

## *Do you have any suggestions for Lodi Memorial Hospital?*

### **Website**

- Build a new building. Yours is run down.
- Fix the wait time for the ER. Took my father and six hours later we saw a doctor. Not acceptable.
- Need to invest in more classes for parenting, have job fairs, need more dermatologists in the area.
- Let patients see their doctor more and not the doctor's assistant.
- Make the waiting in the urgent care and ER a little less.
- No, I think it's a great hospital.
- Advice-nurse services.
- New to the area and not familiar with the services.
- I was very satisfied with the service I received when I was there.
- Please consider adding birthing tubs, a better rocker in the nursery and more supportive atmosphere for breastfeeding. Posters supporting breastfeeding are available, and nurses and doctors that believe that natural childbirth (no drugs) and that breast feeding is the best food nutritionally is sorely needed in Lodi.
- Keep up the good work! Maintain consistent management. Continue to keep a clean and sanitary hospital with above average employees. Continue to maintain high morals, trust and respect.
- No I don't go there.
- Lodi Memorial's efforts to meet the needs of a diverse community are commendable. Would be even more so if services were offered where those in need live, e.g., a clinic for the low-income on the east side of town, help in getting decent produce, etc., to the east side of town where currently there is no supermarket.
- Have always had good experience with anyone I've known who was in the Lodi hospital.
- Supply 24-hour urgent care.
- Ask your staff to consider how they would like to be treated as a patient and then to do the same to those they are treating.
- Do something about the wait time in the ER and urgent care areas.
- Offer courses in Spanish and other languages for health professionals.
- Congratulate their medical staff office on a job well done.
- Expand the fitness center and develop a cardiac wing.
- Keep up the good work.
- Keep up the great work.
- Need a higher profile in the community, more outreach.
- Nurse to patient ratio?
- I love the people at LMH. If we live by our mission, vision and value statements, we are already winners.
- Stay the course.

- More info on web site concerning fitness center. What it includes, who can use it, etc...
- Just wanted to say that the staff at the acute physical rehab center are excellent, top notch. Made an unpleasant situation very comforting.
- Faster service would be nice. I live in Stockton, but I come to your hospital because the one here is filled with Mexicans and Arabs and they are nasty and the hospital is also a public hospital that takes anyone even if they don't have insurance, that's why all the Mexicans are there, because they have no insurance and are nasty people. I go to your hospital because you guys are not like that. I love your hospital. But faster service would be nice.
- Staff that deals with patients should be more in tune with their needs as persons and just not treat the medical portion. Wellness is a combination of good health and attitude.
- Memorial hospital has good service. Good service is when one considers or gives good customer service.
- Good service.
- Good customer service.
- No, love the food.
- Doctors who care and are interested in their patients' feelings.
- I am new to the area and am not familiar with the facilities.
- Keep up the great work everyone.

### **West Primary Care**

- To have an outlet office in Stockton.
- You need to watch their attitudes; I have had run-ins with nurses with bad attitudes.
- Don't know "LMH." This is my first visit.
- Yes, have a staff doctor specifically for the walk-ins to the emergency room. Have a different pool of doctors or stand-bys for the ambulance ER patients.
- Keep up the good work.
- No – very good hospital with a wonderful staff.
- Just continue to employ very pleasant and professional staff members.
- Get rid of Dr. Alvarado. He misdiagnosed my six-week-old baby.
- Faster service.
- Educate ER physicians and ER staffing care of the elderly patient – high population of elderly in Lodi.
- None, they're good.
- To go to ER or x-rays the wait time could be improved.
- Faster service.
- I'm very pleased with everything.
- To my knowledge, they're doing excellent. Need to have urgent care for high school students who are in quagmire when the accident happens.
- More dental clinics.

- Good work.
- More nurses.
- Keep up the good work.

### **Ham Lane Primary Care/Occupational Health Medicine Clinic**

- More baby clinics.
- Increase the salary of billing specialists by 50 percent.
- More help for the needy.
- Hey, I've seen some real crap there, excuse me! Bad manners and bad practices, straighten your act up!
- Get an advice nurse.
- Have more offices staffed with nice employees like Dr. Francis' office. It's no fun to go to the doctor, and many staffs make it worse.
- More ER doctors.
- Keep up the good work!
- Speed-up time doctor gets to family in quiet room. Every minute feels like five.
- No, they're great.
- Can't think of anything. We've been pleased with our care there.
- We need more orthopedists, psychiatrists, specialists.
- Get rid of Dr. DeMartinis even as a fill-in. Don't judge a book by its cover.
- Thank you for a clean, well-run clinic, Dr. Francis.
- Need more family doctors.
- More food in the cafeteria – wider selection.
- Needs to be more family-friendly.

### **Community**

- Maintain a high degree of comfort and care for every patient.
- How can you speed up wait at ER? One time it was about eight hours before we got my husband in the hospital room. I can't offhand count the admissions my husband had to LMH. Always excellent care! He died there 10/03. However, I feel the need to train kitchen help in special diet needs. Needs. I mentioned this to Dr. Aarons. Major was a celiac. You allowed me to bring food to him and unopened to kitchen. One evening I was there when his tray came with a creamed soup...red flag. I called the kitchen and was told the soup mix had a certain kind of flour in it. Celiac = wheat and gluten free. The little gal didn't realize flour is flour is flour. I'm not complaining – I had to learn to read labels! I know you have lots of dietary needs, I just feel inservice education would be a help. I wish to thank you and your staff for excellent, kind care.
- Keep doing the good job you've been doing.
- No, I've been there five or six times and was always treated well. We're lucky to have such a good hospital.

- No, my experiences have been really great.
- No, I've been very satisfied with my treatment there.
- Better ER services.

### **Urgent Care Clinic**

- In the emergency room they are more thorough about the breathing problem patients. Be sure they are OK to leave and not have any more shortness of breath.
- Get more doctors. Too much waiting.
- Open an orthopedic clinic.
- Keep up the good work.
- No, just keep up the good work.
- I think they do a great job.
- Please explore into opening an orthopedic clinic for low-income/Medi-Cal patients.
- Seek money from outside sources to provide special services (for example, expand Salvation Army services).
- Very good.
- Keep up the good work.
- So far everything is fine.
- Get more nurses.
- Not really, I've always had excellent services there.
- Listen to their patients better.
- They may want to hire more translators.
- None, doing a good job.
- Promote community education on healthcare.
- No, but when we go there the waiting time is long.
- No, doing a great job.
- Need more positive role models, less poor communication.
- Good hospital.
- Extend Salvation Army Clinic and days.
- To have more doctors that are contracted with insurances such as DIPA.

### **Ione Primemed Clinic**

- Provide a pediatrician for Amador County.
- X-ray at PrimeMed, urgent care facility in Amador County.
- No more surveys.
- Less surveys please.
- Doing great.
- Get billing matters situated.
- Keep up the good work.
- Shorten this form.

- Keep Craig Hall, MD, for as long as you can. He is the best doctor ever.
- Keep up the good work. I think it's a great hospital.
- Great job, well done.
- Get better nursing help.
- There are a lot of old people here who are not getting the care they need. Open a place for them on a sliding scale so they can get help when needed.
- Open an urgent care center in Jackson like you have in Lodi, please.
- An urgent care center in the Amador County area.
- Stop giving us paperwork to do.
- Outreach.
- More outreach to rural community.
- No, doing a great job in Lone.
- Never been there for anything, but friends and family have, and they're a great hospital.

### **Galt Medical Services**

- Thanks for lab work availability in Galt.
- None really due to my visits or children's visits, everything has been OK and clean.
- Emergency needs to pay more attention to the people they put in rooms and forget after you need help and can't get anyone's attention.
- Get more doctors that specialize in babies.