

MORNING CMO REPORT

06.29.2016

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

Comments
Informational

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:

5B – Dr. Shaw was wonderful!

My surgeon, Dr. Hassan, was EXCELLENT! I felt safe & in good hands.

7A – Dr. Sun performed the surgery and did an excellent job.

6K – Dr. Wright is a very nice doctor; compassionate.

8G – Dr. Schenker was amazing. He said to me, "We will fix you!"

Dr. Costanza was very good; his understanding of my condition and treatment.

9G - Dr. Sing who performed my test was very concerned for my well-being and took extra time to confirm need for test.

Pediatric Emergency Department - Dr. Sadowitz was kind & helpful

Adult Emergency Department - Dr. Dukes & Dr. Calleo- they were extremely nice and helpful. They made me feel like a patient, not just a number.

Dr. Courtney was especially friendly, informative and pleasant.

Adult Medicine – Dr. Swarnkar - a very caring physician

Medicine Subspecialties – Dr. Perl – always very professional and sincerely concerned with my health.

Dr. Kaur is very compassionate.

Dr. Sah is kind, considerate & professional.

Dr. Neupane is always very thorough and helpful; always very interested.

UHCC Neurology – Dr. Young – she is personal and professional.

Dr. Duleep - very confident, caring person; nice, well informed.

University Center for Vision Care– Dr. Swan is amazing.

Dr. Andrews very professional and knowledgeable.

Dr. Swan has been caring, helpful and spends the time needed to answer all my concerns. He will call me

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.

INFORMATIONAL MESSAGE-Provides timely information, important for review or serves as a reminder for an action that should be taken.

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directly, if needed, when I call about a problem I am having. He is definitely an asset to your Vision Care Center.

Dr. Andrews and his nurse were polite and informative through the entire process. They each provided information I could understand. Felt very comfortable I was getting the best care possible.

Joslin – Dr. Hopkins is always so kind.

University Geriatricians – Dr. Bishop – she is beyond outstanding.

Dr. Whyte – very personable.

Transplant Center – Drs. Whittaker and Lavelle are always nice and pleasant. They are just like family.

Dr. Whittaker - very understanding & caring

Breast Care Center – Dr. Alpert and Tammy Root made me feel very comfortable. They are just wonderful people.

Dr. Upadhyaya's surgical technique is phenomenal.

Dr. Upadhyaya made me feel safe and gave me the confidence I needed!! Always explaining things in a way I could understand and I NEVER felt rushed or embarrassed about any questions I had! I totally love this team!!! I could not have asked for better people to be in my life!

Upstate Urology - Dr. Bratslavsky - his kindly attitude about my medical history.

Upstate Pediatrics - Dr. Sisskind - she was very knowledgeable & courteous.

Dr. Sisskind took the time to sit and get to know us. She answered all of our questions and concerns.

CC ENT - Dr. Nicholas - very professional, explains everything clearly & gives diagnosis to all my concerns.

Upstate Outpatient Surgery Center - Dr Hassan - excellent communicator with patient on health issue and measures necessary to resolve them. Down to earth person and very professional.

Thoracic Oncology Program – Dr. Wallen; he is truly concerned and caring.

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