

A Sampling of Survey Results from December 2012

- As much as the staff does numerous procedures, I was treated very much individually with grace and empathy. Thank you
- Every time I went to River's Edge Endoscopy I was always impressed and very much pleased with everyone I had contact with.
- Fantastic experience-What a great team of players. Explained up front how the procedure would be done!
- Excellent experience, the facility is beautiful. Staff and doctor friendly and helpful.
- A wonderful team that made me feel at ease. Even received a follow up letter! Thanks to all!
- Excellent care by all individuals. Everyone worked hard to make me comfortable.
- Everything about this experience was extraordinary. The staff- the entire staff- are just great. The facility is clean and well cared for.
- Such pleasant people who helped make an unpleasant procedure bearable with their charm and good spirits.
- I thank the staff for all that they did. I was comfortable and the procedure was a breeze to go through.
- I was very pleased with the staff, felt very safe and welcomed.
- Everyone was very professional, friendly, caring. Everyone was constantly checking to see that I was comfortable. Also everyone was very friendly and courteous to each other as well.
- I was impressed with all the nurses. So efficient and helpful!
- A group of professional people working together to keep their patients at ease.
- Absolutely outstanding experience, I actually enjoyed it! Your colonoscopy staff was simply incredible-best ever!
- "My" whole crew was fantastic! They deserve 5 stars each-include my doc!
- Every nurse, LNA and doctor who handled my care was excellent, attentive and friendly. I was especially impressed

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- This was the best hospital/doc experience that I have ever had.
- Every member of the staff that I encountered was so kind and compassionate. I wouldn't hesitate to come back.
- I have never experienced such wonderful nurses at any facility I've been to.
- The only place I will go for a colonoscopy. Everyone was great.
- Excellent care, very kind, was glad I had an opportunity to speak with the doctor.
- All staff were excellent, professional, and I felt safe in capable hands. Thank you.
- Everyone was super nice and fantastic as well as very professional.
- The staff is wonderful and very helpful. I would recommend Elliot Endoscopy Center @ River's Edge to anyone!
- Everyone was very professional, yet warm and compassionate which made the whole procedure pleasant.
- Everyone was very pleasant, caring and attentive. The staff was very informative and made of every step of the procedure go with ease.
- The staff was simply amazing. They were great in all ways. I would highly recommend River's Edge Endo to anyone!!
- There is not enough room in the section to express all my thoughts. I will send a letter to express my gratitude.
- The care I received was exceptional. Everyone was truly caring, gentle and kind. I felt very well cared for.
- The whole office was nice, cordial and happy. It's nice to see it still exists.
- As good of an experience as possible.
- A very well coordinated visit compassionate staff.
- Nice facility, very friendly and competent staff, a nice experience.
- Way better/easier than I thought it would be going in. Nurses and anesthesiologist along with Dr. K made the whole experience very comforting. Thank you!

Sampling of Survey Results for October 2012

- The best medical care I ever had. The group of doctors and nurses were exceptional.
- The nursing staff was excellent as was the doctor. The procedure was painless and it didn't take as long as I thought it would.
- From start to finish everyone I met was professional, caring and awesome. I can't wait to do it again 10 years from now! Well, then again 😊
- I was really impressed by how normal the staff was. All involved were nice, professional and fun.
- Everyone was wonderful. They made an unpleasant test pleasant and comforting.
- I had a very pleasant experience.
- Everyone was very professional and nice.
- I couldn't believe how swiftly and smoothly everything was handled from start to finish. Thanks all!
- Very caring staff. Doctor was calm and reassuring.
- Everybody was very friendly and upbeat, addressed me by name.
- The entire staff was very kind and attentive, they made me feel comfortable and at ease.
- Very efficient. All staff were friendly, everything ran smoothly.
- Very satisfied, would not go anywhere else.
- Thank you for all the smiles.
- You guys were great. I was very anxious and you were all friendly and sweet.
- An overall great experience. The staff was fantastic and did a great job.
- Everything was perfect.
- Five staff treatment from everyone! Thank you for the wonderful care and the building is beautiful.

Sampling of Survey Results for September 2012

- Everyone involved in my procedure were some of the best people I have ever met. I didn't feel like I was coming in for an endoscopy, I felt like I was visiting with old friends. Thank you for making me feel so comfortable and well cared for.
- The staff made my visit comfortable and were wonderful even as nervous as I was!
- The nurses staff were very nice, kept me calm.
- The staff was so friendly, they made me feel comfortable. The process was well orchestrated and smoothly run.
- Great place, great people!
- Great personality and kind. Thank you for being efficient and taking great care of me.
- I was a total wreck about having a colonoscopy and I can't stress enough how warm and comforting everyone was. I won't be as nervous next time thanks to the excellent care I received today.
- Very good treatment.
- Could not have had a better team.
- Everyone taking care of me was very compassionate and attentive to my needs.
- Dr. Kaczanowski was one of the first doctors in a very long time to listen to my symptoms. I really appreciate that.
- Very pleased with the overall experience.
- I felt quite comfortable throughout the appointment! Thanks for the follow up phone call.
- The nicest accommodating efficient people! Thank you for making the experience 'pain free'!!!
- Exceptional care and consideration.
- Very happy, friendly staff, I highly recommend Dr. Igari, very sweet.
- The staff was warm and caring. I felt comfortable and couldn't believe how I was treated. I felt special.
- All staff was geared to making the patient (me) comfortable.

A Sampling of Our Survey Results: August 2012

- **Very efficient, friendly and competent**
- **The staff there made me feel like a human being and not just another patient in for a procedure.**
- **Excellent staff! Timely, courteous and helpful.**
- **I couldn't have asked for a friendlier, more caring team of professionals. Thank you so much!**
- **The team of nurses were awesome**
- **Blessed by my experience, by the staff of this center. What a great group of people. Team work AT its best!!!**
- **I was in very good hands. The care and everyone's kindness was superb. I felt very comfortable and like I was among old friends.**
- **Exceptional care and friendliness. A happy staff that appears to love their work!**
- **Awesome experience today. Comfortable fast and easy. I felt safe and relaxed**
- **Everything was done very well with great warmth and kindness**
- **The efficiency, courtesy, friendliness and respect were impeccable...Thank you so much!!**
- **From start to finish the whole team was very friendly and helpful, keeping you at ease.**
- **Excellent experience with marvelous staff.**
- **I received excellent care, reception, nurses, anesthesia, all gave excellent care.**
- **I could not be more happy or impressed with the friendly care.**
- **Everyone there was so nice to me and very consistent. Just really good people.**
- **I am amazed. I was treated like a VIP from beginning to end.**
- **If I had known how easy this was I would done this sooner.**
- **Process was timely, run well and explained well without too much repetition.**
- **You are the best!! I've had 3 other colonoscopies, no comparison to your service!**
- **Appreciated the follow up conversation and support.**

A Sampling of Our Survey Results: July 2012

- Amazingly good experience and very clean.
- I have used River's Edge 3 times now and love how the employees make you feel very important and procedures are done with care.
- Cannot express how friendly all the staff was!!!!
- The best. If I go through it again I want all of you.
- I felt very much at ease due to the doctor and staff care. Thank you.
- First time for this procedure, all the staff was helpful and professional. No surprises. Thank you.
- Staff very friendly, never felt any discomfort. Staff was very friendly too.
- The people that I came in contact with today made me feel comfortable and safe...Thank you all!
- Like clockwork...Everything went smooth
- The staff was friendly and helped put me at ease, the facility was extremely clean and I would definitely recommend to others.
- Beautiful facility, great staff. I would not hesitate to return for any other procedure.
- Nursing staff and doctor were fabulous! I had a fantastic experience.
- I got a five star treatment,-what a great & accommodating, knowledgeable staff.
- Amazing experience, so much help, very pleasant, nice and fast.
- Great place and very clean.
- Thank you everyone for putting me at ease before the procedure & special thank you to Dr. Alrakawi for his additional reassurance.
- I was treated very well.
- The whole experience was very pleasant, all staff very professional and friendly.
- Wonderful Service-Efficient-Pretty Painless
- Excellent care. All questions were answered.
- Everyone was so pleasant and courteous.

A Sampling of Our Survey Results: June 2012

- **What a wonderful experience your staff made my procedure.**
- **The staff are so outgoing friendly and considerate. There is really no other place to go. See you in 3 years!**
- **Very helpful staff/nurses. Medical procedures are not pleasant and both times the endoscopy was as pleasant an experience as possible.**
- **Everyone involved were very informative, professional and most of all made me feel great! Thanks!**
- **Extremely satisfied with the entire staff. Very professional yet personable. Thank you for your caring staff!**
- **I would definitely recommend this center to everyone I know.**
- **Great care all around from start to finish.**
- **Everyone was fantastic. Would recommend to anyone.**
- **Beautiful place, lovely people, easy procedure.**
- **Staff was fantastic. Procedure was quick and smooth. Doctor and staff very compassionate, communication and information very thorough and catered to my diabetic condition. They are fantastic there.**
- **Top notch staff**
- **Everyone that I had contact with were professional and very nice. Thank you.**
- **I was nervous but everyone was very nice. I had no problems.**
- **Please thank Dr. K (Kaczanowski) for the exceptional care!**
- **I was very impressed with everyone involved with my colonoscopy visit. I want to thank them all for a job well done.**
- **Every person I encountered was more than I could have asked for-courteous, reassuring, pleasant, exceeded my expectations.**
- **Wonderful place. I really liked the warmth and comfort I felt with my visit. Thank you!!**
- **The staff is exceptional, friendly, and made me feel calm and is so entertaining!**
- **All staff was so good to explain everything to me. They are the best.**
- **All the nurses were great, loved the patience, humor and compassion.**
- **I was impressed by the efficiency and how professional the staff was and also by their kind friendly manner.**

A Sampling of Our Survey Results: May 2012

- **The staff was all smiles and that makes any procedure comfortable. I had a great experience. Very satisfied with the care provided by the nurses and physician.**
- **Nurses put me at ease; procedure was not bad at all.**
- **Very impressed with everything**
- **Beautiful facility plus all the staff were friendly and helpful**
- **Everyone was great. Made me feel comfortable and at ease. Would highly recommend to anyone needing a procedure.**
- **All your departments should be run this well**
- **River's Edge is convenient, pleasant, and has a friendly atmosphere, great staff.**
- **All people involved were excellent**
- **Everything was wonderful, care before and after. The staff was pleasant, verbal expectation given, everything was clear.**
- **The nursing staff helped me to relax by being very caring and gave me confidence for the procedure.**
- **I want to thank everyone for making my procedure easier than I thought it would be.**
- **Doctor and staff are very caring people. They did great jobs. Thank you**
- **Fantastic staff. Made the whole experience very nice.**
- **Clean, welcoming, accommodating and extremely pleasant and jovial staff.**
- **Great staff and service, I felt very comfortable throughout the entire procedure.**
- **Much more pleasant than I anticipated, great team of professionals.**
- **Each time I have been to Elliot at river's Edge it has been a pleasant experience, the staff is fantastic and especially Dr. Igari. Wonderful bedside manner, sweet.**
- **Everyone was kind friendly and professional! I wish all my doctors and appts were the same.**
- **Warm blankets and friendly staff made me very relaxed. Almost hated to leave**
- **I felt very welcomed and treated with respect.**
- **All personal were more than helpful, they could not do enough and friendly and caring. Very impressed. Great job!!!**

A Sampling of Our Survey Results: April 2012:

- **The staff was thorough, friendly, and caring.**
- **Very friendly from walking in the door, everyone took good care of me.**
- **Exceptional team. Staff and doctors were very pleasant.**
- **The best care I have ever received! Every single person was professional, caring and attentive.**
- **Awesome, what a friendly, courteous caring staff. They were the best from arrival to exit. I couldn't say more, they are the best.**
- **The ease and pleasantness of the whole experience exceeded my expectations! Thank you!**
- **Thank you for the pleasant environment. Everyone was extremely nice and I very much appreciated it.**
- **I received exceptional treatment.**
- **Everything about this visit exceeded my expectations!**
- **Everyone at River's Edge was very nice to me. I will tell all my friends and family how nice you people are. Thank you again!**
- **Everyone on staff was awesome, I couldn't ask for better care. Thank you**
- **Outstanding Care!!! Thank you!**
- **Very satisfied with all involved.**
- **Very caring, competent and professional staff. They were very comforting and compassionate in the performance of their duties. I was a person more than a patient.**
- **The department is a well oiled machine. Everyone was caring and helpful. Great job!**
- **I was made to feel so comfortable I almost forgot what I was having done...ha! ha! Thank you!**
- **Everyone treated me as a human being and not just a patient. The personal touch goes a long way with me.**
- **Staff very courteous and well dispositioned which helped ease the nervousness**
- **The staff was extremely friendly and made the procedure less frightening.**

A Sampling of Our Survey Results: March 2012:

- The best care I have ever received.
- I was very impressed with the friendly, informal and yet professional way every staff member related to me. Great job!
- Staff very nice, very friendly (know what they're doing)
- Excellent services, nurses laughing and make you feel at ease.
- Professional and efficient staff at all levels.
- I have already recommended River's Edge Endoscopy to many of my friends...Excellent!!!
- The staff was helpful, polite, and very, very nice.
- The staff was wonderful. Especially the nursing staff...They were very attentive.
- The entire procedure and visit was above expectation. Everyone I dealt with was professional and nice. Thank you.
- This is a place I will recommend they were very nice
- Cheerful staff, impressive facility.
- All the staff was caring and professional. I was very pleased with my experience.
- Outstanding staff. Best Run Facility I have ever been in for medical care!!!
- Beautiful facility and outstanding staff
- The experience was positive. Staff friendly yet informative. I will definitely use the 'center' again!
- All the people I came in contact with were very nice. They went out of their way to make me feel comfortable. That means a great deal to me. Thank you.
- The service by everyone was exceptionally good.
- The whole procedure was made easier by everyone there. Thank you.
- I could not ask for better service!
- All staff members were friendly and professional