

MORNING CMO REPORT

03.07.2018

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](#)

Below are this week's comments from grateful patients receiving care on the units and clinics at Upstate:

Center for Children's Surgery: **Dr. Kathryn Palomino** – always great, and looks out for our best interest.

Upstate Pediatric & Adolescent Center: **Dr. Elizabeth Nelsen** helped me through the process with my son and is easily understood!

Regional Perinatal Center: **Dr. Robert Silverman** - beyond kind, wonderful, and a great doctor! **Dr. Robert Silverman** is compassionate and clear in communication. I am beyond happy with his bedside manner, knowledge, and expertise in explaining everything.

The Surgery Center at CC: **Dr. Taewan Kim** is a wonderful surgeon, caring and very kind. I am thankful to have him as my surgeon. Completely satisfied with **Dr. Lisa Lai**. **Dr. Lisa Lai** – excellent!

Upstate Pediatrics: **Dr. Ellen Schurman** is always kind and caring. **Dr. Travis Hobart** is a fantastic doctor. **Dr. Jaclyn Sisskind** – always kind.

3W at CC: **Dr. Timothy Creamer** – friendly, honest, caring.

12E: **Dr. Sherard Tatum** – excellent!

Adult Hematology Oncology: **Dr. Theresa Gentile** cares deeply and discusses all options with me.

Medicine Subspecialties: **Dr. Hiroshi Kato** is an extremely knowledgeable and caring doctor! **Dr. Hiroshi Kato** is fabulous. **Dr. Hiroshi Kato** always takes time for you, is a good listener and does his best to understand your concerns. **Dr. Dana Savici** is delightful, friendly, and efficient. **Dr. Farheen Jaffari** – nice, honest and made me feel at ease.

University Center for Vision Care: Always have a very good experience when I have an appointment with **Dr. Robert Swan**. **Dr. Robert Swan** – very nice.

UHCC – Neurology: **Dr. Sulada Kanchana** - likeable and knowledgeable. **Dr. Sulada Kanchana** – impressive! **Dr. Michael Vertino** takes all the time we need to discuss my care.

Joslin Center for Diabetes: **Dr. Ruth Weinstock** has been an excellent care provider to me! **Dr. Ruth Weinstock** continues to provide me with exceptional care! **Dr. Ruth Weinstock** – exemplary

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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physician and endocrinologist! **Dr. Ruban Dhaliwal** is wonderful, knowledgeable, competent, and very pleasant. **Dr. Prashant Nadkarni** is very thorough, patient and courteous. **Dr. Rachel Hopkins** made me feel comfortable with my first visit, explained the process and every step taken to get my best care.

Upstate Urology: **Dr. Oleg Shapiro** is down to earth, speaks to you like a person, knowledgeable, and supportive. **Dr. Oleg Shapiro** – wonderful doctor. Pleased to have **Dr. Oleg Shapiro** as my urologist. **Dr. Oleg Shapiro** is a great doctor, awesome bedside manner. **Dr. Gennady Bratslavsky** - great! **Dr. Gennady Bratslavsky** listens to me carefully and has done everything he can to take care of my needs. **Dr. Gennady Bratslavsky** is great, supportive, humorous, knowledgeable, and reassuring. **Dr. Gennady Bratslavsky** – excellent! **Dr. Natasha Ginzburg** - nice and smart! **Dr. Natasha Ginzburg** explained options and helped me make an informed decision about how to proceed. **Dr. Timothy Byler** – kind, concerned about my condition, spent time with me and answered my questions. **Dr. Zahi Makhuli** is excellent and I would recommend him to any of my friends or family who need his services. **Dr. Elizabeth Ferry** was completely in tune to my medical concern and made me very comfortable discussing options that would work for me.

University Internists: **Dr. Vincent Frechette** is the best listener. **Dr. Vincent Frechette** is very competent and caring. I am very happy to have **Dr. Vincent Frechette** as my new primary care physician. He spent an hour with me, reviewed my medical records and present health, allowed me to ask questions, and listened to my health concerns. I would highly recommend him to family and friends. **Dr. Vincent Frechette** - the best doctor! I have the upmost confidence in **Dr. Vincent Frechette** as my doctor. I always receive excellent care and attention from **Dr. Barbara Krenzer**. **Dr. Barbara Krenzer** – excellent communication skills and the ability to clearly explain medical concepts. I have complete confidence in her judgement and recommendations. **Dr. Ritu Garg** – excellent physician. **Dr. Sarah Lappin** knew my concerns and took the extra step to accommodate me.

Surgery at UH: **Dr. Moustafa Hassan** - amazing and would definitely recommend him to all in need.

ENT: **Dr. Richard Kelley** – excellent physician.

University Cardiology: **Dr. Hani Kozman** – good doctor and a good person.

Pediatrics: **Dr. Peter Sadowitz** – caring and empathetic physician that took great care of my daughter.

Multi-Disciplinary Suite: **Dr. Mashaal Dhir** – excellent! Very impressed with **Dr. Mashaal Dhir**. **Dr. Lisa Lai** – wonderful, informative, compassionate, and put me at ease!

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