

# GULF COAST ENDOSCOPY CENTER OF VENICE

## *Patient Testimonials*

- I couldn't be happier with my experience. Special thanks to everyone who went the extra mile to make me comfortable: Nurse Brenda, Anesthetist Kelly, Dr. Kondapolli, and Nurse Beth.
- I've been to this Center a few times, and I give high praise to all who work there.
- The staff was pleasant, professional and genuinely compassionate. I would absolutely return to this facility if warranted.
- Everyone was courteous, friendly and kind. Everything went fine.
- Pre-op nurse was great, she gave me extra blankets and kept me well informed. Anesthesia explained all very well and was kind. Dr. Taylor's assistance was very kind, introduced herself and made me feel comfortable. The nurse(?) that came and got me to take me to the procedure room, did not introduce himself or explain anything or ask questions.
- My experience at Gulf Coast was excellent -everybody was very pleasant, professional and understanding. The environment is extremely clean and efficient.
- I was very impressed. I also like Dr. Taylor and her professionalism and personality. I was given paperwork after the procedure which explained what Dr. Taylor had found. This was very helpful prior to getting my test results within the next few weeks.
- I was very impressed with everyone at this facility. all are very professional. They put all my needs first and I felt in very good hands I highly recommend this team!
- Dr. Dumas has been my physician for over 15 years. I can trust and rely on him to look after my physical well being in a most professional and caring manner.
- Once again, you dissolved my anxiety, thanks to your excellent staff; beginning with a positive check-in, to your next day follow-up. Thank you, Dr. Dumas and Kathy, Brenda, Geneva, and the 2 Sandy's
- I have been to this facility previously and always had the best of care. Everyone there is caring and professional.
- Dr Taylor and the whole staff were wonderful. The whole experience was uneventful! They were extremely efficient and answered all questions and everyone was on task and made me feel like it was a special occasion! For a colonoscopy! Imagine that. Thank you so much Dr Caren Taylor!
- It was truly a great procedure the help was very good especially Julie she was fantastic
- Thank you. You cannot improve on perfect and that's how everything and everyone was. Made having a colonoscopy a wonderful experience.
- Wow, everyone was so kind and the smiles help alot! Thank you for caring so well for me!
- Everyone was efficient, kind and helped to put me at ease. As a retired RN, I was very happy with the level of professionalism.
- I truly appreciate the wonderful care that I received at your facility; from the first person that I met until the last, everyone was pleasant, professional, and caring. I apologize for not remembering everyone's name, but the front desk person was wonderful as was I believe Lori the nurse; everyone else was great too but I just cannot remember all of their names. Thank you so much. Bruce M. Kleinberg, M.D., J.D.
- Everything was very professional, ran like clock work. All members of staff that I encountered were kind and caring.
- I was offered "fatty liver test" free Did not get

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- I cannot express my gratitude enough. from Tammy at check in, to all the caregivers during my time there, Brenda, Carol, Beth, Gail, Dr. Agnello. (hopefully I didn't miss anyone). Exceptional staff. Cannot say enough about the excellent care I received from all of these women. Thank you!!!
- Sandra and Donna were both excellent!! Of course Dr Agnello is always great!! Nurse anesthetist was lovely too.
- Very pleased with Dr. Dumas and his determination to get to the cause of my issues.
- Excellent staff. Never have a sore throat. Great doctor. Think everyone should go to Doctor Jay Raja.
- Very happy with the service providers, from the minute I arrived till the time I departed!
- Great experience and able to walk 10+ miles this morning before breakfast!!
- Everyone was very comforting & reassuring, especially Beth & Amy. Very happy with quality of care & skill/knowledge of staff & most especially Dr Taylor Considering it was a colonoscopy, it was a very good day! Will definitely recommend!
- My nurses Becky and Beth were outstanding, making a very uncomfortable experience for a complex trauma survivor so much more relaxing and comforting.
- Dr. Felman keeps notes on your personal past; so he can ask questions that relate to your experiences. A nice touch.
- I couldn't have been happier with the staff at the Endo center. Not one person that I interacted with was rude, or too busy - nothing negative. Julie, Kelly, Beth - all were wonderful and friendly. And since no one wants to have these procedures, it's great to have friendly, caring staff lead one through it.
- Gulf Coast Endoscopy Center's team of nurse's, admission process, and Dr Agnello, were very professional, efficient, and caring. They turned a stressful situation into a comforting experience. I would highly recommend them.
- Excellent facility with very efficient, professional and courteous staff. Loved Lori, my nurse as she was so friendly and caring ❤️
- Excellent facility and staff. This is my second procedure here and they are 2 for 2. Excellent experience.
- Kudos to my anesthesiologist for her expertise and explanation of how the process works- she made me very comfortable
- From Tammy at front office to Sandra RN, Dr. Agnello, Desiree, Sandy, Jennifer RN, everyone was so nice, attentive, professional! Great job everyone. Would highly recommend you to all.
- I'm so impressed with your care and understanding of my issues. Highly recommend your services.
- The facility was clean and well maintained. The entire staff was excellent. They were all professional, efficient and very friendly. Thank you all very much.
- Everything was great, start to finish. Love the color and number coded pictures. Very helpful!
- Excellent facility. Personnel is courteous and professional. The patient feels at ease and every need is attended to.
- Very pleased with everyone and everything for my procedure. The facility was clean and well maintained. The nurses, technicians and administrative personnel were professional, knowledgeable, attentive and very personable. Thank you for all for all you do!

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- I was pleased to have my procedure done at this facility- everyone was courteous, helpful and made sure you were comfortable
- Everyone - admin staff, nurses, docs - was kind as could be. I was comfortable and felt cared for from start to finish. Thank you all.
- Excellent experience for my colonoscopy. Easy registration, requent reminders via text, very competent and skilled staff, nurses and doctor. Excellent follow up
- Third colonoscopy with Doctor Kondapalli and always felt completely confident that I was in the best of hands.
- Very impressed, Had a great experience with the fun and friendly staff! I was probably having to much fun! lol actually forgot about my Neuropathy for awhile. Thank you very much.
- Everything was written out which is very good for older people
- You are taken care of with kindness and respect. You will feel comfortable and secure with your visit to this facility and this Doctor and all the staff. They are the best.
- The entire team was superb. Everyone went above and beyond to ensure comfort, answer questions, and treat me with respect. I highly recommend this facility and the team for their care.
- I have been to Gulf Coast many times, for myself and with others. I have always been satisfied with the quality of the care given there.
- Happy to have 2 polyps fewer! Thank you.
- Many thanks to Marcy, Julia, Beth, Sandie, Alma, and Bryan for the wonderful care they provided me. Thanks so well to Dr Peter Dumas for his professionalism. The excellent care I experienced made all the difference.
- I was extremely pleased with my experience and with all the staff.
- Staff very pleasant & caring. This was my 3rd visit. Will return if need be.
- The staff was so professional and caring..I really felt like a person and not a number or statistic
- This procedure could not have gone better thanks to the entire staff at Gulf Coast Endoscopy Center in Venice. Everyone was very courteous and efficient.
- Thank you !
- The staff at this facility were all top-notch. They were all very very friendly, professional and kind. I felt genuinely cared for. Thank you!
- I was very pleased with the facility as I walked in. My nurse Amy asked me all necessary questions and also answered my concerns. She was caring attentive and got me into OR in a timely manner. My team led by Dr Raja was amazing . Anesthesiologist was great and she explained everything she was going to do. Dr Raja is an amazing DR ! After the procedure he came and spoke with me with care and concern. Thank you!
- Everyone was so nice, caring, and professional. The prep directions also worked perfectly. The day of the procedure everyone involved made the experience less stressful than going to the dentist. The recovery was also quick and well explained. Thank you for a five star experience.
- Wonderful and kind staff. Prompt in getting back and ready for procedure and answering my questions. Clean facility. Everyone really professional, kind and courteous. Received call the next day to see how I was doing.
- Great facility.

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- I only have one complaint about my experience. The nurse who prepared my IV had to stick me three times before she was able to make it work. Consequently, I went home with bruises on my arms.
- Health care providers were warm, efficient, caring. Each step of the process was explained clearly. Quick turnaround.
- Dr. Taylor is fantastic.. I would recommend her to anyone.The facility and staff are wonderful. I wish every facility was like that.
- Great experience! Everyone was joyful, answered my questions, and was professional.
- Loved everyone there!
- Staff was 5 star; from registration through the release. Dr. Agnello, was superb, remembered a situation during my doctor visit and asked how things were, appreciated her concern. Clear explanation of procedure from anesthesiologist, Nurses and Results from Dr. Agnello
- Initially, I was very anxious about getting my colonoscopy as I have lived in Virginia the last 25 years and had my first 8 colonoscopies up there with the same team that I worked with at the hospital. You guys did a great job from registration to my nurse Amy on the pre-op side, Kelly in anesthesia and Alma in the room. And Beth postop. Thank you so much for your wonderful care.
- Great improvement in preparation. Overall experience was the best.
- The entire medical staff were truly attentive and professional. I felt as if everybody were waiting on me personally. While I had only a simple procedure, I would certainly come back if I were to need further surgical procedures.
- I thought it was inappropriate to have Air Conditioning company in the facility right outside our prep rooms and moving right outside our privacy curtain during operating hours. It very much limited the privacy of the patients.
- You are the BEST!!!! It's always a great experience at Gulf Coast Endoscopy.....professionalism at its best!!!
- Everyone from the minute I walked in to the minute I left was wonderful. I don't have enough good things to say about the entire staff the treatment I received was fantastic! So much compassion. Thank you to all!
- Kathy rn amazing bedside manner and IV placement!! Robin (anesthesia) very reassuring and made me feel at ease. Dr A...don't remember much but what I do was excellent!
- Marcy, Amy,Sandy, Blaze,, Sue,, Jennifer, ,Nate - I tried to remember all the names that worked with me. Every person/contact was amazing. I was so comfortable from beginning to end. If you give individual accomendations, please check my files just in case I missed someone or got a wrong name..
- This is the second time I have had a procedure done at this facility. Very happy with the professionalism.
- It was a very efficient place, and the whole process from prep to finish was very clearly explained. It was a much easier procedure than I had expected.
- The staff was very professional, efficient, and kind. Every person introduced herself and made me feel comfortable.
- Every single person I encountered, went above and beyond to make me feel comfortable. My only concern was a bit of confusion about how to check in when I first got there, and a little bit longer wait time than I expected.
- Such a positive experience, I had a colonoscopy and was treated so good from all the staff. This is a great place to have a procedure done and won't think twice about going there again.
- I was treated like a "King" through the entire process!

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## *Patient Testimonials*

- My experience with Gulf Coast Endoscopy Center was excellent. I felt that I was in good hands and my health was a primary concern. I received the care that I was expecting from each individual I interacted with from my initial appointment to my discharge and patient followup.
- The only thing I would mention is that the nurse anesthetist didn't introduce herself to me but just walked in and asked the standard questions to confirm my identity and started her procedure. Every other staff member introduced themselves and told me what they would do. I actually didn't feel totally confident with her and her role is extremely important. My nurse Becky was wonderful! As well as Nurse Desiree in the procedure room. Also Tammy at the registration desk was very welcoming and friendly. I feel very confident with Dr. Agnello and am happy with her as my physician.
- Gulf Coast Endoscopy Center is a wonderful place to have a colonoscopy. After spending the night in the bathroom the Center is peaceful and relaxing. My nurses Brenda, Susan and \_\_\_\_\_. Were informative and patient with my frequent trips to the bathroom! Sandy the nurse anesthesiologist was comforting and explained the procedure to me. I felt confident that my doctor Katie Agnello and her tech Deserie were also concerned for my well being. The Prep is awful but the procedure is easy- thank you!
- I have always had all my procedures in Gulf Endoscopy center and you have the highest quality , professional individuals employed in your facility. People oriented , considerate and caring. Quality care and I recommend you always. Thank you for blessing me with great care always.
- Perfect experience. I'm afraid to go anywhere else, I moved 25 miles away but will continue to come back. I have had 2 colonoscopies here. Both experiences were perfect. I don't understand why there are so many colonoscopy jokes. I don't have any problem with the prep, not eating for a day and drinking some laxatives. It feels good to know you are cleaned out and ready for the best quality screening. Staff was very attentive and respectful. Thank you! I couldn't have asked for better care.
- As good an experience as possible. Dr Konapali is highly skilled, exceptionally professional, thorough and very friendly. Julie prepped me for the procedure and the same comments apply to her. Everybody smiled!
- The only part that was totally unpleasant was the preparation for the procedure and it could not have been made comfortable under any circumstances. The staff and doctor who worked with me were extremely kind and caring. Dr. Kondapoli spoke with me before and after the procedure and was happy to answer any questions.
- As the Center's risk manager for more than 20 years I have read thousands of patient surveys praising the physicians and the staff. Now that I have experienced, first hand, a procedure there I totally understand and agree that this is the absolutely the best center around. Dr Kondapalli was professional and thorough, Becky that has been there for 20+ years is delightful, Carol and Genevieve in the procedure room were comforting, and Beth in recovery was just as sweet as she could be. I haven't forgotten Ms Kelly, the anesthetist. I love her. I want to bring her home with me. My quick nap was wonderful and I woke up chipper with no nausea or dry heaves. Thank you to Terri, my dear friend, for running the facility as smoothly as you do. Also a thank you to Dr K for being kind enough to work me into your busy schedule. I appreciate all of you!
- Everyone was professional and courteous. I particularly liked the fact that everyone I came in contact with introduced themselves to me. My only suggestion is, and this has no effect on outcome or treatment, you can use some new chairs in the waiting and registration area. You have a 5 star service and 2 star furniture...just saying. Also, I rated "family kept informed" as a 2 rather than one, since the only communication was about when I could be picked up. (More of a logistical item than "information" concerning my procedure, outcome, etc.)
- I have to say this was an overall wonderful experience doctor Fellman was terrific..
- Nurse "Hope" was exceptional. Professional, knowledgeable and very good natured!!!
- Thank you to all I have the upmost respect and appreciation for all the professional and caring staff and Dr. Kondapalli

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- A wonderful group of individuals that cared for me from front office to discharge. Everyone friendly and knowledgeable. Great experience for this procedure.
- Great care from start to finish. Would highly recommend to friends and family. Staff were all very kind and explained things appropriately.
- Everyone was incredibly polite and friendly! Especially Brenda and Carol !
- From check-in to after surgery, everyone was comforting and professional. Highly recommend Gulf Coast Endoscopy Center of Venice. Becky Carcione was an excellent RN. Dr. Kondapalli was my MD.
- Super happy with everyone and everything. I would highly recommend this procedure at this place. There is no reason to put it off.
- Dr. Kondapalli and facility staff were fantastic. Very friendly, professional and comforting. Tami at the front desk was very nice and Brenda my nurse was wonderful; very pleasant and great patient care. And Dr. Kondapalli is excellent. Only other comment is in regards to the prep. This time around took SUTAB rather than drinking the liquid stuff. While seemingly easy, turned out to be a bit difficult as it caused extreme nausea. Would have liked a conversation about them prior to taking and/or a discussion on the choices.
- Best overall procedure experience I have had in South West FL. I felt respected, protected, and cared for by each and all. I also experienced a team of Healthcare workers in working in harmony and seamlessly with one another. A treasure to experience. Bravo!
- Gulf Coast Endoscopy Center of Venice is phenomenal. I would recommend this facility to anyone. Great professional (all) staff. Thank you for your professionalism. Have a pleasant day.
- Receptionist intake person surprisingly pleasant considering the number of patients in the waiting area. Everyone attentive and reassuring.
- This procedure was done professionally & efficiently. From Checkin to checkout, it was obvious, this is a team. Dr. Dumas is excellent. He's to the point with the patient being his first concern!!
- The staff is outstanding special thanks to Sandra who took special care of me
- Very efficient, friendly and caring. Best experience I ever encountered for a procedure. Very pleased with nurses and caretakers.
- Everyone there was very nice. Made an embarrassing procedure tolerable.
- The staff was so incredibly nice. The first nurse I saw was amazing. (Wish I could remember her name!) she was very kind, explained things well and I had no bruising from the IV!! All good. I was disturbed that I heard everything the doctor told my neighbor. Oh boy. Not okay.
- The staff and Doctor Kondapalli all had a welcoming and assuring smile to offer. Everything was streamlined and efficient and professional. Thank you.
- Prep nurse Becky was exceptional. Completely excellent experience.
- Thank you to all I have the upmost respect and appreciation for all the professional and caring staff and Dr. Kondapalli
- Wonderful experience! Very helpful and professional doctors and staff. Cannot ask for anything better!
- Becky was great fast precise and show caring.

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- I want to thank everyone in this facility for their caring and professional attendance while I was there. Thank you very much
- EVERYONE IS SO NICE, VERY CARING AND THROUGH. ALSO VERY CLEAN. I FEEL VERY CONFIDENT THERE
- The procedure went smoothly and I felt comfortable and safe. My belongings were also kept safe that was important to me.
- Excellent staff, care, doctor, and attention to care of all patients, including myself. Will definitely recommend and will use this facility again.
- LOVE DR AGNELLO, FELT VERY CONFIDENT IN HER CARE AND REASSURED BY HER CALM MANNER. THE SURGICAL CENTER IS EXCELLENT, CLEAN AND EFFICIENT. STAFF IS WONDERFUL, KIND & THOUGHTFUL AND PROFESSIONAL. HIGHLY RECOMMEND THE CENTER. MANY THANKS.
- Everyone was so nice there and so clean
- Excellent attentive caring treatment from entire staff. Made a scary procedure easier
- World class doctor and staff. I trust them 100%!!
- Dr. Taylor was good to ask if I had questions for her before the procedure. She answered my questions professionally.
- Very satisfied with my procedure yesterday, all went well. The staff were organized, efficient, and kind.
- This is my second visit to Gulf Coast and each occasion has been exceptional. I expect satisfactory performance and appreciate when an experience exceeds expectations. Nobody looks forward to a procedure but everyone I had contact with at Gulf Coast was caring, patient and professional. Everything went according to schedule. I can recommend Gulf Coast without reservation.
- Everyone in the facility were warm, friendly, kind, respectful, patient and efficient. I give this facility 5 stars. Thank you for your care
- With the exception of being told to arrive at 9:30 and not going back until close to 11, everything and everybody was handled very professionally.
- Your Staff was top of the line, excellent, they were kind and friendly. They made me extremely comfortable and at ease.
- Every staff member that I came in contact with was soooooo kind. I have never visited a health care facility the entire staff were so nice and happy with their jobs.
- From start to finish, it was a very positive experience. Megan, checked me in, Sandy took me back and prepped me, Kelly came and checked on me prior to giving me the anesthesia, and Donna was my post care nurse; everything was excellent. Melanie called to check on me this morning and make sure I had no negative effects. Thank you for having such an experienced team with wonderfully positive attitudes!
- Felt in very good hands. All staff friendly and professional. Made to feel as comfortable as possible and very happy with how everything was handled.
- I was so hoping to get an opportunity to do survey! Everyone was so so so very friendly, kind, helpful whatever other positive words
- I have had several procedures but this is the first time at this facility. This is was a very good experience at Gulf Coast.

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- Every time I have been in your facility everyone is so caring and are true professionals. I know you have turnover but whoever comes in is as good as the person they replaced.
- Everyone at the surgery center treated me with the upmost, respect, consideration, and kindness. They totally minimized the stress of my colonoscopy procedure. Kudos to all of the team members!
- Great medical care!! from reception to nurses to doctors!! Personable and caring staff!!
- First time visit everyone was friendly - the wait was a little longer than expected but once I got back to have procedure done it went pretty fast. - very clean facility - Dr Agnello is very professional and makes you feel at ease and welcomes any questions.
- I was impressed with the level of professionalism from everyone I came in contact with before and after my colonoscopy procedure. Megan at check in was very helpful with the paperwork I had to sign. Brenda, the first nurse I met as they got me ready for the procedure was very kind and reassuring. She helped with easing my stress. I appreciated Dr. Agnello stopping by to check in before the procedure. As well as those that were taking care of me during the procedure. Finally, Brian, the nurse that made sure I was able to leave the premises was very nice and attentive. All in all a good experience. I would highly recommend others to use your center for colonoscopy medical procedures. Thank you for making my experience less stressful.
- Did not receive free liver ultrasound. Staff was professional and attentive. Print out of procedures was informational and helpful for records.
- All of the staff are extremely competent and kind. I have been there twice and will be back in December. I have complete confidence in being treated there!!
- This is a great facility! Everyone cares for the comfort and safety of the patient.
- You made this easy for me, from the check in to the nurse Brenda, Dr Agnello was great. Her staff in surgery outstanding and recover was great as well. Thank you to everybody that assisted me.
- As always, I was very pleased with the professionalism, compassion and attentiveness of the staff. My wait time for the procedure was longer than I had anticipated-(not the fault of Gulf Coast).
- I was extremely impressed with this facility. Everything went great. Staff was very caring, and friendly.
- Thank you for an outstanding health care experience. Your entire team worked together to give professional and caring assistance to every patient. I would highly recommend Dr. Agnello and her great staff to everyone.
- Nurse Becky took exceptional care to see to my comfort. Additionally, Kathy (in finance) helped reduce my payment for yesterday's procedure due the doctor being unable to complete an endoscopy (for which I paid) a few days before. THANK YOU!
- Everyone that works there must love their jobs because they were all so pleasant and helpful. Wonderful staff! My nurse preop I believe was Becky and she explained everything that she was doing and what was going to take place. Such a caring person. The girls in the procedure room were very nice and explained everything and my nurse anesthetist made sure my concerns were taken care of and that I was comfortable. Thank you for the peaceful sleep! My postop nurse was great too but I was a little hazy so don't remember her name, but she was wonderful too.
- Can't say enough good things about my care and appreciate the follow up phone call the next day to see how I was.
- Wonderful experience from start to finish preregistration, check in, procedure preparation including recovery (in and out) made my day enjoyable you get 4 stars and a 10 ratings..!
- I was offered a liver scan and it was not done. They said they ran out of time.

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- Excellent service from start to finish. Worrysome procedure turned out to be a snap. Fantastic staff all the way around. Can't complement them enough.
- Very happy with the entire staff and care that I received, from check in to discharge. Kudo's to everyone there, you are amazing!
- The entire visit and procedure were top notch. Professional, caring and on time.
- Amy and the Nurses were amazing. The Doctor is the Best. Overall the Dr - staff was excellent.
- Great doctor with a wonderful, caring staff. I have been there several times and each time had great care. Would highly recommend this practice.
- Initial nurse, Brenda, was excellent and very caring. This was a great experience, all around. Thank you!!
- Most amazing experience everyone was very helpful and extremely nice
- Very professional, felt well taken care of for each step.
- A very efficient, professional and friendly staff. A special shout out to Amy, my nurse before and after the procedure. She was wonderful!
- Everyone was great!! I was joking with everyone and they were giving it right back to me!!!! Made the experience much better.
- Dr. Agnello was excellent in taking care of me during this procedure. Gail (anesthesiologist) was excellent. This was the 1st time in my life I did not get sick or nauseated after a surgery. I am so appreciative of all the staff and professionalism and kindness. I was so very impressed with their kindness and concern for my comfort. Laura, Beth, and Jennifer were exceptional in meeting my needs. I give them all my sincere gratitude.
- Second time I've had a colonoscopy at Gulf Coast Endocrinology and was pleased with their professionalism and how you were treated from beginning to end of my stay.
- Very pleased with the care & treatment at Gulf Coast Endoscopy Center. From check in to discharge all of the staff were professional & courteous. They made the entire experience as good as it possibly could be.
- This was my first experience to have a colonoscopy. I was a little nervous but the entire staff from check in to my discharge made me feel so relaxed and comfortable. I am so impressed with the entire experience. Dr Caren Taylor is an exceptional Doctor very caring and easy to communicate with.
- I don't like doctor visits and hospital, so get nervous always but this place, all staff, nurses, anesthesiologist and Dr. Taylor are so caring and super nice! They made me feel comfortable. I would recommend this place to Everyone!!!! Great place! Thank you so much !!!
- Excellent experience. Everyone treated me with the utmost of care. Very professional and caring. Very competent. A well run ship!
- I was very impressed with all the staff. They made sure they introduced themselves & what they do. They were all kind & respectful. The RNs Lori & Melanie made sure I was comfortable & they were there for anything I needed. Leslie, CRNA, explained exactly what to expect when she was giving me anesthesia. Kudos & thank you to all the staff for the wonderful care they provided to me.
- No complaints. Everyone was professional, courteous, focused, informative, thorough and communicated with me on a personal level throughout each step of the procedure. Thank you. Kudos to your team. As Arnold says, "I'll be back!" No butt seriously. I have a follow up visit. I really WILL be back! ;)
- Registration and pre op was excellent. I felt rushed and not ready to be discharged. Physician was excellent.

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- All staff were very professional & very informative throughout the entire facility. They made me feel comfortable & worked together as a caring team during my procedure.
- Excellent facility and care, and great follow-up. Appreciated the follow-up phone call day after procedure.
- Excellent job by everyone from the reception to the preparation to the procedure to the recovery. Completely satisfied
- Dr. Agnello was very busy. That was fine. Surgery went I will catch up to her later. Great Doctor
- V good overall. Two minor issues: 1. The pre-op instructions "Miralax AM Prep" could be improved. Under Pharmacy, "laxative" is misspelled! I found taking a dose of Miralax at 9 PM as directed left me unable to sleep until 1 AM and to have a messy accident at 3 AM. 2. Checking in by typing into a computer is pretty impersonal. You cannot afford a person for this? Re this survey, the question "Pain not controlled by medication?" is very confusing. I recommend you remove the word "not".
- Check in was very efficient and private. Thank you Tammi! My nurse Becky was fantastic as she talked me through every step. She is a superstar and this is coming from a fellow RN. Your entire operation is efficient and even pleasant given the circumstances of the procedure. I would only use your facility for this type of procedure in the future.
- Amy was great before the procedure and the anesthetist (Gael I think) was very good. Dr. Was clear with information and post procedure care good. Felt much better than last time I had a colonoscopy.
- I want to thank Jodi who work in Dr. Agnello's office for making sure I was able to fill my prescription
- I found the staff to be extremely helpful, courteous, and more importantly... They worked together as a team! Dr. K was great and spoke to me before and after the procedure. He set a great tone for the operating room!
- The staff were all very friendly and knowledgeable and I felt very well cared for. The check-in and pre-op process was efficient and on time. Post-op all of my questions were answered and I did not feel rushed.
- From Marcy at check in to my care team, Becky, Pam and Leslie! So grateful for how well they took care of me!
- Dr Agnello always provides excellent service and support. Nurse Becky, and all the staff also provided excellent support and assistance.
- I had a very very pleasant experience! The staff and all the nurses and doctors were very professional and available to answer any questions.
- Excellent experience from a to z. Dealt with 5 people. Bryan weed spent a lot of time with mr in recovery and answered all questios and requests with enthusiasm.
- Couldn't have been a more positive experience! Dr. Agnello is just the best! So professsionl, sweet and caring! As was everyone else! My only concern is watching your check-in process while I was waiting. Those who are not computer literate are so confused and distressed! I helped 2 people who were so taken aback just having to deal with a computer that they couldn't function! Can't imagine what that feels like for them, especially if they have endured a colonoscopy prep! The ladies behind the desk stepped in once they could hear what was going on and they were very sweet. I have seen the same at other offices. I know it is a problem that probably won't last much longer except maybe for the disabled. Just a "heads up"!
- Great all around experience. I'll staff and doctor did a great job of making me feel calm.
- A great group of health providers from registration staff to nurses and physicians.
- Excellent facilities,excellent staff,excellent,anesthesilogist,excellent work with Dr.Caren Taylor.\*\*\*\*\* all the way.