

# GULF COAST ENDOSCOPY CENTER OF VENICE

## *Patient Testimonials*

- My experience was as pleasant as a colonoscopy could possibly be :)
- My procedure was a totally positive, pleasant experience. I had two previous procedures at Gulf Coast Endoscopy before this procedure, and I have never experienced any difficulty. I totally recommend them.
- Very professional and courteous clean environment. Staff was very pleasant with a sense humor which helps relax you. Highly recommended this center.
- All staff excellent in explaining what they were about to do. Compassionate and clearly very competent.
- I had a little hiccup which required my procedure to be moved to the hospital. The staff and Dr Taylor made great efforts to move it the same day since I was prepped. I was also extremely appreciative of the nurse anesthetist(Cara) who asked the right questions and was concerned for my safe anesthesia experience.
- The whole experience exceeded my expectations. From Dr visit to everyone at GCEC, I could not have asked for a better group of professionals to handle this procedure.
- The staff and medical professionals were excellent. Lori, preop. nurse was very efficient and compassionate and very much appreciate her professionalism. The operative staff to include Dr. Agnello were equally professional and caring - each introduced themselves and answered any last question prior to anesthesia. At NO TIME did I feel rushed as if in an assembly line. I would highly recommend to anyone this facility if in need of a similar procedure.
- Overall this was a great experience. The only thing I was confused about was as I was recovering Dr. Agnello came in and said something but I did not catch what she said. She was gone before I could ask anything. I realize she has a schedule to follow though and limited time. A follow up call today said she would be in touch with results as soon as she had them. I would definitely use this service again. Thanks!
- Excellent professional and friendly staff. Explained what to expect during my procedure and answered all of my concerns.
- I have been to this facility more than once... always a good experience. Staff members right on point.
- Amy was great! No mark from IV. Had headache later in the day and woke with it again today.
- Extremely impressed. All staff that I came in contact with were professional, kind and courteous. All aspect of care received was explained with care and clarity.
- The nurses pre-op, during procedure and post-op were absolutely outstanding!!!
- Wonderful staff and Doctors took good care of me from start to finish of the procedure! Will come back when needed
- This facility is run like a fine tuned watch. Everybody from beginning to end was fantastic.
- Amanda was amazing She was kind and caring. She was informative and clear. Becky was my nurse and she was outstanding.
- My experience was wonderful at this center. Staff is super friendly and efficient! Facility was clean and ran smoothly. Would definitely recommend.

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- All went well but I was disappointed that I didn't get to speak with the doctor after the procedure. For previous procedures, both my husband and myself spoke with the doctor after I was awake and alert.
- Your staff was unbelievably great! April, Terra and especially Becky were outstandingly friendly and professional. Sorry I don't remember the nurse's name in recovery, but EVERYONE really cared about patient care. I don't know how you amassed such a wonderful group of professionals, so do everything you can to keep them!
- Truly professional people they made me so comfortable....keep up good work
- The day of my procedure (colonoscopy) I went to the wrong building. I never was directed to the surgery center. And my ride went there to pick me up.
- Very satisfied with concern for patient privacy, professional and friendly staff. Would definitely return for my next colonoscopy
- Entire staff was great. Even got a follow up phone call in the morning. Everyone was very nice and caring.
- The best care I ever had it was fast and great. Everybody was great they knew their job and did it well.
- Very efficient, very professional staff. My procedure went very well and on time. Staff was great. I definitely recommend this facility.
- I found Dr Kondapolli through an on-line search for a doctor in the area. He is thorough and easy to talk with. His staff is helpful and friendly. His work is outstanding. My on search was a stroke of luck!
- Loved this experience....a well oiled operation in that building!
- Overall the experience was quite good. My biggest complaint is the toilet paper quality. Majority of patients just spent a day of going number two. Therefore, our bottoms are quite tender. The tp provided at the facility was like sandpaper! Complete disregard for patient comfort. Also, offering crackers or cookies and additional beverage options would be nice. This is first place I ever had a colo and not offered a small snack following procedure.
- Dr. Kondapali always does a good job. Pre op prep for needle insertion should be assigned to the most experienced nurse as I have small, rolling veins and it took the third nurse to finally get me hooked up for anesthesia administration.
- I like this facility very much...folks are great. My doctor is terrific! Could not be more satisfied!!!
- Had an excellent experience having my procedure done at Gulf Coast Endoscopy Center of Venice. Staff that was involved in my care was friendly, professional and attentive to my needs. Thank you Marcy, Julie, Amanda, and Maria.
- The entire process from registration to discharge was prompt, smooth and orderly. The staff and physician were pleasant, courteous and informative. Recovery time was minimal. For a colonoscopy, it was as good as an experience one could hope for.
- Everyone was extremely nice and concerned for my comfort and confidence in the procedure. The warm towels are such a nice touch. I had a late afternoon appointment but was treated as if I was the only patient of the day. The staff is the best I have ever encountered anywhere. Thank you from the bottom of my heart!

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- I chose to come here for the procedure rather than having it done up North.
- Everyone, from intake to walking me to the car, was incredibly professional and caring. I would like to especially compliment Carol Stevens, RN. Carol has a wonderful manner about her that made me feel comfortable with the process.
- Doctor and staff handled everything related to my procedure very carefully, caring and carefully.
- Overall, I was very pleased with staff and the entire experience. However, I would highly recommend a better quality toilet paper. Majority of patients have been in and out of bathroom wiping their behind over previous 24 hours. The toilet paper in your bathrooms is among the worst I've used at any public facility!! Again, most patients have a sensitive bottom by the time they use your bathroom and a better quality toilet paper would be greatly appreciated by most. Only other complaint would be a better option of beverages and maybe some cookies or crackers after the procedure.
- No one wants to go through any procedure, but definitely this is the place to have one if you have to. From the lady out front that takes the covid test, ladies up front and everyone in the back, I don't know about anyone else but this was the only place the doctor introduced himself and asked me if I had any questions before the procedure, that was very reassuring to me, they all introduced themselves and told me what they were doing. The whole team made my experience 100% comfortable knowing I was in good hands
- I felt very well taken care of for my endoscopy. Dr. Felman and all the other staff were very professional and answered all of my questions. I would recommend this center.
- The Pre-Op nurse was EXCELLENT! She was courteous, thorough, professional, mature and patient. I would like to see more nurses like her. I as many patients, often feel rushed.
- Lovely place with wonderful attention from nursing staff
- From start to finish the whole process was handled courteously and professionally. At no time did I feel anxious or concerned. I'm a "HardStick" and the phlebotomist was professional and compassionate.
- I have no worries or concerns about returning in future.
- Everyone at the facility was friendly and caring. I appreciate that they told me what they were going to do before they did it.
- Everything went smoothly and efficiently. All the staff were very friendly, caring & knowledgeable. It is a tightly run operation which made me feel more relaxed and assured of my own safety and well being. Couldn't have asked for a more positive experience! Thank you!
- Welcome by nurse Julie. Very nice and explained everything while preparing me for the procedure. During the procedure all very nice. Nurse in recover Carol excellent with explaining and helping me to my ride.
- Everyone especially the nurse that checked me out was very nice.
- I couldn't have received any better care than I did at this facility.
- Best nurses and support staff ever. Very patient and friendly. I was nervous and talking and they listened to my stories.

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- Living in Punta Gorda, the location was not convenient but the service was excellent and was well worth the trip! I would do it again if necessary.
- The staff was professional, caring and efficient. From the front desk to the escorted exit the patient was assured of concern and safety. The staff lowered stress levels by thoroughly explaining procedures and what to expect. I would recommend Gulf Coast Endoscopy whole heartedly.
- I was completely satisfied with the both procedures (endoscopy & colonoscopy) performed at the Gulf Coast Endoscopy Center of Venice. Everyone I interacted with at the Center was courteous and professional. The administrative check-in was timely and smooth, and Julia was great at completing the medical portion of the process. The team (Dr. Felman, Bryan, Carol, Jenieva & Kelly) performing the procedures was courteous, comforting, considerate and efficient. Carol was exceptional during recovery and departure; she gave clear and concise instructions, as well as excellent information.
- The nurses that helped me get ready for my procedure, were absolutely wonderful. The lady that helped me register was wonderful as well. When I drove there a few days before my procedure was super nice and testing was quick and efficient. I have visited this center last year for a different procedure and everyone was wonderful then. At the time, I thought I got lucky, now I know it is just wonderful.
- The staff members were all very friendly, attentive to my communication needs and physical needs, well qualified and I believe handled me in a professional, exemplary manner. I do believe they should qualify the taking of so many pills and water before colonoscopy because some people do not intake as much fluid as required and, indeed, too much causes vomiting. (It happened to me during prep day).
- In the 12 years I have been coming to your center it has always been the best run medical facility that I have seen. My wife was having a Parkinson induced panic attack in the waiting room during my procedure and the staff handled it perfectly. THANK YOU
- The doctors, nurses, and staff at your facility went above and beyond to make me feel comfortable and safe. I was dreading going for my colonoscopy procedure. Everyone was so friendly. I will highly recommend this place to my friends.
- The only issue was in the prep room the nurse blew out 3 veins before calling someone else. Even with me saying I have no veins. When asked how I give blood, I stated it's rough they used a pediatric nurse to draw blood.
- Wait time before procedure was a bit too long.
- Would have appreciated a wheel chair to the car after the procedure. I was a bit wobbly.
- The entire experience was excellent. The only glitch was that it was not clear which building to go into for the procedure. I went into the physicians office building at first. Some signage to the procedure building would be helpful.
- This facility is always top notch!! They definitely have their system down pat and treat you very well and take great care of you.
- There were delays getting back but no ones fault just things that came up for my doctor. I would want him to take his time with me if there were things that came up so was not unhappy about delay at all!
- Among the best medical experiences I have had.

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- I was impressed with the coordinated emails prior to the procedure making sure all medical questions were answered and there was no confusion or open questions.
- Excellent experience!! Very professional & caring staff from greeters at the entrance to check in staff. All nurses, anesthesia nurse, procedure room nurses, before & after care nurses. Everyone introduced themselves & their part in my care. Dr. Kondapalli & your staff are amazing!!
- My Family Physician, Dr J. Glover recommended that I see Gastroenterologist Dr R. Kondapalli for my Colonoscopy procedure. It was conducted in a very professional and compassionate manner. I feel truly fortunate to have both of these fine, highly qualified Doctors looking after my health and well being. Highly recommend. Thank You !
- The Gulf Coast Endoscopy Center of Venice I, (MORE THAN), highly recommend for your healthcare needs. The ENTIRE staff along with my physician, Dr. Ravi Kondapalli were EXCEPTIONAL in every facet of the care that I received, from checking in to discharge. A very caring, professional, courteous and superbly educated staff. If you're looking for help with any gastrointestinal needs ... hang up your phone now and call – 941-483-5730 for a physician, or call The Endoscopy Center at – 941-484-5000. Either way you will be pointed in the right, (no, perfect), direction. They receive a 10+ star rating out of 10 being the best!!!!!!
- Absolutely the best treatment I have ever received. From check in with Cherie(?) all the way through being walked out to my car. I am so appreciative of each and every person! Everyone was very compassionate, kind and professional. Thank you!
- Very professional, cordial, competent care. The colonoscopy prep was much better tolerated than any preps I have used in past, also.
- I'll always be indebted to Dr Kondapalli and his staff. They found my colon cancer which probably saved my life. Highly recommend
- Welcome by nurse Julie. Very nice and explained everything while preparing me for the procedure. During the procedure all very nice. Nurse in recover Carol excellent with explaining and helping me to my ride.
- Thank you for making this procedure as easy and as comforting as possible. Greatly appreciated everyone's professionalism and concern for my well-being as your patient.
- Everyone was great. I was registered as soon as I arrived. My appointment was for 9 AM and I went into the procedure at that time. Great service and lovely people.
- The experience was better than I expected. Everyone was professional and helpful. Dr Taylor performed my colonoscopy
- Just get rid of those dastardly masks...they are bad for your health. Julie was the best!
- Everyone was wonderful and made a scary experience very pleasant !! Extremely kind and caring staff and doctor and Nurses!!
- I thought the staff was excellent, however I was required to wear a mask when in your facility. Masks have been shown that they do not work. I have asthma and wearing a mask triggers panic attacks. I will not recommend your facility or use your facility again as long as you have the mask mandate in force. If masks work, then the people who wear them will be protect them. BTW I did sell masks and protective gear at my business. The size of a virus is not stopped by a N95 mask. Like stopping a mosquito using a chain link fence.

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- Great experience, everyone was kind, professional, very caring. This is 2nd time for me and it was equally good the first tie 5 years ago. Very nice staff. Wod recommend you for sure.
- Everyone at the center did a great job making me feel welcomed and calm before hand! Charlene I believe was so patient and nice at checkin and helped streamline the process! The nurse that took my back was great with me and took into consideration that I don't do well with needles and helped me through the whole thing! Would definitely recommend and would come back if I needed to in the future!!
- Lori, the nurse that got me ready for the procedure was outstanding. She was professional, knowledgeable and very kind. She was pleasant and has a wonderful way of putting the patient at ease and taking care to ensure I was completely comfortable before the procedure. She should be recognized for her hard work.
- Excellent staff at the center. Can't say enough how well I was treated from start to finish. You should be proud of your personnel. Maria at the end was very caring and kept my wife informed.
- Becky RN, Carol RN, Kelly CRNA, Jinevia ST, Marie PACU RN and Dr. Agnello were exceptional. I have been a Pacu RN for 30yrs and I was very impressed by the professionalism and caring staff at your facility.
- So much easier to check in and get it done at their facility. The entire staff is friendly and took care of all my needs. Dr Kondopoli is there to talk before your procedure which puts me at ease
- I just thank everyone who works there and satisfy whatever they did. Everything went fine thank God. May God-bless the doctor and the person who works there and continue to do an a good job and keep helping people when they need it God-bless them all.
- Everything and everyone went above and beyond. Can't praise them enoug.
- Having complete confidence I was receiving the Best Care from start to finish from each one was Priceless
- Excellent experience. The only thing that could make it better is if the check-in area offered some privacy.
- Everyone was so nice and compassionate. Tara, the anesthesiologist, was THE BEST ever! The nurse who set up my I.v was skilled. 100% great quality employees. I'm impressed with your facility.
- My pre-op nurse was fantastic! She was so comforting, informative, and kind. She really put me at ease and set the tone for the entire time I was there.
- Very professional, smooth running, good pre procedure instructions, staff was helpful and comforting
- outstanding experience. I am a gastroenterologist myself and I was very impressed with everyone and every component of my experience.
- The center's doctor and staff was outstanding and took great care of my mom. They were immediately attentive to her gas issues. She had a little visit to the ER only out of precaution on our end. As it turns out gas can apparently be pretty darn painful for some folks!
- My preop nurse Julie made me feel at ease and kept checking on me until I was taken in for my procedure. She made me feel very secure and that she cared. Discharge nurse-Marie? was also very attentive to all my needs preparing me for discharge.

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- From the specific directives before the procedure to staff service and attention to detail and my comfort and well being to follow up calls I rate Gulf Coast Endo #1
- Everyone was amazing! From the minute I arrived until I left, I was amazed at the efficiency and dedication of every employee.
- Incredibly grateful to the staff for the care provided. I was so impressed by the expedited process but did not feel rushed or slighted in the care. Thank you.
- My overall experience was excellent but for the wait time in the waiting room and in recovery.
- Very pleased with Dr. Kondapalli. He is an excellent gastroenterologist. Have used him several times. Knowledgeable and good bedside manner.
- You have nicest most caring staff I have ever experienced in my lifetime. Thank you so much. It is refreshing considering our circumstances this year.
- Wow, the staff were amazing, very professional and caring. I will and would receive to anyone to use Gulf Coast Endoscopy.
- Very caring and professional staff. Great nurses and a great and wonderful doctor. I highly recommend this facility and the doctors!!
- Good show again. Impressed with professional, accommodating, friendly staff. In and out promptly and safely.
- I have to say, this was probably the best "procedure" I've ever had done. Everyone I encountered from the receptionist to the 5 or so nurses, the anesthesiologist, and the doctor were all very nice and professional. I would have absolutely no problem recommending this facility and returning.
- Simple easy; care excellent, all staff from check in to all nursing and tech staff extremely caring and friendly.
- I have been putting off having a colonoscopy done out of fear for years. Don't! I had an excellent experience from the moment I was checked in. All staff members were kind, compassionate and professional. Dr. Colton was awesome! He put me at ease and he has excellent bedside manner. I will definitely be referring friends and family to him that need it done. Kudos Gulf Coast Endoscopy and Surgery Center of Venice.
- My care was excellent. The staff was very considerate, friendly, and knowledgeable. Dr. Colton is very skilled and has very good patient rapport.
- I always recommend Dr. K and the surgery center to all who need this type of experience. Everyone, from the phone to the office, in surgery, recovery and afterwards are so caring and understanding. Many many thanks to each and everyone who was involved with my care.
- As someone who has chronic pancreatitis and has to come back quite often, I'm very grateful to have a facility who takes such good care of me. It's not an easy thing to go through but they make me feel comfortable and confident in what is happening.
- All staff was great only problem was I had a 11am appointment and never got in till afire 12pm
- Everyone is Great, very well organized. I've never had a bad experience with anyone or anything at this facility and would highly recommend it to anyone.

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- I felt cared for and, the caregivers were incredible...
- Dr.Colton took excellent care of me. I was sent home with pictures of procedure as well as a detailed ( numbered ) picture of colon & areas he was looking at. Found it very informative , interesting & helpful. Extremely pleased with my experience.
- Everyone was wonderful. The anesthesiologist (Robin) was especially kind and reassuring before and after the procedure.
- Dr Kondapolli is the best!!! He is always concerned about my well being. The staff at the centers are so concerned and caring. You all are the absolute BEST!! Thank you so much!!
- I have the utmost faith and confidence in Dr Agnello-- This is my 2nd time with Katie. She was recommended originally by someone I would die for at a moment's notice Thank you
- This facility and staff are excellent and go above and beyond in my opinion to treat you with respect and manage your procedure with the best of capabilities. Every single person I encountered from the moment I arrived until I left had a smile on their face and a pleasant word to say, very friendly and very professional.
- I was very nervous but Everyone made me comfortable and well taken care of and nice and friendly and helped me relax. Thank you so much.
- From registration with Charlene, through the procedure with Julia RN, Amanda CRNA and Marie, RN, everyone was consistently polite and attentive. The OR staff was friendly and very efficient. The facility was immaculately clean and quiet. This is a very professional organization. Thank you.
- Very nice experience from check-in to discharge. Thank you for all the consideration to make me as comfortable as possible! The only suggestion I have is more privacy at check-in. Everyone in the waiting room can hear everything.
- My experience was above and beyond! Everyone from the front desk to leaving the facility was impeccable!! Every single person I came in contact with was friendly, courteous and kind!! I can't say enough good things about the place and the staff that are there!!!!
- 2 nurses checking my vitals when I came in were excellent and caring, discharge nurse Nicole was very helpful and beautiful
- I will always prefer to go there than any other place for my procedures. The staff from the moment you enter until you leave everyone is right there for you with a caring professional personality . Should let the staff know they are a great team and an asset to your facility.
- Staff here are very friendly and efficient, procedure was quick and since it was necessary it was a pleasant experience.
- Extremely professional and courteous staff starting at check-in thru procedure and post-op. Would highly recommend!
- Lori in preop and Noelle in PACU were very kind and professional. Procedure room nurses were also kind and professional but I don't remember their names. Very easy procedure and would welcome to recommend the facility to anyone.

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- Kudos to everyone from the registrar, nurses, op team, and Dr Dumas, outstanding care and concern towards me. In this medical climate now, it was nice to feel like a patient and not a number. Again, thank you !
- The only issue was with the first nurse that could not get my IV started and caused me more pain than usual here. It's still painful in that area today. She didn't seem confident and called in a more experienced Nurse to assist that was able to get it started without any discomfort.
- Very happy with this visit only issue was the bite piece really did a job on the inside of my mouth
- The only addition I would have liked to receive would be something in writing in exite papers like "gas was introduced into your colon during the procedure. Recommendation to stay away from x,y,z foods which may cause discomfort. Gas should dissapate normally within 24 hours". Just a suggestion. I will definitely return to this center and this doctor since both made me feel at ease and comfortable throughout the entire time.
- Totally relaxed with this group in spite of how I was feeling. I had a powerful, organized medical team and felt they understood my needs.
- Dr. Taylor, the anesthesiologist and center staff were friendly, professional, put me at ease with the procedure and helpful giving opportunities to ask any questions before and after. I have had this done 2x with Dr Taylor and this facility, I would not hesitate to recommend them to anyone. A special thanks to Lori my prep nurse who did an efficient job inserting the IV first time in difficult veins. Also, my post nurse (who's name I forgot) who was very attentive, friendly and helpful.
- love the professionalism and caring attitude of Dr. Kondopouli and all the staff at the center . this is my fifth procedure with dr Konropouli ❤️
- Fantastic staff from the first greeter to checking in and procedure my nurse was kind caring understanding and patient
- From start to finish, Dr. Taylor and the full staff of this facility were compassionate, professional, and very, very good at their jobs! At NO time was I uncomfortable, or concerned for my care!
- Only bad thing -I have a 1.5 inch bruise where the IV was and the vein is hard in that area now. The bruise happened when IV was taken out. Needed more pressure applied.
- You guys rock. Great care from start to finish. Probably the best overall medical care I've ever experienced. And that says a lot for a colonoscopy.
- Everyone that attended to me was amazing. They all put me at ease. There was a comfortable atmosphere with excellent experienced professionals. I highly recommend this caring staff to anyone in need of management or diagnoses.
- There was a mix on on the date of my procedure but the staff handled it with style and grace. Dr. Agnello was kind enough to preform the coloscopy for me. My prep nurse Lori was very kind, professional and efficient. Recovery nurse was also a delight. Actually everyone was very kind and professional. I have absolutely nothing negative to provide about the experience or the staff.
- Entire staff was great DR Kondapalli was great Thank so much

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- Wonderful caring staff from the check in girl till I left everyone went way out of thier way to make me feel 100%comfortable and safe fantastic staff i was in and out very efficient thank you very much
- Was very well pleased with the endoscopy center. Got in early, all the staff were very professional and caring. Would definitely recommend them.
- I thought Dr Taylor and the entire staff I met at the facility were exceptional individuals. They were pleasant and very forthcoming with all details of what was happening to me and what would be happening throughout my visit. I would wholeheartedly recommend the entire team that I had the pleasure to meet. I felt extremely comfortable and well informed.
- My procedure was running late so I did have to ask someone to let my husband know. After that they kept him informed.
- Everyone was so nice and efficient. I was totally relaxed. From check in to prep to IV (she was great! Totally painless!), to anesthesiologist ( very informative) to release. Everything went smoothly and efficiently.
- Awesome staff Very Professional Was Done Quick and I was on my way, Great experience
- Always well treated at the center both medically and socially.
- From the time I walked in until discharge, you have the most personable, efficient staff. I was treated with exceptional care. Wish every medical facility offered such a high standard of care.
- I was treated respectfully and professionally, all with a very friendly and concerned tone.
- Seamless process! Huge staff, everyone from greeting you at your car upon arrival to helping you into your car upon leaving. Follow up call the next day and completely awesome staff thru out procedure - quick and easy. Thank you . . .
- Best care from the time we made the appt very helpful to both myself and my wife
- The staff are wonderful. I wish every place was as efficient & kind in all the places I must go for care! THANK YOU ALL
- Excellent facility. Everyone treats you with respect & concern for your well being.
- The staff was great. Everyone I talked to made sure I was comfortable and completely understood what they were telling me or asking of me. They even put up with my "old man" stories.
- I was amazed at the care the staff gave me. They were all very kind and caring. Thank you!
- Front desk very professional short wait time. All staff concerned about my care . They each took there time and explained what was going to happe and explained what they were doing.
- Great experience with the entire staff from receptionist to discharge nurse. Professional and friendly.
- From Tammy at the front desk to Kathy the nurse all the way to the end everyone was wonderful very caring explains everything and make sure you are very comfortable.
- The staff and Drs are terrific.wount'nt hesitate to have to go back for anything.

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- Best experience I have ever had at a medical facility. The staff were so attentive and did everything they could to make sure I was comfortable and relaxed.
- I have had multiple colonoscopies in the past before we moved to FL. This was by far the best from prepping to anesthesia to recovery and discharge. I plan to return there for my next one and will gladly refer friends.
- Can't say enough, More than pleased with the way I was treated thru the whole colonoscopy procedure. Staff was exceptional. I highly recommend them.
- The experience was great. The staff was well trained and experienced. Care was taken to ensure that the patient was comfortable and to relieve anxiety. Job well done.