

MORNING CMO REPORT

09.20.2017

FROM THE DESK OF:
Anthony P. Weiss, MD, Chief Medical Officer,
Associate Dean for Clinical Affairs,
Upstate University Hospital

UPSTATE
UNIVERSITY HOSPITAL

Outstanding Physician Comments

[Applies to All Physicians](#)

Each week we receive written comments from our patients regarding the care we provide within the Hospital. Below are this week's comments from grateful patients receiving care on the units and clinics at Upstate:

12E - Dr. Tovar-Spinoza is fantastic. She treats my son like her own & I can't thank her enough.

5B – Dr. Ferry was terrific during my experience before & after surgery.

AP1 – Dr. Scalzetti was great.

Dr. Bhatta was terrific.

Dr. Damron - took great time reassuring me.

Dr. Kobayashi - impressed me.

Dr. Swarnkar was excellent.

Breast Imaging – Dr. Adhikary was wonderful and so compassionate.

Center for Children's Surgery - Dr Wallenstein - fabulous!!!

Dr Jessica Latzman (anesthesiologist) was just wonderful to us. She eased all of our concerns and was very friendly, very reassuring.

Dr. Palomino, very kind and showed concern for my son and his condition.

Upstate Outpatient Surgery Center - Dr. Lucy Ruangvoravat was excellent! She is warm, caring and remembered to ask about my vacation and family.

Wellspring Breast Center - Dr. Willer - awesome! Took the time to thoroughly explain the details of my procedure in a clear & concise manner. I appreciated the bed-side manners.

Surgery Harrison Center- Dr. Bem is an excellent doctor. Have confidence in him.

ENT- Dr. Marzouk - who understands the art of being a surgeon in both the OR and at the bedside.

University Center for Eye Vision – Dr. Swan is always informative, understanding, and extremely knowledgeable about my daughter's condition. His manners are remarkable and he always treats my daughter in a comforting tone, and is beyond accommodating to her.

ALERT-Highest priority emergency communication; warrants immediate action or attention by the recipient.

HIGH ADVISORY-High priority does not warrant immediate action but recipients should be aware.

ADVISORY-Provides very important information for a specific incident or situation that does not require immediate action.

UPDATES TO ALERTS AND ADVISORIES-Provides updated information regarding an incident or situation; unlikely to require immediate action.

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Medicine Subspecialties – I think that **Dr. Yu** is wonderful. I wouldn't even think of going to anyone else. She is always thorough, kind, compassionate, and knowledgeable.

Dr. Elliot is wonderful!!

UHCC Neurology - **Dr. Duleep** has been nothing but an amazing help for the past 2 years. I felt **Dr. Singh** was excellent. He listened and heard what I was saying. He spent a good deal of time with me, understanding my history. I was very pleased with him and his recommendations. He seemed very knowledgeable about the most current research and made recommendations for a change in my medicine.

Joslin - 5 stars for **Dr. Concilla**.

Dr. Izquierdo is second-to-none in his profession.

Dr. Nadkarni went above and beyond during my office visit.

Dr. Lipeski is always is very thorough. She makes sure you leave the appointment feeling educated and at ease about the situation.

Dr. Hopkins - awesome. very caring, calm, and helpful.

Upstate Urology – **Dr Nikolavsky**: caring, beyond knowledgeable, easy to talk with, and reassuring. He will be there for me if needed.

Dr. Ginzburg worked feverishly to get everything done during my initial visit. For that I was extremely grateful.

Dr. Ginzburg - she is everything a doctor should be - knowledgeable, skilled, compassionate and helpful to find treatments that work for me.

Dr. Ferry really took her time and she did not seem in a rush at all. I had confidence in her care.

University Internists – **Dr. Frechette** is the star. He is why I am there.

Dr. Lappin is always positive, concerned and helpful.

Family Medicine – **Dr. Nanavati** is the best doctor in Syracuse. Dr Nanavati is compassionate, empathic, calming, positive, intelligent, wise, willing to balance Western science with Eastern wisdom and traditional medicine. He always remembers details I've told him at previous visits and that makes me feel heard and understood. He is respectful of my personal space, but offers good hugs that feel like therapy. He shares important articles with me and always provides information to me that is scientifically validated and reputable.

Dr. Satterly always impresses me. Very compassionate and caring, relates well to his patients.

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University Cardiology – My appointments with **Dr. Carhart** have been an excellent experience. He listens and takes the time to explain and hear my concerns with a compassionate ear. Thank you to him and his staff.

Dr. Bhatta is an outstanding physician at every level. I feel fortunate to have her as a member of my team.

Urology at Community Campus – **Dr. Rakesh Vijay Khanna** is The Best Doctor I Have Had, Since I lived in Connecticut. Five (5) years ago. He Is Awesome!!!! Wish My PCP Was This Good. He Always Listened To My Concerns. Always Spoke To Me With A Caring, and Compassionate Nature. He Saved My Life.

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