

Question: Please describe something about this doctor or health care provider that delighted or disappointed you.

**VERNA R. PORTER, MD**

**(Neurology)**

Verbatim comments from your patients completing the Patient Experience Survey

**January 2017 - December 2017**

**Question:** Please describe something about this doctor or health care provider that delighted or disappointed you.

<b>Visit Date</b>	<b>Verbatim</b>
2017-01-06	Nothing disappointed. Excellent listener.
2017-01-11	The service, the care, and the sincerity in a difficult time was great.
2017-01-24	She's very good.
2017-01-27	Very professional. Delighted.
2017-02-08	She's very thoughtful, kind, and informative.
2017-02-09	She was just always ready to talk to me every time I went in.
2017-02-13	Hard to say. She was always pretty good but I don't know about delighted.
2017-02-16	I enjoy how she explained things clearly, and listened to my questions and answered them.
2017-02-22	They were very good. They gave me the answers.
2017-02-24	Thoroughly knowledgeable. Delightful.
2017-02-27	She's a very lovely woman, very lovely doctor. And she seems to want to help, whatever I need.
2017-03-13	I thought they were very thorough.
2017-03-30	She knew her job, she took care of me very well, and provided what I needed.
2017-04-13	It was a good doctor.
2017-04-19	She is full of knowledge.
2017-05-05	I think she was caring and very professional about doing her job.
2017-05-15	I felt that she was pretty thorough in her initial examinations. I have not completed everything so I can't comment any further.
2017-05-24	She delighted me.

Question: Please describe something about this doctor or health care provider that delighted or disappointed you.

2017-06-12	She was very congenial and nice. I was not disappointed.
2017-07-10	The way she treat me that was very good.
2017-08-16	She listens carefully and she explains clearly.
2017-09-29	Consummate professional. Always prepared. Always answered all the questions. Great diagnostician. Great follow up.
2017-12-06	They spent much time working on me.
2017-12-08	Is very clear in her explanations.
2017-12-14	She spent a very nice amount of time with me, never making me feel rushed.
2017-12-19	The doctor is well educated, kind and helpful.
2017-12-19	She's a very good listener.