasant and helpful.
- This is a professional, caring, clean and efficient facility. When needed I will definitely return.
- Everyone that my husband and I encountered at the center was professional and they took very good care of me. Thanks to all that helped with my procedure, my experience couldn't have been any better!!!  
Thank you!
- Service was fast and on time. All paperwork was in order and waiting time was minimal.
- In recovery, Dr. Kondapalli came in and explained how the procedure went and when I would be notified of the results. During the entire time he was in the recovery room he was very attentive and immediately established personal contact by simply touching my hand to ensure my comfort. His bedside manner in the procedure and recovery rooms was highly commendable and will be one of the main reasons I return. Your entire team exemplifies professionalism and integrity. Thank you for a great visit.
- I have come to this facility many times in years past and have always been satisfied with the care and friendliness of staff.
- Professional in all aspects of care
- My experience at this facility was much more pleasant than expected. My nurse Kim was exceptional, a pleasure to talk to and very caring. The entire staff was warm, caring and professional. I would recommend Gulf Coast Endoscopy Center to everyone requiring this type of care.
- had no problems and would use this facility and doctor again. Everyone was kind and explained everything clearly.
- This is our second experience at Gulf Coast Endoscopy Center. We have always been treated with the utmost professionalism, kindness, and courtesy.
- I have been to your endocenter 8 times now for Dr Dumas and 2 times for Dr Durrett.
- My experience at the Gulf Coast Endoscopy and Surgery Center for cataract surgery was wholly satisfactory.
- Everyone was wonderful. Everyone seemed very aware how frightened older people can get and reassured me at every turn. I am so grateful for that.
- Everyone made me feel at ease and were very friendly. It was really nice to have my doctor come see me after my procedure, Thank you!
- I had an extremely positive experience from the check in person to all the medical personnel involved. They were all very attentive to me, explained everything they were doing in the prep and gave me a total confidence level. Dr. Kondapalli is very

## GULF COAST ENDOSCOPY CENTER OF VENICE

### *Patient Testimonials*

hands on for a sense of competence and caring. He never rushed his discussions with me and my wife after the procedure. The surgery center is remarkable clean and organized with all personnel interacting with calm and reassuring behavior. A total class act of facility and staff.

- Thank you for a worry free experience from initial registration through to completion of procedures and discharge. I was also impressed that today Dr. Kondapalli's office called to check on my recovery from yesterday and how I felt today. That is a class act and shows how professional and caring his practice is. I will let friends know about him and the surgical facility.
- My pre-procedure anxieties were allayed by the caring professionalism shown to me by my doctor and by the Center's staff. Follow-up was quick and well-explained, with details of the findings and future expectations.
- The center is well versed as to how to care for patients for this sometimes uncomfortable procedure. The staff try to make it as easy as they can, and make your visit as comfortable as they can.
- Everyone was very knowledgeable, professional, and caring.
- A very good experience all the way around.
- Everyone made the whole experience more acceptable for me.
- satisfied all the way .THANK YOU
- Very friendly and informative staff and doctor.
- Well done.
- Repeat procedure
- Excellent treatment and care. Linda was particularly helpful during preliminary and discharge procedures.
- Very caring and helpful staff.
- Excellent care from all the staff. Thank you so much!
- The worst part of this whole procedure is the prep at home. On the morning of the procedure, the attention given from the moment I walked up to the admission desk, until I was wheeled out the exit to my waiting ride, made me forget all the discomfort from the day before. Every staff member, including Dr. Kondapalli, had a warm smile, answered all of my questions, and helped me to relax prior to starting the procedure.
- Really like Dr. Kondapalli. He immediately puts you ease and explains everything in detail. The nursing staff at this location is excellent. I was relaxed and happy to get this procedure done there. Will definitely return here for my next procedure in 5 years.
- The complete procedure went very smoothly and fast. Compared to the colonoscopy I had in Illinois, this was a breeze.
- I have had this procedure several times in the past and have always felt that I received the best of care from the facility, the staff, and Dr. Dumas. I have never had any reason for concern on any of my visits during any phase of the procedure. I just hope that things never change. I have an outstanding doctor and he performs this procedure at an outstanding location. Thank you all very much.



## GULF COAST ENDOSCOPY CENTER OF VENICE

### *Patient Testimonials*

- Very good service. Procedure went as expected and there were no lasting negative aftereffects.
- My cataract surgery went extremely smoothly.
- Couldn't find a more professional group in this area. Very caring and compassionate. Patient oriented staff.
- Dr's office (Dr. was Perfect and Kelly was FANTASTIC), at Surgical Center (Jane was PHENOMENAL, Kathy was EXEMPLARY, and Linda was EXCEPTIONAL). Don't get me wrong; I would not look forward to doing it again...but if I needed to....I would call ahead and make sure it was a day this team could be there! Thank you from the "Bottom of my [heart!]"!!
- Excellent coverage by all staff members before, during, and after release. I also appreciate the attention to details -- complete detailed written documentation, and very informative pre and post telecons from staff members.
- I found the doctor and nursing staff to be both very professional as well as friendly and concerned for my welfare.
- Would highly recommend.
- The staff is very caring.
- This entire experience was excellent in every way. No hesitation in returning here. The doctor was also superior.
- I have been to this center many times for the procedure I had, and I have always been impressed by all the staff.
- Please give my thanks to the nurses and staff.
- This was a very good experience for me overall, thank you all very much.
- Aside from the vile prep I had to drink, the procedure itself was easy. The entire staff at Gulf Coast Endoscopy made it a very pleasant experience.
- I've had more than 10 colonoscopies in the past 20 years. This was by far the best as regards the facility, staff and waiting time. I was very impressed with the friendly efficient care provided that was provided.
- Outstanding experience...very professional staff in a great facility.
- Highly recommend Dr Kondapalli and the services at the Center.Service is flawless.
- Dr. K and all the staff were great. They all put me at ease. I appreciate the care I received. Thank you!
- Procedure went smoothly and everything was explained by the Doctor. The staff were very concerned about my comfort and explained everything to me very well. I would use this facility for future procedures if necessary.
- Very caring and professional staff! Very clean facility!
- Great experience on a rather uncomfortable procedure. The Dr's and staff were AAA. Will definitely return as per Dr's instructions...
- I arrived at 9 AM and was told I would be finished by 10:30. I did not get finished until 11:45. Not a problem for me, but asking a relative, neighbor or friend to sit and wait all that time to drive me home is.

# GULF COAST ENDOSCOPY CENTER OF VENICE

## *Patient Testimonials*

Everything else was very good.

- Dr. Felman is prompt, efficient and has a great sense of humor! His staff is kind and gentle. Having a colonoscopy is a totally unnatural procedure, yet his staff manage to make it comfortable.
- Did not look forward to the procedure. All members of your staff are professional and personable. They made me feel comfortable and relaxed.
- For being my first surgical procedure I didn't know what to expect or how things would progress. From the moment my nurse Amy walked me back to my room, the friendly and informative anesthesiologist rolled me to surgery and seeing my doctor and meeting the surgery nurse, I knew things would go well. The morning was a smooth and positive experience.
- THE SERVICE QUALITY WAS EXCEPTIONAL STARTING WITH THE RECEPTION ADMINISTRATOR TO THE NURSES THAT IMPLEMENT THE "BEFORE PROCEDURE(S)". ALL INVOLVED WITH THE ACTUAL PROCEDURE FROM THE ANESTHESIA PROVIDER TO THE PHYSICIAN SPOKE TO ME AND GAVE ME THE OPPORTUNITY TO ASK ANY QUESTIONS.
- Great job
- I was very pleased with the overall experience at the center.
- I am very happy to have Dr. Dumas as my doctor. He is a God send.
- fantastic surgery center in all facets. Nurses and doctors are first class and very caring. Staff is outstanding.
- All Aspects were highest professional quality
- You made a less than enjoyable experience very tolerable! Everyone always has a smile on their face which makes you want to smile back thus lightening your mood.
- Very pleased with the attention of staff, and the handling of the procedure.
- Everything-people and services-were GREAT!
- This was a great experience for my first colonoscopy. Everyone was very friendly, helpful, and reassuring. My husband said he is glad we found Dr. Agnello and everything went very smoothly at the Gulf Coast Endoscopy Center, so now he has someone he can go to as well! We are new to this area and we are very pleased with the healthcare here.
- I could not be more pleased with the way my procedures go at your facility. Dr. Ravi is the best. I was glad to help by moving my appointment up a day, and also arriving early to fill an opening.  
I appreciate professionalism where I find it, and Gulf Coast Endoscopy Center is the epitome of what one would expect from our Health Care Professionals! From check-in to discharge, everyone was great at their jobs. Thank you all!
- The care at your facility is above excellent!!! I would never want this procedure anywhere else.
- Excellent Care by all medical staff. Admission experience not so good.
- I believe this was my third visit to your center and I have always been treated exceptionally.
- The staff is wonderful and make you feel you are their only patient.

# GULF COAST ENDOSCOPY CENTER OF VENICE

## *Patient Testimonials*

- All staff at the Endoscopy & Surgery Center of Venice were most helpful, courteous and professional during my procedure. My procedure was performed on time and each step, leading to and following the procedure, was explained in a clear manner. All staff exuded a caring and concern for my well-being before, during and after the procedure. Your professionalism is most appreciated!! Thank you.
- Great place, great staff, my first time for any kind of procedure and was just perfect. Everything went like clockwork. I felt very comfortable even though I was nervous when I arrived. Thanks to all.
- Excellent experience. All personnel were professional, thorough, caring, patient.
- Dr Grossard is a very kind and caring physician. IBS can be confusing to explain, but it is a painful disorder. I feel that he really cares about helping me find a solution. All of the staff and nurses and anesthesiologist were very comforting. I would tell anyone facing a surgical procedure with apprehension, that there is no need to be if they are coming to this surgical center. Thank you for your kindness
- Everyone at the GulfCoast Endoscopy Center was very professional and from the receptionist , nurses, anesthesist. I felt very comfortable with Dr. Dumas who is a very caring physician.
- Having never had eye surgery, I was very apprehensive. Your staff made me feel more at ease and showed empathy and wonderful patient care and concern. Everything that could be done to make me more comfortable was done with compassion. I had the same procedure done on the other eye a week later, with the same level of professional care by your staff. My thanks to all concerned for your wonderful care. My eyesight has been restored to 20/20 without correction. You can only imagine how nice that is at almost 70 years of age. God bless you all for the great things you do for people.
- I received absolutely wonderful care.
- Very easy process for signing in & on time. Staff were professional and friendly. Overall was a good experience. I would recommend the center.
- I was treated very well. I felt as comfortable as possible given the circumstances.
- Check in was very smooth. Facility and staff were excellent.
- the staff was great-made the procedure smooth and pain free-was able to leave in rapid time-no problems whatsoever
- Good experience
- Very professional and caring staff.
- Everyone was wonderful. They reduced my nervousness.
  
- Dr. Kondapali's staff, both at his office and the endoscopy center, were very accommodating and professional. Their care went above and beyond. Thank you
- I was pleasantly surprised how great everything was. Pre nurse, Kim last name very cheerful and did job well. Nurse

## **GULF COAST ENDOSCOPY CENTER OF VENICE**

### ***Patient Testimonials***

anesthetist asked very good questions and I felt confident in her care, nurse in surgery very good too.

I am retired nurse and impressed with my care. Dr. Feldman personable and I felt secure in his care. Answered my questions and explained everything. Excellent care.