

SEPTEMBER 2024

## END OF SUMMER STAFF APPRECIATION CELEBRATION

On September 18<sup>th</sup>, to say farewell to summer, an Olympics-themed barbecue with games and food trucks was held on the grounds of the Hospital. The area by the Gazebo was full of fun backyard games including axe throwing, cornhole, golf putt, Connect Four, and the hugely popular dunk tank.

Special thanks to **Mike Novak, Vice President and Chief Operating Officer**, for being such a good sport by volunteering to sit on the dunk tank seat. More than a dozen employees were successful (some illegally) in hitting the bullseye target and dunking him.

Proceeds from this game, which amounted to \$300, benefitted the **Hudson Valley Special Olympics**.

Thank you to the **Employee Celebrations Committee** for planning this special event, especially **Food and Nutrition Services** for the delicious barbecue food including burgers, chicken, corn on the cob and cold beverages. We also thank the **Montefiore Nyack Foundation** for bringing V-Fib Coffee, Bongo Fries and Kettle Korn NYC to satisfy our afternoon cravings for caffeine and sweet and savory snacks!



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## EMPLOYEE ANNIVERSARIES

Congratulations to the following employees who celebrated a milestone work anniversary this month. We applaud their dedication and thank them for their care and service to the Hospital!

### 5 YEARS

Elsie Aunedi  
Nichole Antoniou  
Joanne Beaujour  
Cassandre Damor  
Marcia Ellis  
Jenny Gomez  
Michael Jackson, MD  
James Kelleher, MD  
Iwona Kubiak  
Christina Mathai  
Marissa Shannik  
Preeti Singh  
Stephen Sordelline  
Linda Ubiles

### 10 YEARS

Maria Buccellato  
Robert Carter, Jr.  
Magda Fulman  
Feona Joy  
Dorina Maragliano  
Laurie Marchitelli  
Cassandre Remy  
Krista Salzman

### 15 YEARS

Jennifer D'Alisa

### 20 YEARS

Joanna Cardenas  
Lauren Kenny

### 40 YEARS

Doreen Cocca

- **Christian Dixon**, Surgical Technician, Operating Room
- **Gina Fernandez**, RN, Pediatrics
- **Stephanie Fernandez**, Patient Experience Representative, Patient Satisfaction
- **Lovell Forrest**, Patient Safety Attendant, Float
- **Vanessa Galdamez**, Endoscopy Assistant
- **Jazmine Gomez**, Cashier, Food & Nutrition
- **Sean Guerrero**, Radiologic Technologist, Diagnostic Radiology
- **Amanda Jacob**, RN, Home Care
- **Pascale Jacotin**, PCA, Recovery Center - Detox
- **Brendy Jerome**, Patient Experience Representative, Patient Satisfaction
- **Vanessa Julien**, RN, Float
- **Desean Kerr**, Patient Transporter
- **Rodney Lee**, Environmental Services Aide
- **Corinne Manger**, RN, Emergency Department
- **Delmar Moore**, Security Supervisor, Safety & Security
- **Carmen Morales**, Patient Transporter
- **Aracely Morocho Calle**, RN, Float
- **Julia O'Connor**, AA, 3 Doctors
- **Alonzo Perez**, PCA, 6 Doctors
- **Camila Polanco Dominguez**, PCA, Float
- **Lucille Roman**, Psychiatric Assessment & Referral Specialist, Behavioral Health
- **Olivia Roche**, RN, Pediatrics
- **Larysa Sholoiko**, Patient Safety Attendant, Float
- **Anna Tom**, RN, 3 Doctors
- **Maylegn Villegas**, RN, Float
- **Marande Wiley**, PCA, Float
- **Octavia Willis**, Patient Access Coordinator

## WELCOME NEW EMPLOYEES!

We would like to extend a warm welcome to our newest employees.

- **Minta Abraham**, RN, Home Care
- **Lucia Amendano**, RN, PACU
- **Alfredo Balanta Florez Jr.**, Dietary Aide, Food & Nutrition
- **Regina Banks**, Medical Technologist, Laboratory - Pathology
- **Hayden Banyckyj**, Patient Transporter
- **Tenny Benny**, Patient Safety Attendant, Float
- **Nashely Chuya**, PCA, Float
- **Christian Cruz**, Environmental Services Aide

## STAFF PROMOTIONS AND ACCOMPLISHMENTS

**Congratulations to the following employees who were recently promoted or retired! We wish them well in their new roles and thank them for their service to the Hospital!**

**Adlher Rodriguez** was promoted from Administrator of Patient Financial Services to Associate Vice President of Financial Services.

**Martino Desir** was promoted from Radiology Aide to Special Procedures Technologist.

**Christopher Bermeo** was promoted from Patient Care Associate to Registered Nurse.

**Heather Sabatelli** was promoted from Ultrasound Supervisor to Assistant Director of Radiology.

Congratulations to **Tasha Acevedo, Director of Support Services**, who was named one of the winners of the inaugural Healthcare Purchasing News “40 Under 40 Awards.” Tasha and the other award recipients represent some of the best, brightest and hardest working young people in the healthcare industry namely those in supply chain, sterile processing, and infection prevention.

**Congratulations to the following employees who recently retired after working at the hospital for 10+ years.**

**Eleanor Orbacz** retired in August after 32 years of working per diem as an Administrative Nursing Supervisor.

### A MESSAGE FROM OCCUPATIONAL HEALTH SERVICES

It's time to address your influenza vaccine status: Consent/Decline or provide outside documentation to OHS. Flu vaccinations are available for all employees in OHS, Monday – Friday, from 7:00 a.m. to 3:30 p.m.

For those declining the vaccine, please click on the following link to obtain the NYSDOH declination form and submit the completed form to OHS. [https://www.health.ny.gov/prevention/immunization/toolkits/docs/hospital\\_pg154.pdf](https://www.health.ny.gov/prevention/immunization/toolkits/docs/hospital_pg154.pdf)

## FREE COVID-19 TESTS

Starting September 30<sup>th</sup>, U.S. households can order four free COVID-19 tests at COVIDTests.gov. Both standard and more accessible COVID-19 tests are available, while supplies last. The COVID-19 Tests will detect current COVID-19 variants and can be used through the end of the year. For information about extended shelf life and updated expiration dates, visit <https://bit.ly/3zQCdNT>.

## What's Your *Why*?

**Share why breast cancer awareness matters to you.**

Write your name, that of a loved one, or a message of hope on a pink ribbon. Throughout October, ribbons will be displayed on the Hospital's lobby windows.

**All participants are entered into a 50/50 raffle which benefits The Breast Center at Montefiore Nyack.**

**Ribbons: \$5 each**

**Ribbons can be purchased at:**

- Hospital café cashier
- Gift Shop

Raffle drawing will be held on  
**Wednesday, October 30th.**





## EVS WEEK

National Healthcare Environmental Services Week (September 8-14, 2024) acknowledges and commends the extraordinary teamwork required to maintain the complex healthcare environment. During EVS Week, our EVS team was treated to a series of fun activities and luncheons as a way of celebrating the vital role they play here at the Hospital.

Our EVS team is essential for the frontline of infection prevention and contributing to a positive patient experience. Our clinical and support services teams all depend on the critical, yet often unsung, role EVS plays in maintaining a quality patient care environment.

We recognize and appreciate these dedicated individuals, who work non-stop to maintain and enhance the Hospital's cleanliness, safety and sustainability.



## IT PROFESSIONALS DAY

On September 17<sup>th</sup>, we recognized our IT staff on IT Professionals Day. Montefiore Nyack's IT Department works diligently and methodically to address all computer and connectivity issues. They implement best practices and devise ways to thwart bad actors to ensure that the Hospital and its satellite locations operate safely at full IT capacity. Interactions between IT and other staff are often brief and impersonal because of their efficiency in solving problems quickly to restore workflow. Take a moment to appreciate our IT professionals. They hold the knowledge and expertise, to keep our tech-fueled organization up-to-date and stable, including all the devices and lifesaving equipment we rely on daily.



## HISPANIC HERITAGE MONTH

Hispanic/Latino Heritage Month occurs annually from September 15<sup>th</sup> to October 15<sup>th</sup>, and this year's theme is "Pioneers of Change: Shaping the Future Together" to encapsulate the spirit of innovation, resilience and unity that define the Hispanic experience. From September 15<sup>th</sup> to October 15<sup>th</sup>, Americans observe National Hispanic Heritage Month, a time to celebrate the heritage, history, traditions, and cultural diversity of Hispanic Americans whose heritage is rooted in Spain and 19 countries and territories: Mexico, Guatemala, Honduras, El Salvador, Nicaragua, Costa Rica, Panama, Colombia, Venezuela, Ecuador, Peru, Bolivia, Paraguay, Chile, Argentina, Uruguay, Cuba, Puerto Rico and the Dominican Republic.

This heritage month is celebrated from mid-September to mid-October to highlight the independence of several countries. September 15<sup>th</sup> is the day that five Latin American countries celebrate their independence from Spain: Costa Rica, El Salvador, Nicaragua, Guatemala and Honduras. Mexico celebrates its independence on September 16 and Chile on September 18<sup>th</sup>. Also, Columbus Day, also known as Indigenous Peoples Day, or Día de la Raza, in mid-October, falls within these 30 days.



2024 Hispanic Heritage Month

**"Pioneers of Change:**  
SHAPING THE FUTURE TOGETHER"

## LATINA/X BREASTFEEDING WEEK

**Rockland County Legislator Aney Paul** recognized Latina/x Breastfeeding Week (September 3-9, 2024) at The Prenatal Center on Monday, September 9, 2024. Legislator Paul issued a proclamation recognizing The Prenatal Center's partnership with the Rockland County Department of Health in educating patients on the benefits of breastfeeding and promoting available lactation resources to the Latino community. This year's Latina/x Breastfeeding Week theme was "Reclaiming Culture Through Lactation."

The American Academy of Pediatrics (AAP) recommends exclusive breastfeeding for approximately 6 months after birth. The AAP supports continued breastfeeding and appropriate complementary foods introduced at about 6 months, as long as mutually desired by mother and child for two years or beyond.



## CAREER FAIR

On Thursday, September 26<sup>th</sup>, Human Resources hosted a Job Fair in the CCR. If you know of anyone interested in a new career opportunity, please encourage them to visit the Hospital's Careers page at [www.montefiorenyackcareers.org](http://www.montefiorenyackcareers.org) for a full list of current job openings.



## EMPLOYEE SERVICE AWARDS

The annual **Employee Service Awards** was held in the Cafeteria Conference Room on Thursday, September 19<sup>th</sup>. This ceremony honored employees who reached a milestone anniversary (10, 15, 20, 25, 30, 35, 40, 45 and 50 years of service) in 2023.



## THREE CHEERS FOR SUPPORTING OUR COMMUNITY!

### Back to School Drive

Give yourselves a big round of applause! Our generous donation of snacks and school supplies from the Back-to-School Drive was well received by attendees of the **Healthy Haverstraw community event** in September.

### Football Friday

Football Friday hosted on September 6th kicked off the NFL football season and raised an impressive \$1,200 for United Way of Rockland.



### Staff Appreciation Barbecue

Finally, the dunk tank at the **Staff Appreciation Barbecue** raised \$300 for the Hudson Valley Special Olympics.



## Donate LEGO® & Duplo Bricks for a Great Cause

Beginning October 1st, Montefiore Nyack will be collecting LEGO® and Duplo Bricks. Your donation will support Jawonio programs and services for people with special needs and its resale store "Brick It Again."

#### Donation Criteria:

- Only LEGO® brand bricks & Duplo bricks are accepted.
- Bricks may be donated in any condition or quantity (sets not required).
- Donations should be packaged in a box (preferred) or sealable bag.
- Theme-boxed packages must note if there are missing pieces.

The drop off box will be in the Café until November 1st.

Montefiore | Nyack



## BACKSTAGE PASS EVENT

On September 18<sup>th</sup>, Highland Medical hosted a Backstage Pass Physician Networking event at the new Montefiore Einstein Comprehensive Orthopedic and Spine Center in West Nyack. It was attended by more than 80 physicians who enjoyed light bites, cocktails and delectable desserts provided by NoCo Catering, and of course, meeting and getting to know their professional colleagues in a beautiful space.



## HIGHLAND MEDICAL WELCOMES

Please join us in welcoming the following physicians to Highland Medical's Primary Care practices:

**Alina Sardana, DO** has joined Highland Medical Clarkstown Medical Associates as a family medicine physician in New City. To schedule an appointment, call 845-352-5900.



**Amareswari Kadiyam, MD** is a board-certified Family Physician at Highland Medical Orangetown Family Practice in Tappan. To schedule an appointment, call 845-359-5005.



## Rockland GI Joins Highland Medical

In September, Rockland GI became **Highland Medical Rockland Gastroenterology and Liver Disease**. Please join us in welcoming **William S. Silver, MD, Eric L. Tatar, MD, MS** and **Svetlana Korenfeld, MD** to Highland Medical's growing network of practices and expert physicians.

Highland Medical Rockland Gastroenterology and Liver Disease provides advanced care and improved patient outcomes in treating conditions related to the GI digestive tract—from irritable bowel syndrome to constipation and food intolerances to liver diseases.

Highland Medical Rockland Gastroenterology and Liver Disease is at 2 Medical Park Drive in West Nyack, NY. To schedule an appointment, please call 845-362-3300.





## SAVE THE DATES

### Fall Hours for Mary's Garden

**7:00 a.m. to 7:00 p.m.**

**Mary's Garden is open.** The entrance is accessible from Stairwell #5 between the Ground and First Floors near the Cafeteria. Mary's Garden is a tranquil space for Hospital employees and volunteers to sit and relax during breaks and one-on-one meetings. There are no trash receptacles in Mary's Garden. Please kindly take out what you bring with you.

### Wear Pink Days

#### In Recognition of Breast Health Awareness Month

**Wednesday, October 2**

**Wednesday, October 9**

**Wednesday, October 16**

**Wednesday, October 23**

During October, in recognition of Breast Health Awareness Month, staff are invited to wear pink apparel or accessories to raise awareness about breast cancer and the importance of early detection. Send your photos to [MNH-PublicRelations@montefiorenyack.org](mailto:MNH-PublicRelations@montefiorenyack.org) for inclusion in the Hospital's newsletter and social media platforms.

### Transamerica Retirement Education

**Monday, October 7, 2024**

**8:00 a.m. to 4:00 p.m.**

Transamerica is currently handling retirement education via phone appointments only. To schedule a one-on-one virtual consultation, please call 319-355-3534. You can also click on [MAKE AN APPOINTMENT](#) to register for an appointment. As a reminder, you can always access your Transamerica retirement plan account online at [www.transamerica.com](http://www.transamerica.com).

### Employee Benefits Fair

**Tuesday, October 22, 2024**

**9:00 a.m. – 3:00 p.m.**

**Cafeteria Conference Room**

Check your email for more information.

### 7<sup>th</sup> Annual Healthcare Employee Quality Fair

**Thursday, October 24, 2024**

**Noon to 3:00 p.m.**

**Cafeteria Conference Room**

Our Employee Quality Fair showcases the incredible work, projects and progress that our staff have achieved to improve patient outcomes, policies, processes, practices and services. Projects are needed, so any department or committee that wishes to participate and present should have a 2024 (S.M.A.R.T.) goal, data, analysis, corrective action plan and post-intervention results. All projects will have a template to follow, and the Quality Department will assist all teams with preparing their presentations. For information and to sign up, contact **Abby Baer, RN, MSN, CPHQ** or **Rachele Mattaliano, RN, MS** in the Quality Department.

### 3rd Annual Rides & Strides

**Saturday, October 26, 2024**

**Rockland Lake State Park, Congers, NY**

**9:00 a.m. - Registration / 10:00 a.m. - Start time**

**Noon - End time**

Rides & Strides is a fundraising event hosted by the Montefiore Nyack Hospital Foundation. Proceeds raised will benefit The Breast Center at Montefiore Nyack Hospital. For more information, call 845-348-2770 or register online at Rides & Strides 2024 - Campaign ([montefiorenyackfoundation.org](http://montefiorenyackfoundation.org)).

### EPIC Upgrade

**Saturday, October 26, 2024**

We are upgrading our Epic system on October 26th. This upgrade will bring several improvements to your experience with Epic. To help prepare, view updates in the "Future Epic Playground" and the upgrade slide decks to familiarize yourself with the changes.

There are two Epic Playground icons.

1. The existing Epic Playground icon: This will continue to represent the current version of Epic, allowing you to interact with the system as you always have.
2. The Epic Playground 'Future' icon: This new icon will give you a sneak peek into the upcoming version of Epic. You can explore this space to get familiar with the enhancements and new features.

## EMPLOYEE ASSISTANCE PROGRAM

Special thanks to the Employee Assistance Program for its “Approaching Someone Who Appears Depressed” submission!

Depression can be lonely and frightening, but a conversation can help another person feel supported. Here are four ways to approach a co-worker or loved one to begin the conversation.

1. **Ask if he or she is OK.** Tell them that he or she hasn’t seemed like themselves lately. Describe what you’re seeing and how things have changed.
2. **Listen.** Try not to jump in with solutions. He or she will likely benefit from your listening ear. Ask follow-up questions about how their feelings are impacting their daily life. Be reassuring and not judgmental since it may not be easy for the person to open up.
3. **Provide support.** Let them know depression is common and help is available. Ask what you can do to help. You might suggest asking if he or she has spoken to a primary care provider or the EAP. You can also connect the person to a source of care.
4. **Follow up.** Keep conversations and information confidential unless you’re worried, they may pose a danger to themselves. In those cases, talk with someone you trust immediately.

Remember, your co-worker may not be ready to talk or seek help, if so, consider contacting the EAP at (845)638-8880 or e-mail us at EAP@montefiorenyack.org for additional guidance and support.

### CHANGE OF ADDRESS?

Are you moving or have you moved recently? Remember to report your change of address to Human Resources to continue receiving important mail and information from Montefiore Nyack Hospital. Please go the Human Resources office for a change of address form.

## SUICIDE PREVENTION MONTH

September is National Suicide Prevention Awareness Month. Suicide is a major public health concern and a leading cause of death in the U.S. People can call or text 988 or chat at 988lifeline.org for themselves or if they are worried about a loved one who may need crisis support. No matter where you live in the United States, you can reach a trained crisis counselor who can help.

## HEALTH WORKS: FALL 2024

The latest issue of Montefiore Nyack’s quarterly magazine, **Health Works**, is online! In this issue, we go straight to the source for expert medical advice on protecting school-age children with food allergies and why it is important not to let carpal tunnel syndrome go untreated. We also cover how lung cancer screening can be lifesaving and how to treat postsurgical pain without opioids. Finally, **Dr. Christopher Langston, medical director of The Madlyn Borelli Multiple Sclerosis Center**, explains how an eye condition related to MS is diagnosed and treated—all this and much more. Visit <https://bit.ly/4cYVuKI> to read the full issue.





## THE VOICE OF OUR PATIENTS

**Thank you to the caregivers acknowledged below. Congratulations to the units and departments they represent and to the caregivers they tirelessly work beside.**

- “**Dr. Irina Rybalova** is the indisputably best doctor I ever engaged. I am 71 and I have seen more than my share of doctors, so that is a powerful thing to say. The staff were caring and upbeat. Again, amazing. Beautiful experience. I am a lucky man.”
- “All **nurses** and **anesthesiologists** were so kind and helpful. From the **people who transferred me from room to room to the CT scan**, they were so friendly and funny. Thanks for making this horrible day a lot better!”
- “Everything was amazing. The wait times were minimal. The hospital was clean and well-lit. The staff were friendly and knowledgeable. We had a seamless experience during my surgery. Thank you so much for everything. This hospital has made huge improvements from the past.”
- “Montefiore Nyack Hospital has a great staff of nurses and doctors who care. My CAT scan went very well thanks to **John** and **Chris** who were the techs doing the procedure. They made me feel very comfortable because they are knowledgeable in what they do. **Special thanks to Chris** who made sure I did not get lost when leaving and escorted me out. It’s nice to know you will be taken care of when you must get these tests done regularly.”
- “I was admitted to the Montefiore Nyack Emergency Room. After some tests, it was determined that I needed gallbladder surgery. The surgery was performed by **Dr. Lawrence Simon**, a most competent and considerate doctor. I spent nearly a week on the 5th floor. The nurses were thoughtful and considerate of my comfort and well-being. I was amazed at the dedication kindness and patience that they bestowed on me. If the whole world would consist of such human beings, we would be living in a much better place. I thank **Rabbi Rueben Austerlitz** for his advice.”
- “In May, our 93-year-old mother spent her last 24 hours at Montefiore Nyack Hospital. Our family wanted to express our thanks to **Dr. Yitzchak Jacobowitz**. Even though she passed, Dr. Jacobowitz in a way saved her life. She had fallen overnight and was not able to get up. The circulation to her lower legs had been cut off for hours and she was in bad shape with compartment syndrome. She arrived at your ER and was sent to your trauma unit. A surgical “procedure” was advised to save as much functionality in her legs as possible. Dr. Jacobowitz offered a more holistic explanation of Molly’s current condition, the risks of the surgery and her likely outcomes. He spoke to the surgeon who confirmed this fuller assessment of Molly’s condition. With a complete understanding of Molly’s condition, we came to the difficult conclusion that the most caring and loving thing we could do for Molly was to keep her comfortable and let her go. We are completely at peace with our decision. She was in remarkably good physical health at 93, but she did have her health struggles over the years, including battles with breast cancer in the 1970s and the 1990s. **Through all that, in our eyes, no doctor has had a more meaningful impact on her well-being than Dr. Jacobowitz. To us, he was her guardian angel. We, her sons, thought you should know.**”
- “**Dr. Robert March at The Hematology Oncology Center** is terrific. He is so thorough so kind and engaging. My visit was a pleasure. I have so much confidence that he will find out what is wrong with me.”
- “Always treated with courtesy, care and concern. three Cs. Best of all, I feel in the good, experienced hands of **Dr. Arthur Kozin**. I went through a period without such care after my previous doctor retired. I spent months looking for a physician I could trust—I found one.”

## THE VOICE OF OUR PATIENTS (CONTINUED)

- “I’ve been going to doctors for 65 years. I never had a better experience than at **Montefiore Einstein Orthopedic and Spine Center** in West Nyack. I went from office visit to diagnosis to treatment all in one visit. I’ve never had that happen before and then left there feeling pain-free. I wish I could give them more than five stars.”
- “Throughout my, I believe 36 years of attending this practice, I have always been quite satisfied with my care and follow-up. **Dr. John Fitzpatrick at Highland Medical Clarkstown Medical Associates** has been my primary doctor, and he is responsible for me making it this far. He is very proactive, and I appreciate that.”
- “I have been getting infusions for the past four months at **The Infusion Center at Montefiore Nyack Hospital**. All the staff and nurses are very friendly and helpful throughout this process. Thank you for all that you do.”
- “**Dr. Sung Ho Lee and the staff at The Hematology Oncology Center** are amazing! Dr. Lee is very kind. He is concerned about his patients’ health and informative about clinical research. He listens and provides very good feedback. The lab team is also wonderful. They spend time getting to know their clients and their medical needs.”
- “The **Pre-Op staff** works like a well-oiled machine. In a stressful environment, the staff executes as a team with no tension. I specifically want to recognize **Kathy Albin, RN** who was my pre-op nurse for keeping me informed, efficiently prepping me and making sure I was comfortable. My interaction with staff in the SICU was spectacular. **Bibby Mathew, RN; Aileen Del Prado, RN; Justine Lafleur, PCA and the nurse managers** were concerned, supportive and responsive. They could not have been more comforting or professional. They are significantly impacting the positive service image of the hospital.”
- “From my first entering Montefiore Nyack Hospital through getting a CAT scan, the **Radiology staff** was friendly, professional and efficient.”
- “**Jean Marie** was so conscientious, caring and kind. She is a total expert. Her attention to detail and extreme care and concern was genuine. Somehow, she has maintained the wonder and focus for her craft and patients. I barely knew I was having a rather personal procedure that could feel scary. Marie did my sonogram for the first time last year. Now, she feels like an old family friend. The appointment moves too fast for everything we’d like to talk about. She is so capable and kind that it never feels scary or invasive. I’m so very grateful to you both! I feel lucky to have Montefiore Nyack Hospital down the street.”
- “**FIVE STARS times two!** I had to stay at Montefiore Nyack a few weeks ago and the care from EVERYONE was so accommodating, knowledgeable and efficient. Yesterday, my better half went for a mammogram at **The Breast Center**. She was very pleased with everyone there. She said it was a very nice experience and all the women working were tremendous. GREAT JOB, MONTEFIORE NYACK!”
- “**Dr. Christopher Langston, nurse manager Todd King, and the staff at the MS Center** make you feel like you are the only patient they have. They are extremely thorough, and I cannot say enough wonderful things about them. I drive over 40 minutes to see them.”
- “I love how you have reorganized. My family has used you for many years. I had moved away though, so when I returned, I was delighted at how much nicer every was these 8 years later. I love **Ellen Brunetti, NP**, my primary care nurse practitioner. The admin staff and nurses are equally wonderful. The whole place is seamless and kind, making me feel like the most important person. Truly, I have needed various things this year that I am back; and everything I requested made it to me quickly and with style. Bravo.”