

## Community Survey -- Negative Experiences

1. Wait for scheduling colonoscopy.
2. The waits are to long. I have been in or at the ER 5 or 6 times ( with other people) and the waits are terrible. A 90 year old should never have to wait an hour or longer to see a doctor. It happens in the ER and at the clinic. If they were able I would take them out of county to another ER. I thought things were going to be better when Adventist took over. I am thoroughly disappointed with the new regime.
3. I was dismissed after being sent over to ER by clinic for orthostatic Intolerance and syncope with urgent severe tachycardia 170 resting heart rate, chest pain, and blood pressure of 55 over 50, after waiting several hours to see Dr, told I was fine and while being released I still hadn't been checked for orthostatic vitals and had to request this be done for my records before leaving. I was suffering from severe Neurological symptoms, could no longer walk w/o assistance or cate for myself. My mother took me to UCDAVIS and I was admitted for observation and diagnosed within 24 hours with severe dysautonomia (autonomic failure in all systems) including orthostatic Intolerance which has life expectancy of 5-7 years from time of diagnosis, overlapping me/cfs, later confirmed to also have severe POTS. This was after several MONTHS of begging my primary at clinic, Dr. Fleming to just give me a referral to a neurologist which was refused repeatedly. My father in law was sent home, told he was hyperventilating. Because of my experience we rushed him to UCDAVIS where he was immediately diagnosed with a platelet count of 18, yes 18, septic shock, internal bleeding, blood clots, blocked intestines, heart failure, kidney failure, liver failure and the list goes on. He was on deaths door and would have died had we taken er doctor's word that all labs were normal and he was fine. I have medical documentation to back all of these claims and more. This hospital jeopardizes the health and lives of our community.
4. The problems - on-going! - were all administrative. Most of the medical providers are great. Office staff does not answer phones. They do not return calls. They do not respond to complaint letters. Billing is almost always wrong. It takes an absurd amount of time and effort to resolve issues.
5. Long wait time for Doctor appointments
6. Urgent care is not available later hours or weekends therefore requiring ER use for none life threatening situations.
7. If I felt I had something seriously wrong I would head out of town, and I have
8. Went to the ER with a blood clot in my leg ER stated 3hrs before they could even see me drove to willits was in within 5 min

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9. I tried to establish a relationship with the clinic as a new patient, I was dissatisfied with Mendo Coast Clinic after 2 years, but the Dr at the hospital clinic contacted me that she would not be seeing new patients 2 days before my appt. after waiting 3 months.
10. Because I covid I was unable to assist my husband at ER...he came out with a catheter and developed a UTI. Because he was unable to communicate why he couldn't urinate he just kept saying I can't.
11. My note could have experience was in the ER with my grandson. He broke his arm and it was a very serious break. The registration/unit clerk was very rude. Unfortunately I don't remember her name. There was a male RN or technician that was extremely helpful. The doctors were fantastic, a couple of the RNs were very short with us and we were very distraught And not in a place to be able to handle that. A helicopter came quickly and brought him to Oakland. That portion was a very positive experience for what it could be.
12. Severe dychondral Proximal Tibia fracture. Arrived at Emergency room at about 7:50pm 6/26/2021. Xray confirmed severe fracture at approx. 9:00pm. Wheeled back to waiting room until 11:00 pm. I approached the desk nurse and demanded an ice-pack and to be placed horizontally until I could be admitted because my foot was going numb, swelling was increasing and pain was at 10. At approximately 11:30, I was wheeled back to the Emergency room and placed on a gurney. No blanket or pillow or pain medication. Leg was not stabilized in any way. ER doctor approached and did some basic check, stethoscopic lung function, fever, pain sensory test and asked some basic questions. About 20 minutes later, informed me that I would be transferred by Helicopter or Ambulance when available. About 30 minutes later, a nurse (Megan) informed me that the Helicopter wasn't able to land due to weather and the Ambulance was tied up so I should seek my own ride to the Willits hospital. It was almost 1:am on a Friday night. I had no way to get to the hospital. At that point, I asked for a blanket and a pillow as one was not provided to me so I was forced to take my jacket and fashion a pillow for my leg to be elevated. A blanket and pillow was eventually provided. I was also told that I was accepted by Dr. Bowen and he wanted me there immediately because of the severity of the break and the possibility of it developing severe complications. A few minutes later, the ER doctor and a nurse arrived to cut the inner sleeve for an immobilizer. I asked for a glass of water and anything for the pain. It was excruciatingly painful with no medication. I was in shock, extremely uncomfortable and frankly, pretty scared and angry. I was in the hallway outside of room 4 for approximately 3 hours with a number of staff and paramedics walking right past me but paying me no attention, avoiding eye-contact and not asking me how I was doing. At approximately 4am I was told that I was going to be placed in the room where all of the ortho supplies are kept and I should be provided pain medication and an immobilizer. I should note that i was told the Dr. Bowen had provided specific instructions to the medical staff for the placement of the

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immobilizer at the time he accepted me as a patient. At about 4:15 am, Joe (nurse) appeared at the door and told me that a pain medication, Percocet, had finally been approved and he would be bringing on to me shortly. I asked him about the immobilizer as I was writhing in agony and felt that immobilizing my leg would help. He told me he had to wait for the Doctor. At about 5:30am the doctor appeared again and asked me if I was going to have a ride to Willits because the Ambulance was further delayed and wouldn't be arriving until approximately 9:am, a full 13 hours after arriving at the Emergency Room. At that point, I called my daughter who agreed to come at 7:am to drive me to willits. I told the doctor that and she told me that I would be ready to go when she arrived. At approximately 6:15, I called the Nurse (Joe) and told him I need to be 100% ready to go when my daughter arrived. He told me that he would "try" to get the doctor to complete the paperwork and to get the immobilizer fitted to my leg. At about 6:45, the doctor arrived with two other staff to fit the immobilizer. I was handed a manilla envelope and told to go straight to Frank Howard in Willits. When I arrived at Frank Howard, I went to the Emergency Room and was met by very friendly staff who had no idea I was coming and who I was supposed to see. I told them where I was and that I was only told to go to the Hospital. After calling Fort Bragg, the ER at Frank Howard realized I was supposed to go straight upstairs to Dr. Bowen who had thought I was arriving sometime around 3:am and didn't know where I was for many hours. Within a few minutes of arriving, I was provided pain medication that actually worked and I was admitted to a room and provided with exceptional care from that point forward. In summary, the Fort Bragg ER is a disaster. Terrible experience that left me angry and concerned that the Hospital is an utter failure. The staff was incompetent, unfriendly and completely ignored the severity of this particular injury. There was no reason I wasn't provided with pillows, blankets, pain medications and some information that would have been comforting to me as I was lying there contemplating my life for the foreseeable future. I would not recommend to anyone to use the emergency services at Adventist Health unless there was absolutely no way they could safely get to Santa Rosa or San Francisco.

13. None!
14. Long waiting times, rude staff.
15. Son in laws father took 4 days or so to diagnose his stroke son in law had to ask repeatedly for MRI finally was done yes another stroke
16. I have had an ER doctor threatened me with the police simply because I was expressing pain. I have had a doctor at the clinic ignore my condition. I've also been told by urgent care that they couldn't help me I had to go to er.
17. Understaffed

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18. When I walked into the reception area and saw that giant sign telling how great they were and how they were doing everything to make life better I instantly was turned off. If you need to explain how great you are you have a real problem. Need I explain this fact more????
19. After using Kaiser in Santa Rosa for many years I have gotten used to my providers being proactive about setting up routine wellness checks (mammogram, fecal occult blood test, annual wellness visit). Clinic does not work this way, but should. Fecal occult blood test should be sent (automatically) and returned by mail. Make wellness care easy!
20. The only problem I ran across is I've been through 5 or 6 new doctors in the last 6 yrs. So I'm healing myself naturally now.
21. The clinic is severely understaffed. The referral coordinator was filling in for someone else and referrals for cancer patients were not sent in a timely fashion. Multiple phone messages go unreturned.
22. My mother with dementia was scheduled to be released to me after operating on food in my care. When I asked for help I was told "it's covid honey" and was forced to "abandon" my mother to get her the help she needed
23. The admissions people are not qualified or poorly trained. Wait time is excessive. They don't know how to use or transfer data correctly for the Fast Track system. It is frustrating to go to the lab on a regular basis using the supposedly Fast Track system for a STANDING ORDER. Oh how I wish we had a choice here in the coast for another lab. I love the lab people at the hospital...but the admissions girls' do not know how to help, only follow procedure even if improperly informed. The hospital is fabulous, EXCEPT for the main admission people and supposedly 'procedures' they follow, and not very well. I'm a local here, for over 30 years. I've had multiple major surgeries at MCDH in the 2000's. Sorry for the rant, but had super bad experience this last week with the poorly designed, or people that don't know how to use it at the hospital end, Fast Track for standing orders. My standing order was IN the hospital computer but could not get the admissions girl to look at it to make my order for lab work complete. She was unhelpful and would,NOT speak to me. I was pissed! And still am. Oh, I was told my standing order was expired, in my hand was the paperwork from the renewal up til 2/11/2022 and the admissions girl would,NOT even look at it! I do not live in or near fort Bragg. It took 3 trips to town to get bloodwork that takes 3 minutes. I should send you a bill for my fuel and time!
24. New to Fort bragg. Ability to find a dr. Getting records transferred a nightmare on the receiving end here. Dr turnover very concerning.

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25. Went to ER with blocked urethra needing catheterization. Waited 7 hours before getting attention. After 45 minutes of unsuccessful attempts to insert a catheter, I was discharged and sent to Ukiah.
26. At the Mendocino Coast Clinic dr. Killion seemed rushed, didn't listen to me or even smile, spent most of the time on the computer looking at my record and wore inappropriate clothes. Her tank top was sleeveless and low cut. That is not what I think an MD should wear. Dr. White was rushed didn't seem to care who I was and was not friendly nor positive.
27. Wait times at the DI center seemed overly long.
28. Long wait for an appointment with pain management
29. After a procedure, I had complications. The doctor did not offer any information on treatment options. Another doctor, in the same field, immediately knew what the problem was and gave me treatment recommendations which alleviated the issue.
30. Given the run-around from one doctor to the next for a decades-long gut ailment, each one shrugs and moves us along to the next doctor in the carousel after trying various attempts at random antibiotics or other medication guesses without diagnosis. At the pediatrics clinic, the intake nurse was not very pleasant, and spoke to us with condescending tones and used an inane babytalk voice with my child. The tech administering the vaccinations didn't seem confident or comfortable with his task, and botched one of the injections, getting most of it all over the outside of my child's leg. He didn't offer a second attempt at the injection, so we're uncertain if that vaccination was at all "received". At the dental clinic (Mendocino Coast Clinics, because no one else would accept our health insurance), I had to see a dentist ten times for a simple check-up, cleaning, and the (UNNECESSARY) prescribed biteguard that then /caused/ me further health problems. Instead of getting all the care I needed in one or two appointments, I was strung out across many appointment divisions so that the clinic could recuperate funds from my health insurance provider on a per-visit basis. It was HELL for months of sleep loss with the ridiculously ill-fitting mouth guard, and I am now living with life-long damage to my teeth because of it. [Other than that, Mrs. Lincoln, how did you like the play?!]
31. I used the hospital several years ago and saw Dr. Bellah for a knee replacement. After 2 replacements of the same knee I went to the Bay Area for treatment. That was the last time I used the hospital or clinic.
32. I had a FaceTime annual checkup in Feb 2021. I was told my lab orders would be sent to me via mail. After a month I called and was told they were at the hospital... called the hospital and they weren't there "You need to get that from your doctor ". Called the office again ... they called back a week later and left a message with my husband "Her labs are good , she is set

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- until next year" ... I NEVER located my lab orders AND never had a blood draw. I unfortunately gave up. Calling this office was not a great experience, I was treated like I was disruptive to the person on the other end.
33. Long wait times to speak to the front desk at the clinic or to get an appointment, LOST RECORDS, rude clinician (since let go). Did not appreciate Ecclesiastes quote on the ceiling where I was being scanned. At the ophthalmologist's office, the tech didn't bother to switch eye charts even though I commented that I had memorized the sole one she was using.
34. None
35. I went in for a colonoscopy/endoscopy and came out with a whiplash. I had acute neck pain for 5 days and now, six weeks later still have neck pain on and off. I told my doctor about it and he said "oh don't worry, it's just muscle related pain due to positioning". I've never come out of an endoscopy with a whiplash ever before.
36. I really can't think of a negative experience I had at the hospital or the coast clinic.
37. the myadventisthealth.org, (the adventist patient portal is not accurate, has wrong information and the hospital medical records must be called to get test results posted to the Adventist patient portal system.
38. I went to the hospital ER three times for a rare reaction to the Pfizer COVID shots where my throat and esophagus swelled up and I could not eat solid food for at least a month. I had to go back to the SF Bay Area because I could not get an endoscopy or see a G.I. specialist or an ENT specialist on the coast. This was traumatic and inconvenient, but I will say that the ER experience was good with staff, and they did prescribe medications to keep the swelling down -- they were just not able to diagnose or treat the problems.
39. No negative experiences. Our experiences have been great. I wish we had a cardiologist! My husband is currently at Stanford recovering from heart surgery. I wish we did not have to go elsewhere for follow ups. But, sure appreciate having an ophthalmologist!
40. Receptionist at clinic had way too much perfume.
41. I haven't had a bad experience there in the past year. I previously changed clinics from north coast to the Adventist in Willits because my MD did not address my problems. I get blood work at the hospital and often I have to call a few times to make sure my MD gets the results in Willits. But the hospital seems like a better place than it was as does the Adventist clinic in Fort Bragg.
42. I needed to see the Pain Management MD and had to wait a good month to get an appointment. Then, the day before my appointment I was called and told that he would not be able to see me at that time, I was out of state and couldn't make the time offered to me.

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- Then I was told that they would call and set up a new appointment. That was 8 days ago and I have not heard from the office. I really like Dr. Kahn but the delay in making the appointment and then not rescheduling me has me quite annoyed. Pain doesn't take well to delay.
43. 1/2 hour waits on the phone, rude intake person at the Clinic, the need to go through my primary for referrals when I know who I need to see already. WWWAAAYYY too much bureaucracy.
  44. Appointments cancelled, care so minimal as to be unnecessary to actually show up. I could have phoned it in. No access to an actual doctor. PA and NP is the only option and they are overburdened and exhausted and unable to give you a basic examination
  45. Dr. Huang was not responsive to my concerns. I went to UCSF for a second opinion.
  46. The hospital suffers from lack of customer service. It's a chronic problem in our area. The person checking has no concept of discretion. I don't want the whole waiting room to know. It's one of their business. It should be enough to state to a non health professional that you need help. That's why you are at the ER. I don't need to explain in detail why I'm there and I certainly don't want to tell everyone in the room. A circus atmosphere in the waiting room is hard on those experiencing pain. The shouting, joking, the loud laughter. Please, not everyone visiting the ER feels great. The listis asking as my arm. I had hoped I could start using the hospital but after two visits, never again unless I have no choice.
  47. Very dismissive/rude clinician (since let go); also, you hired a clinician (Jennifer Stewart) we stopped seeing because she was a poor practitioner (didn't read the chart before meeting with us; didn't check on preventive-care tests; always asked whether she'd seen us before).Also, LOOOONG wait times on the telephone to speak to reception.
  48. Primary care physician dropped to physicians assistant instead of actual doctor. Entire emphasis is on treatments that can realize greatest economic insurance return to hospital rather than actual patient welfare.
  49. I switched from one Dr who was available only 3 days a week to a new Internist who said she was going to work 5 days a week, who then dropped down to 3 days a week and is now unavailable. Why move here and only work part time?
  50. I had to undergo a mammogram. The technicians were not at all sympathetic to my lack of mobility. Their supervisor had to finish the procedure. I am unable to stand
  51. not applicable
  52. I was given given wrong information about ENT referral. 6 weeks wait time to see primary; >2 weeks wait time for interview with RN to assess blocked ear and referral to ENT. ENT wait



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- time 4 months. Referral never went through. I was left on my own. had to call an MD in Berkeley and go get my ear suctioned got an appointment within 2 days.
53. Tried to get an appointment and waited on phone for over 35 minutes before hanging up. 2nd time was on phone 22 mins before someone answered. Got a consultation appointment but it was 1-1/2 months away and heaven knows how long it will take to get the procedure.
54. my daughter had an infection on her buttock. She was refused by "Urgent Care" because " the care provider does not see anything below the waist. Happily MCC saw her immediately in the walk in clinic (thank you facebook for the advice to go there. I had no idea they had walk in). Lab work took 30 minutes to sign up as they were busy chatting with each other.
55. Long wait before an appointment to see a provider. Also not being on the list to see Dr. Stewart that I was told I was on.
56. Number 19 answers the negative I have seen especially during the pandemic. But, I believe in a psychiatric ward where the therapist have their own entrance in and out and mental illness, substance/drug abuse could be focused efficiently. We in our community have a large percentage I believe of this area that has deep concern. Within the ward there should be a group therapy room with license therapist to direct and follow-up with the patient having trouble with their medications and addiction issues.
57. Too much to list.
58. I received a diagnostic imaging report that referenced my "healthy prostate." I am female.
59. I called the clinic (north coast) to schedule an appointment a week ago... I called for 3 hrs. Went to voice mail several times, or was just on hold. I can not get in to see my PCP for months... I waited at the lab for 1 hour, they were calling back people who arrived after me. Terrible customer service and wait times.
60. I honestly haven't had one
61. Being treated as a drug seeker for excruciating pain I couldn't control at home But let's talk about 2017 when I was misdiagnosed, blown off and mocked at least 5 times when I had a raging MRSA infection on both hands. I had to get all the way to Santa rosa for a simple swab test to be diagnosed and treated. I ended up on disability for a full year! Or when my mom came about 2 minutes away from dying. Spent 2 weeks in a coma because no one could diagnose her with PNEUMONIA! OH and when my toddler had it and I ended up driving to Stanford because she couldn't breathe!
62. DNA



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63. None
64. Doctors don't make or have time and make misdiagnosis. Referrals get lost and we have to go out of county for care.
65. I have seen Dr. Khan for pain and find him unsympathetic and unhelpful.
66. An appointment with a nurse practitioner by phone was infuriating in that she insisted on prescribing a different medication for my anxiety instead of the medication I was taking. This resulted in me taking 2 pills of what she prescribed and completely made me absolutely worse and contemplated suicide. I discontinued taking the medication and is still on my dresser. I have suffered with anxiety since and have tried to maintain it on a daily. She did not take into consideration all the things I explained and why I felt this particular medication worked for me and was prescribed by my family physician. My doctor was at the time on medical leave. The reason why I had to go to the clinic.
67. I had two appointments and good experiences with a new primary care physician (that it took almost a year to obtain), but the physician then left and I am having to wait again for a new provider. I cannot trust my healthcare to fly-by-night physicians who have no history with me. And I cannot trust my healthcare to a hospital that simply dumps me off and makes me get in line again. It's unkind, unprofessional, and unhealthy. I cannot in all honesty say thanks for the lack of care and concern that the hospital system has neglected to show.
68. No comment.
69. Physicians come and go like changing underwear. No continuity of having a "regular" doctor. I'm a diabetic, and have had too many different doctors the past 10 years, I've lost count. I need to always be on top of all my care, because NCFHC is not on top of my well being.
70. The extreme amount of time waiting to be checked in at the hospital for routine lab work/and or radiology. 15 minutes at the counter while they figured out billing codes.
71. No orthopedics!!!
72. Over charging, lack of transparency on all costs, no reports provided after visit, obnoxious corporate self congratulations and wasteful propaganda in the mail and on hospital property, no satellite services in Mendocino or other towns, referrals to Ukiah instead of specialists coming to coast regularly.
73. None
74. Too much paperwork and bureaucracy

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75. My husband broke his leg. The ER doctor told him he broke the tibia; in fact it was the fibula. He was referred to an orthopedic specialist. We had to use a different ortho because the one we were referred to did not return calls for more than a week. Thankfully this injury was not life threatening!
76. None really. Radiology tech less than gentle and compassionate.
77. Where do I start? Misdiagnosed a DVT, during surgery my husband was poorly catheterized and received a false passage, ER is a horror show, the IT seems to be stuck in the eighties, billing? You can't get real information, and let's not talk about the bills that arrive months later. Doctors prescribing meds that no one carries locally. ER where you sit in a room for hours, while the staff are quite literally spending all their time on their phones. We've decided that we would rather drive an hour and a half to Ukiah, where they have a functional ER.
78. Racism. Economic sanctions. Degradation. Negative diagnosis.
79. Waiting on hold for over half an hour while just trying to make an appointment. After many tries, just walked in to clinic to get appointment.
80. Lack of specialty providers
81. Sat in the waiting room for over an hour from my scheduled time for cataract surgery..
82. My provider being so busy that it takes 3 months to make an appointment. Not enough providers to share the patient load.
83. My sister in law was hospitalized with afib pneumonia a year or so ago once discharged she could not afford the meds they have no insurance it has happened again this time at discharge she was given a goodrx savings card hopeful to be able to get her meds ..it took 7 dollars off a over 300 med bill at Safeway..horrible that the hospital discharges people with meds they are unable to afford ..she could have been discharged with the nebulizer version which is under 50 a month ..super sad
84. No mental health for private insurance on the coast. No psychiatrists. Need me tap health and mental health clinic as basic human health !! For some it is !!
85. Bad Covid ER visit x 2 Missed dx at clinic for eye shingles later went to ER Missed dx of Eye in issue in FB later had surgery in Ukiah saw Ukiah ophthalmologist
86. My husband was in the ER for a cyclic vomiting episode. He was left in the waiting room for over 2 1/2 hours. There were no other patients in the waiting room. No one talked to him, asked him how he was feeling. He needed fluids which is what he told them when he got in. He finally just left without being seen. We also go to Ukiah for any and all imaging because of

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all the poor quality imaging done here on the coast. There are so many horror stories about this hospital that no one wants to go there unless they are dying.

87. Adventist health has imposed a corporate view of what services they will provide, my opinion, it is not community centric but dollar centric. Dr Miller continues to portray hero status on the coast hospital and I will grant that many good things have happened. But...an area that could use more collaboration, is with the local skilled nursing facility. Admissions and discharges are fraught with errors that impact a persons care. These processes could use a professional review of resources and policies. Additionally, the current decree that the Coast District Hospital will not take Covid19 positive residents from the local SNF (as of last December) has rendered an entire wing at the SNF to be emptied as required by CDPH Covid19 for Covid19 mitigation plans. To clarify, SNF's will enter into outbreak status with just "one" Positive case in the facility, be it an employee or resident. This roles out 100% testing and use of all PPE while quarantining the entire resident population. Having the option to send a Positive resident to the local hospital protects the rest of the facility. Not having the option directly contributes to the demise of our local healthcare facility. As we on the cusp of the Delta Variant overwhelming hospitals, clinics, testing and vaccination clinics, please include in your conversations the impact on the local SNF. Please include the concerns of the Administrator, as he has to follow strict CMS & CDPH guidelines in protecting residents and staff. He has done an excellent job in the last 18 months, and is a wealth of knowledge. This facility is now more vulnerable than the healthcare community knows.
88. We have had three PAs in the three years we've used the system. The last PA ordered tests but never gave us the results. She was inconsiderate, especially since my mother is 95 years old. We switched to RCMS because of the inconsistency of providers and the lack of basic health care courtesies.
89. None
90. My experience was over a year ago on 5/28/20. My mother in law was brought to ER after she had thrown up excessive amount of blood. Dr Robin Serrahn diagnosis was she was constipation and sent her home. She was in agony the next day, swollen stomach, and that evening she died in my arms after throwing up blood and falling back in my arms while walking into bathroom. Her autopsy sad she had a ruptured ulcer, peritonitis and duodenum. The later 2 were within hours before her death. Total misdiagnosis!!!
91. i would love to see surgical options over here.
92. NA
93. M. Coast Clinic....too many patients, so, P.A.'s don't follow up. Coast clinic patient portal still isn't informative...lots of patient infor. isn't shown.

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94. I'm on a six month wait list to see a Primary Care Physician. I want a physician. Not a NP or PA.
95. I am aware that some staff are not yet vaccinated. This is shocking to me. I think a higher percentage of people are vaccinated at harvest market than at the hospital. This is tragic.
96. Wrong diagnosis -
97. Three diagnostic tests misread or not fully read and miscommunicated or poorly communicated in report. Long hold times to get in touch with primary care making it nearly impossible to get ahold of them. Unreliable transfer of medical records.
98. I have witnessed inappropriate care and treatments of patients.
99. None but the experience I have had in the past with an emergency room Dr was horrible. He would make a better used car salesman. I will never tolerate his laxadaisey ,know it all arrogant behavior again. His diagnosis was wrong as well.
100. Very difficult to get a timely appointment for primary care service.
101. My next door neighbor is extremely ill and I took him to the doctor and to get some bloodwork and an EKG. However, he is unable to get the remaining tests (CT Scans and colonoscopy) that he needs for a proper diagnosis and I am afraid that he is getting sicker and sicker and may die while waiting for an appointment. It has been over 2 weeks!
102. I had been using Michelle Tellier as my provider. She was replaced by Angela Watson, who now seems to be leaving. Right now, nobody is assigned to me. Meanwhile, I learned that the portal, software system is being changed, and they can't assign anybody until it's up and running.
103. Husband being told chest X-ray normal Went out of town same day to an eR and Han chest X-ray showed fluid around heart and lungs Was referred to cardiologist.
104. I have had long waits on the phone when making appointments. Referrals took weeks or longer and 3 times the referred Doctor did not accept my insurance. Months later I have still not seen a doctor for my medical problem.
105. Administration is absent, complaints are dismissed, staff has no training. Same experience as before Adventist Health.
106. I had a CT scan at Adventist Hospital for abdominal pain, Dr. Perry 's report said it was all NORMAL. I went thru three more weeks of abdominal pain then asked my provider at RCMS for another CT scan and pelvic ultrasound. I immediately ended up in Sutter hospital emergency after the pelvic ultrasound & the CT scan showed I had several pelvic abscesses. I

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showed the Dr's at Sutter my images from Ft. Bragg Adventist & they all said my abscesses were clearly visible. I will never recommend going to Adventist as long as Dr. Perry is reading the radiology images and I work for our local Healthcare facility. I was on IV antibiotics for 10 days at Sutter and a total of 3 months and am still making payments to Ft. Bragg hospital for a wrong diagnosis.

107. The lab did not complete a test that was on the order. They repeatedly have not sent results to providers until asked twice.
108. Impossible to get through on the phone. Not enough providers to get timely appointments. Feeling too rushed. Providers leaving and having to start care over and over. Took over a year to bill for services.
109. \*Inaccurate diagnosis \*Not able to make an appointment without a 3-6 month wait \*Not able to establish a primary care doctor because of long waits for appointment or timely care
110. trying to schedule an appointment. called in March for medical records to be transferred< I still don't know if they have because I cannot get an answer after leaving messages. Long waits on hold and finally after speaking to someone the Dr I wanted to see was no longer taking patients. closest appt. was two months with a PA.
111. It took 8 months to get a referral request sent out. We have to wait 6 months to see a new Dr due to ours retiring, then the new Dr has left and the wait begins all over. To make a call to the clinic you have to spend the day calling over and over again due to the phone becomes disconnected. We couldn't get our lab work results, was told three times a nurse will call us, but No one did, we were also told that the PA was sending a letter to us, but we didn't get one. This was with a situation that needed treatment now. We went to the office today and was told they didn't have a way to print the lab work, we went home called again and asked if they could fax it to us, they then said they couldn't because the signed release form had expired, so another trip to town, to the office to sign the release form, finally someone in the back portion of the office got the lab work printed. BUT, no one has explained the highs and lows of the lab report, when we Google the highs and lows it's looking like it may be due to an infection, but no one has talked with us in regards to it. That was today, we have been trying to get to the bottom of this for 2 weeks now. It's very frustrating.
112. I waited for many hours in the emergency room to be seen -- arrived at 9am and was seen at 2pm. The main/first doctor was quite dismissive of my health concerns as I appear to be so healthy. (I understand that many folks were severely ill and/or actually dying and that this doctor was doing the best that they could do on this particular day. This is a very difficult job).

## Community Survey -- Negative Experiences

113. I am on a waiting list for a general practitioner. No luck, I have gone out of your service area to meet my needs.
114. None
115. Closure if Labor and Delivery department requiring me taking a neighbor in labor over the hill while she was in labor.
116. Went to registration before lab work a woman named heidi was working her demeanor was angry,sarcastic,unprofessional,I got the feeling she has been treating people badly for a long time and getting away with it
117. I sprained my ankle 3 months ago and severely scraped my left ankle. I had a serious problem in the ER (with very copetent folks). I was given a plastic brace with no instructions. I developed two severe blisters on the inside of my leg, which became blood blisters, have finally healed with ugly scars (not a big problem since I'm 79. Dr. James has taken excellent care of me since my fall/accident (I was running).
118. N/A
119. None
120. Emergency dept is too slow
121. Someone I know died waiting to be scheduled for diagnostic tests I was referred for my colonoscopy in March Got an "consult" appointment in July. Doctor seemed annoyed that I was scheduled for a consult rather than the procedure as I has no underlying problems. I still have not been called to schedule the colonoscopy
122. fractured wrist...in ER room...plaster casting was so bad had to have it removed the next day...again in ER room...
123. None come to mind as significant. My only recommended improvement is more timely follow-up for referrals to specialists
124. Was in the emergency room for a serious issue. They wanted to do more tests, but they also wanted to admit me. When I said no to admission, they had me sign an AMA, was shown the door, and no arrangement for further treatment was made. This contributed to delaying the diagnosis of an aggressive cancer for a month.
125. Daughter sent home from emergency room next day after suicidal ideation. Two days later, a serious suicide attempt with injuries. Also, impossible to get through to the clinic by phone these days.

## Community Survey -- Negative Experiences

126. Felt unsafe with lack of ventilation & several adult family members apparently accompanying adult patient in Immediate Care waiting room Thur 8/19.
127. Went to Urgent Care, was referred to ER for diagnosis. After 3 hours, no water offered, diagnosed w/bronchitis. Tried to follow up at Urgent Care, waited 2 hours, finally gave up.
128. I made an appointment with Dr. Levine 6 months ou. Three days before the appt., I got a call saying the appt. was canceled and that after her maternity leave, she would not be accepting new patients. This is inexcusable. I finally connected with Willow Hubbard and am very pleased with her knowledge and amiability.
129. Takes too long to get an appointment with primary care physician. PT is understaffed and scheduling timely appointments is not possible. Online system is not accessible. In the digital age, patients should have access to their medical information- ie blood tests, mri reports, appointment history,
130. The registration counter is a nightmare! Then sitting there awaiting this thing that feels like a TV game show determining whether I'm gonna go into room 1,2,3,or 4. What is such a simple process elsewhere is overly complicated and time consuming here. I often just drive to Willits. Perhaps when the computer system in FB is tied in with the other hospitals it might streamline.
131. Not happy that health care providers leave the area (roving physicians). I've had 5 doctors/healthcare providers leave in the past two years or so.
132. Lack of follow up by ER Doc.
133. Adventist provided a new internist in a new clinic, then with only short notice pulled the Dr. and closed the new clinic, with no clear direction for getting a new doctor. Even the clinic staff didn't know what was going on. Two weeks AFTER the clinic closed we received notice of it's closure.
134. No negative experience
135. No negative experiences
136. Incoming orders were messed up In the beginning of Covid a woman confronted me face to face no one cared!
137. Scheduling appointments at the clinic is impossible - it takes forever over the phone, and medical assistants, either unable or unwilling to schedule follow-ups themselves, tell you to stop at the front desk, which is always too busy handling incoming patients to help. Shuffling patients from excellent provider to inexperienced provider has become routine. I am now



## Community Survey -- Negative Experiences

looking for primary health care elsewhere. Their inability to attract and retain medical providers, experienced staff, and coast-based specialists is completely unacceptable.

138. too long waits for appts. Not able to see usual doctor. rotated around to others. temporary staff rather than long-term providers
139. ? question # 4 Asians don't exist ?
140. Orthopedics should be a basic service for our aging population. The fact that we have to go over the hill for orthopedic surgery is unconscionable.
141. An issue with an incomplete exam and missed diagnosis of a routine issue in the ophthalmological office.
142. An issue with an incomplete exam and missed diagnosis of a routine issue in the ophthalmological office.
143. Misdiagnosis of cancer, told it was hemmerhoids. 10 months later I find out it is cancer
144. The woman who sits at the front desk (long, curled grey hair) is always nasty.
145. My cardiologist no longer comes up to visit.
146. I was called to confirm or postpone (?) an appointment last feb. bad time of year for me. they also had survey questions about my mental state. at the time I was depressed. I said so. they said someone would follow up. but never did. might have been fatal for someone less patient.
147. Tests done at AH FB had to be repeated in Ukiah
148. Adventist has ruined this hospital and fired excellent physicians
149. I don't like how non covid ailments are getting labelled as covid.
150. I don't have a doctor now that J Kirkman is gone. I chose Dr Levine but that connection was soon gone because of her leave
151. Primary provider refusing to order an MRI on wrist, to help with n diagnosis. Eventually went out of county for that diagnosis
152. I had a visit with a new doctor at the clinic. I explained my symptoms, and became somewhat overwhelmed. I began to cry...the doctor literally handed me a box of kleenex, said "That sounds frustrating ". And left. THAT was my entire 10 minute appointment. I complained at the front desk. The doctor called me later and had me get a liver sonogram, which turned out to be unnecessary and expensive for me! It was only because I had complained about her at the front desk, that she tried to cover her incompetence with a

## Community Survey -- Negative Experiences

medical test that wasn't even warranted, according to TWI other doctors at the clinic.  
Unacceptable .

153. Have not gone in the last year

154. My Doctor was, Sandra Fleming. When she resigned, I received a form letter from the Hospital, nothing from Dr. Fleming. VERY unprofessional! I am still without a Primary Care Physician, and this concerns me greatly, as I view the Doctor/Patient relationship as extremely important as I age.

155. I have no negative comments. I haven't been to a doctor's office in over a year. I used the face time appointments. i don't go anywhere

156. I went in for a mammogram. After sitting there for roughly 1/2 hour, I was told they couldn't find the tech or the manager. I left and never heard back.

157. I think that the personnel that is here is overworked and needs more time off and paid more because they were there throughout the whole entire shut down.

158. my first visit, I was in pain, the doctor just sat there in a chair and interviewed me and said I need to consult with my doctor. My Doctor, Shah Khan had his office closed because Adventist wanted to move him to the clinic. He was the one reason I felt I could actually count on care here on the coast.

159. Wait time in ER for radiologist to read CT...2 1/2 hours was TOO LONG

160. Rushed diagnosis without full due diligence, and rushed prescription of meds at ER long delay in seeing an MD during regular office hours. Specialist things required going to Santa Rosa

161. I went to the emergency with low oxygen, sent by the clinic because my oxygen had dropped to 77 after receiving the vaccine, I had a terrible cough and I was woozy. I was put on oxygen, my dr thought I should have had a covid test and and ekg. I did not get a covid test, even though I was have a difficult time breathing and felt horrible and had low oxygen. I also was not given an ekg. They did blood work, put me on blood thinners, when my oxygen levels reached 91 I was released. This did not cure my from the reaction I was experiencing

162. ER needs to prioritize emergency situations over masking. I was literally holding my table-sawed fingers together and bleeding while being scolded for not putting on a mask, because I was afraid to let go of the mangled hand. Once inside the whole crew was great.

163. Can't get in person visits in a timely manner.

## Community Survey -- Negative Experiences

164. Always since Covid arrived the telephone wait time at the clinic has been painfully long. Sometimes more than an hour. This is understandable, but if only another person had been hired in response to the great increase in calls it would have be a tremendous mercy - in these scary times. Every caller was facing something dire in their lives. Covid was here.
165. No negative experience. Just getting specialty doctors is not local and far away.
166. Using the patient portal the the clinic, I hve gotten NO responses to several questions.
167. I have had to wait 6-8 weeks to see my provider for a routine checkup.
168. No local cardiologist, can't find a local physician, going to my doctor in Santa Rosa still .
169. only negative experience I had was with a patient in the emergency room next to mine. Not any negative with the hospital or the staff.
170. I broke my shoulder and had a concussion from a fall and was unable to be seen for almost 2 weeks. Also had to wait as long as 30 minutes sometimes on hold just to talk to a person at clinic. My daughter contacted patient advocate at Ukiah hospital who helped me to get the care I needed. She filed a complaint on my behalf.
171. I saw that the hospital had cut down the lovely trees outside patient windows, apparently to deter deer who took refuge in the shade there. The deer still come but no one can enjoy the trees anymore. I think someone thought the deer would interfere with the helicopters? The larger environment around us is part of us and affects our well being. Being able to see flowering trees that from your window when you are in the hospital seems like a good/positive thing. Did shades or blinds have to be install to keep the sun out? How big were those trees? Who made the decision? Were the deer really a hazard? All the time the helicopters have been landing there has there been a problem?
172. The service is terrible. We sat in our car for 45 minutes, no one came out or gave us any attention. It's the worst!
173. The clinic is disorganized, it's hard to get through to them on the phone. They sent prescriptions to the wrong pharmacy. When my doctor retired my prescriptions were messed up and I didn't get them when I needed them. I needed to see my new doctor but there were no openings for a couple months and by that time she was on maternity leave so I never was able to get in. Now it appears I don't have a doctor there I can see. I prefer not to go over the hill for medical care but if things don't improve at the clinic I may have to.
174. It is VERY difficult to get an appointment at the clinic. Urgent care should be open on the weekend so people don't have to pay the higher price of the ER for something as easy as a bladder infection. Health problems don't happen only M-F

## Community Survey -- Negative Experiences

175. Haven't been able to get an appointment with a primary care doctor for my teenage son.
176. Had to wait 3 months for an appointment w/my dr. Went to urgent care, they sent me to E.R. who sent me back to urgent care. Then had to wait 2 more weeks for appointment w/urgent care physicians assistant--who took care of the problem in 10 minutes.
177. Too long wait at Immediate Care clinic. It is understaffed. However, services are excellent was you are seen.
178. I waited 6 hours in the ER for a blood transfusion. People were lying on the floor.....People were close together patients and their companions....in the ER.
179. N/a
180. My daughter had a broken arm and came into the emergency room. We were not allowed to be with her. We went to Adventist in Willits for care.
181. 45 minute wait to register for a lab test
182. Services cost more than out of the area because I use an HMO. Have to go out of the area for the number of specialists I need. Diabetes, lung cancer, bladder cancer, nephrology, cardiology, pet scans, radiation oncology, podiatry, hip/shoulder replacement and PT
183. When I tried to reestablish patient care, I found out it will be Nov before I can be seen by regular doctor. They were able to get me in to a nurse practitioner for mammo order and prescribe antibiotics for sinus infection but no follow up is scheduled. Until Nov?
184. Clinic is fine. HOSPITAL IS ANOTHER STORY. Being refused meds and tests needed for fatal disease. MRI not available. Offered a bed in ER for 3 days vs flight out to HOSPITAL that could treat. The list goes on.
185. Nothing negative in this timeframe
186. Only thing to say is it takes forever to be seen by a provider.
187. I had blood work done earlier this year and had to repeatedly call and request they send the results to my doctor who ordered them. It took WEEKS! By the time we got the results, it was time to get it done again and I went to Willits for it since MCDH couldn't seem to get it together in a timely manner. They finally told me I could come get the results myself. Good thing it wasn't serious. I have little confidence in our hospital. They sent my mom home in heart failure with a prescription for prednisone where she died alone a couple hours after discharge. The traveling doctor said, "well, she had a lot going on..." then why discharge her? MCDH is my LAST choice. Hopefully, if I ever need help, I'll be able to make it to Willits or

## Community Survey -- Negative Experiences

MCDH does more to improve the care and medical staff. Traveling docs don't seem to be invested in the community and the level of care they provide reflects that.

188. Not enough permanent personnel at hospital

189. Out of date equipment, like a better MRI.

190. missed diagnosis

191. The long time it takes to make an appointment with your doctor Accessibility to contact your doctor by phone No urgent care in the weekend

192. n/a

193. No ultrasound machine at Dr Kahns (pain Dr) office to do in-office steroid shots. It has been over 1.5 years of being in SEVERE CHRONIC PAIN from entrapped nerves. My quality of life has plummeted due to pain levels. When I ask about the procedure, I'm told I'm on the top of the list & they'll be receiving an ultrasound machine soon.

194. Having standing orders not processed, lost. Pre registration for tests never pre register. Long waits to register for lab work. Heidi at front reception is over worked and under appreciated.

195. sign in and wait times are ridiculous. Lab techs didn't know how to draw the tests ordered. if your appt is at 9 am they should see you at 9 not at 1015

196. All of my expectations have been met except for when I had a CAT scan and the tech tried three times to insert IV needle and failed. First time I've had this problem.

197. None

198. I only used the hospital for lab work in the last year. It was much more expensive than the cost to drive to Santa Rosa and have it done there at a quest lab (based on my insurance through the school district). So, I won't be getting blood work done there anymore.

199. It's really difficult to get through on the phone to even make an appointment at the clinic.

200. "....

201. None

202. Emergency room inept.

203. Recently, my primary doctor (Dr. Stewart) transferred from a private practice to the North Coast Family Health Care. Prior to the transfer, I was always able to speak with someone and was rarely put on hold. Getting an appointments was easy and if I had a question about

## Community Survey -- Negative Experiences

health care or an issue I was experiencing, a call was always returned within a day or two. I have yet to schedule an appointment with Dr. Stewart because of the ridiculously long hold time (45 minutes one day). That is unacceptable for a town of our size. I feel I have no choice but to stay with NCFHC because there are no other doctors taking new patients. I hope I don't ever have a serious medical need. Maybe I was spoiled with the ease of my prior Dr.'s office.

204. Absence of support for diabetics No dermatologist or audiologist..lack of specific help Any visit in past to ER involved excruciatingly long delays and waiting forever...have learned to look elsewhere for help
205. negative emergency room experience--no attention until I told them I was leaving after very long wait
206. Antiquated imaging devices at the Coast Hospital, much better at Adventist in Ukiah.
207. I went in with stomach problems, was given an rx to take for two weeks. It helped for a while and then stopped helping. I was told to call after the two weeks if I wasn't better. I called after two weeks and now I've been waiting for 4 business days for someone to call me back. I'm as bad as I was in the beginning and I'm just sitting here waiting. For what? They said they would contact my PCP and get back to me. I'm so disgusted.
208. When my elderly Mom fell and broke her hip everyone was wonderful except the girl that came to x-ray her in the ER. She was stupid and incompetent and I hope she has been replaced.
209. Wrong diagnosis which prolonged a necessary surgery for 6 months. That's 6 months of being in pain.
210. Fort Bragg should have a cardiologist and that Dr. Babajanian was not asked to keep coming to us at least 1 time/month is a great loss. I know someone else is still coming, but that is not enough. A friend died as she misdiagnosed. She died from a heart attack the night after she came to the hospital with pain in her chest area. A cardiologist would possibly have recognized her symptoms and helped her right then and there instead of telling her to go home and that everything is fine.
211. Have to wait a long time for appointments. Virtually impossible to get appointment for podiatrist.
212. Ignored in ER for 90 mins as another patient had more urgent issues
213. Clinic is most problematic. I was promised a nurse would call me regarding a Covid related issue. They never called. I call again the next day. No return call. It was urgent but also

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complicated. I never received a call back as promised. Don't promise something you know you have no intention to deliver on. It breaks trust.

214. ...

215. ER was crazy with about 12 people inside during Covid and the receptionist was rude and short. Once inside the nurse was a smart ass and someone in the room on the other side of the curtain was screaming profanities and threats. A guard outside was yelling back at him and Appeared to be as scared as I was. 😞

216. Watching a young man with sepsis wait for hours for treatment or any help.

217. I had a horrible experience checking in with the blonde woman who works the desk and have not had my blood work done now. A big loud man standing way to close, was so loud on his cell I couldn't hear her. I turned and said I can't hear to him. She jumped down my throat telling me several times I was rude and acted like I owed him an apology!! He was talking about his business and even used name of familiar person. As I have told others about this this rude behavior is also experienced by other patients. I would have scored my overall score higher if not for her because I did have a great experience with covid test and colonoscopy this year!!

218. The phone wait for the clinic is dreadful My longest was 38 minutes. Dr Stuart is an excellent physician, but to wait for that long and then to be told that her next available appt is in October, isn't good.

219. Could not have follow-up inspection of cuts & abrasions (as advised by PA last week) at Immediate Care this afternoon about 1:45. Not allowed to make an appointment for following Monday. Told to come in (not phone) next week & make appointment. Told I could go to ER, or walk in to Coast Clinics---not true.

220. Only one person has been a constant "problem", and she's a receptionist at the main hospital check-in desk. She may be a "good worker" but having her in a place where she's in contact with the public isn't a good idea. She can be quite "snippy" towards people, and not just me, I've witnessed her being short tempered with others as well. She's clearly well versed in being "almost rude" to people and it's not a positive experience when first checking into the hospital.

221. 1. Urgent care was too full to take me on Friday, 8/27 and said it has no openings for Monday, 8/30. This is beyond ridiculous!!!! 2. Most of my supposed referrals to specialists "get lost" and I have to call everybody to get them sent correctly. 3. Many of my Rx from Safeway never arrive there. Again, I have to make calls to the clinic to nudge 4. I cannot see much in the 'portal' that is recent. And what I do see is not chronological! 5. You have a lot of



## Community Survey -- Negative Experiences

friendly people who work at the hospital, but there is one extremely grumpy and insulting receptionist at the main entrance who ought not to have to serve the public.

222. A nurse practitioner at the clinic ordered 2 vaccinations (pneumonia and tetanus) and lab work but didn't address what I came in for. ie billing opportunities.

223. Scheduling a Doctors or PA has a 1-2 month wait. This is unsatisfactory! The hospital/clinic need to hire up. It also would be nice to see an actual doctor and develop a sense of continuity in my health history (I am 84 years old and need more oversight)

224. Sitting on hold when I call clinic only to find out I can't reestablish care until November.

225. At urgent care and at the coast clinic the evaluation and diagnosis missed the target. The referral to UCSF was 2 months after last visit to Coast Clinic and Urgent Care. I was diagnosed in 10 min. at UCSF for serious issues and the instrument they used was very simple.

226. For the clinic waiting times are extraordinarily long and frustrating. frequent disconnections after 20-30 minutes of waiting. ! The staff is doing the best the can do and remain helpful and caring when in conversation - but it is just brutal trying to actually connect with a persona and talk. Much less good at returning calls than some monhts ago.

227. The wait time - for an appointment, to reach the clinic by phone, the patient portal with bugs not yet worked out.

228. I call Urgent care and wait and wait and wait for a live person. Yesterday I sat on the phone for 1 full hour and heard the same old "experiencing high call volumes" message over and over and over. Can't you at least get one person to answer the phone and take a message??? Not a happy camper.

229. Had to wait 3 mos for dr. appointment Had to wait 2 weeks for urgent care Taken in to room in ER had to wait 8 hr. for care dr. so rushed, incomplete appointment

230. When my husband and I signed up for Dr. Shah (who since has opted not to practice on the coast), we waited weeks to hear about our first appointment. The call about an appointment never came. We had to contact the clinic which then, could not and did not find the paperwork we had filled just three weeks prior. I have called repeated to get an appointment with Dr. Stewart. I was told she had to approve those who were on a list. After several calls telling me the same thing over several weeks, I gave up on her. Also, the wait-time has been excessive for calls go through. We are going elsewhere for our primary care. This system seems to be in chaos .

231. My friend couldn't see anyone for days due to short staff.

## Community Survey -- Negative Experiences

232. None

233. I believe this survey should have more no opinion options. I selected yes where I would have put no. Healthcare workers are extremely tired and overworked at North coast, but I don't think it's anyone's fault.

234. Clinic will not assign me a real doctor. Evidently too many patients and not enough doctors. Lab and hospital test results not being updated timely or at all to my patient portal. New doctor on the way, I am told, but situation stays the same.

235. Too hard to get in with doctor. Schedule and access is difficult due to covid and doctor availability

236. No available doctors. Appointments made for 4-6 month ahead. Only physician assistant. No doctors. Slipshod quality control.

237. It takes too long to make an appointment. I went in for a blood draw, the doctor said he had faxed the hospital. It was never sent, and I wasted hours fasting and traveling to the hospital for nothing.

238. They wrapped an open wound with cotton like gauze, against my advice. 2 days later (when I got to see the orthopedic surgeon) it was so embedded that we could not remove it until I had surgery.

239. Haven't had any

240. Family member denied assistance for no clear reason.

241. Ignored by receptionist in the Outpatient Department while she sorted papers. Already was contacted about this incident. No need to follow up.

242. Not enough people to answer calls when I call the clinic. It has taken too long to make a call or get a call back. It does seem to be improving, but staff reports difficulty handling the volume of calls.

243. Access to health care is not adequate; wait times to see my primary doctor are way too long. My former primary care doc stopped being available at all, and no one bothered to let me know.

244. asked for basic information from last visit - ie repair on blood test cholesterol, etc. Faxed three times, no reponse. I used to get copy of reports as I left the appointment and had a way to see on line - asked about online - no response

## Community Survey -- Negative Experiences

245. There are fewer primary care providers at the clinic and it takes way too long to get an appointment (except for immediate care, when open).
246. Long wait not synced with Hospice
247. \*provider did not have records \*cursory diagnosis without blood tests \*no answer during business hours to make appts.it is not acceptable to be told you will get a call back sometime. \*too long wait for appt with provider
248. neither...
249. Wait time to check in way too long.
250. I was the only person in the reception and I could see women walking around behind the cubicles. I waited for 29 minutes in the 'seats' until I was helped. Too long for an office staff that could have helped me.
251. No thank you
252. Clinic wait times are long. To get a once weekly injection I often wait a half hour after my appointment time to be seen.
253. Please get rid of John Redding. He is an anti science bully. Having a board member like this completely destroys trust in the system
254. ???
255. It can take weeks to get in to see my doctor and no one else is available either, even for a basic tdap vaccination. They don't seem to have basic information at their fingertips, like how and where to get vaccinated or covid tested. We were required to come in again for a prescription refill because I last saw my doctor within the year, but at her former location. But no appointment was available for over a month.
256. The staff and administrators at the coast hospital are wonderful! Expense and bureaucratic process of getting cancer treatment drugs took forever...drugs that may have prolonged my husband's life if they had been dispensed IN THE ONCOLOGY DEPARTMENT at the time of the prescription. It took so long he was beyond help from medication.
257. My husband could not get a hold of his Dr to change his blood pressure meds. Had a horrible cough, took 5 days for the clinic to get back with new med. Can't get through with out wait 20 minutes on hold! Very disappointed with their service.
258. Staff are being pushed beyond normal limits to the point of burnout.
259. The referral system is not good and the time it takes for prescription refills sucks

## Community Survey -- Negative Experiences

260. The wait time on the phone to speak to a human at primary care is way too long. I've been on hold several times for about 20 minutes. I asked for a nurse to call me back and it took 4-5 days before I received a call back. I wasn't home when she did call and she apologized on the message. I had made a decision without medical advice but was not happy that I couldn't get timely help. I've heard similar stories from friends and now feel like timely help isn't really available. I have not called when I wanted to speak to a nurse because I don't trust I will get a call back. Sometimes, There have been very long delays in getting referrals sent to other providers or even to the hospital lab. When I was in the ER one night, the MD said there was no one on staff to perform an MRI. Fortunately, i wasn't in a life threatening situation. I have gone to other hospitals for some diagnostic work. I have heard negative remarks about the skill of those who interpret diagnostic imaging. I also have received the impression from community members that the equipment for diagnostic imaging is too old. Community members have suggested going elsewhere for MRIs and I have done so. Lab requests that have been sent to the hospital from the clinic have not passed medical necessity. I've had to return to the lab on a different day because of that. I now call the hospital before I go to make sure they have the referral and it meets medical necessity for insurance purposes. Once, I had to call the clinic and the hospital several times to arrange for blood work because the referral hadn't arrived and when it did, it had to be fixed so it was coded correctly for insurance purposes. A friend showed up for labs on the day she had been told to do so and the referral had not been sent. She lives 30 minutes from the hospital. I think that everyone in the hospital and in the clinic cares and is doing the best they can, but they are seriously understaffed. I don't fault the integrity of the staff.
261. Unable to get my symptomatic son Covid tested. Hospital told me to go to clinic, clinic told me he would need an appointment with a provider, which was available in 2-3 weeks. Unacceptable
262. Waiting in the lobby, then waiting while fees are dealt with takes 10x more time than actually getting care. Also, a friend has had awful experiences in ER with people laying on the floor waiting to be seen or for treatment.
263. Wait times to get in to see Adventist specialists on coast OR in Ukiah (rheumatologist, cardiologist etc) were months out. In ER they completely couldn't help my partner and recommended that if we wanted a diagnosis or help we were going to need to go to the Bay Area. They were unable to get a bed anywhere for him though, so we'd need to drive down and check ourselves into the ER down there and hope for the best.
264. Unclear which door to go through
265. Unprofessional treatment while getting a CT scan. I did write to complain and felt listened to. And I had to be stuck twice for a lab test because the person didn't notice that she needed

## Community Survey -- Negative Experiences

two different vials of blood. Then she told me she had done the same thing to someone else earlier in the day.

266. Wait-time for simple lab work increased dramatically. I understand the strain the hospital is under and will keep an open mind and hope for improvement. Also wait-times for any appointment through Suite A are outrageous. They sometimes don't answer their phone, don't return calls or emails or put one on hold for hours.

267. I do want to emphasize that the pandemic has created its own barriers to good care. And I believe healthcare providers and staff are doing their best under these unprecedented times. (It seems a very odd survey for this moment. Poorly designed.) However, administrative practices as far as I can tell have not improved the overall climate, regardless of all the mushy language used to promote it. My experience had to do with a total lack of communication between the clinic and the reception at the hospital for lab work. If I had not persisted, I would have been turned away because they could not find the order. It was pretty ridiculous. Systems don't seem to have improved.

268. Trying to telephone the clinic is exceedingly difficult due to endless wait times on hold.

269. Receptionist, Heidi, is consistently rude. Emergency has been a disaster. I was left without a call button and could not call out for help. Also, I came with very difficult time needing fluid removed from around my lung. Struggled to breathe for hours with no help. When a doctor arrived she believed I did not need fluid removal, which I needed on a regular basis and departed without helping. Later I was given a CAT Scan and told I had lots of fluid on my lung which needed to be removed. By that hour there was no one to remove fluids. Many tests were performed for other things and I left the hospital without the thing I came for and that was fluid removal.

270. None

271. The workers need a union.

272. My doctor wanted me to get some basic blood tests. Although the form did not say "fasting" as they used to say I called the hospital that morning and learned they were indeed "fasting" ones. So I didn't eat and got to the hospital around 7:30. I was told only then that Medicare MAY not pay for those tests. Someone there say I could pay for those tests and then file a claim to get my money back so in my weakened state of mind I agreed to do that and got the blood tests. I told my doctor later and she said That should not have happened, Medicare "always paid for the tests she ordered.,and those tests should have been paid for. As they said I had to pay for those tests before I could file an appeal, I paid and waited until I got the appeal form. As of today I never got it. I am out \$249.55 which I sent to them on 7-25. I

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don't even think that they sent a receipt. They may not have even let Medicare know. I am 83, almost 84 and I would have wished to have been treated better.

273. availability of qualified physicians

274. Clinic, female doctor, I have scheduled appointment. She didn't have time to see me and was extremely rude. I never gave her attitude. It was my worst experience.

275. Phone extension are confusing. Lack of staff makes it difficult to access needs.

276. I recently visited the Mendocino coast ER. My name is Ian Chaney. I was in need of stitches for a cut on my hand. I was admitted to a room and waited 3.5 hours with no help. No communication from nurses or Dr. On call. I ended up leaving at 11:00 at night. I had to clean my wound, and wrap and bandage. My hand is still healing. I was very disappointed in the ER.

277. It took 3 months to get Dr appointment.

278. 3 hours is to long to wait for care in the ER. There needs to be more than one doctor working in the ER at one time. Immediate care can only schedule 1 patient per hour now with the new upgrades. The staff is wonderful and doing all they can but the thing's that Adventist are doing is just making it worse. Longer waits and if you need a new doctor you are just out of luck. You might as well go to Santa Rosa and get away from Adventist Health.

279. Getting a timely appointment with Suite A physicians. Knowledge of negative experience for a non-COVID & vaccinated, recently hospitalized friend with pneumonia and other immuno-deficient health conditions. Doctors, especially specialists, are coming and going, and appointments can be a long-time in between. Not to mention the phone being answered by a human being on anything resembling my time, which is not at all respected. That's it, I could die on the waiting list; that's how long things take these days. I have little to no trust in our medical delivery services. Now that I am 70, (understanding that COVID and the unvaccinated are taking so much effort), my trust and belief in timely care for myself or a loved one for any precipitous or even mild - age-related conditions - is at an all-time low.

280. diagnosed with high grade cancer, have not been able to access treatment!

281. Terribly long wait at the ER

282. I have not used either. Hearsay wise I hear that the hospital is a little better. At least for the people who work there

283. ER left a medical IV in my elderly fathers arm. They discharged him and the IV was left in his arm for five days.

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284. Havent had one.

285. Due to clinic overload, it takes far too long to see a practitioner -- but I gained a cancellation opening, and saw another practitioner for a severe vaginal infection. I was refused my request for vaginal exam because they didn't have enough time, so a diagnostic urine test was ordered instead. After a VERY long wait in the reception area, then a long wait in the lab, the lab tech then reported, after much checking around, the test requested did not exist. I then had to make an appointment with Mendocino Coast Clinic to see a gynecologist-- who did the exam, found a serious infection and then ordered the appropriate medication --which proved to be far too expensive on my senior income, even with the Medicare discount. Our whole medical system in America is our national tragedy. Our local hospital and clinics and staff do their very best to overcome the MUCH bigger national problem, but we need the collective will to make a full systemic overhaul.

286. After a few drinks, the nurse in charge of the Coastal ER blasts every patient's personal business to anyone who will listen. This is very unprofessional, to say the least, and an egregious violation of the HIPAA laws. Her mother works as a volunteer, and she, as well, violates all HIPAA laws. Actually, she should not have access to patient's personal information. I recently found a long/time family friend in this hospital. She was in the terminal care room, and I was not surprised that our hospital and doctors gave up on her. They also did not offer her any care nor services because they said she was dying. After being transferred to Ukiah and two months later, she is thriving and will be going home soon. Her Pastor was also shocked at the lack of care she was receiving here, as well. This continued negligence is why people die too often at this hospital. This hospital should not carry the name of Adventist Health. The care from the hospital 30 miles away is how this hospital should conduct themselves. My husband and I have a promise to each other to NEVER go to this hospital ever again. I would not take my animals to this hospital. We are soooo disappointed with this hospital and it's employees continued and supported bad behavior.

287. Misdiagnosed Rude at front desk when checking in for blood test Misdiagnosed yet again Given the wrong meds & had to be rushed to another hospital

288. Way too long to get an appointment or a call back from the suites at Adventist Feels understaffed Doc didn't have many of my records or time to look at them so made a goof in prescribing We need quicker response and less waiting time Even phones have long wait and slow response to message

289. Lack of local specialists.

290. Urgent care needs more scope of practice. Corneal abrasion diagnosis is straightforward and easy and requires fluoresceine dye strips and a simple light. Basic training. Being sent to ER



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for that diagnosis and management, especially during the pandemic, is inappropriate and a waste of resources.

291. our doctors are retiring and we are not getting the same specialists to take their place. My husband has cardiac issues and has difficulty getting to see a cardiologist here on the coast. Neither one of us can drive over to Ukiah or Santa Rosa.
292. None
293. Cancer diagnosis was wrong- as in not diagnosed, UCSF got it right though.
294. One incident in the ER...Already took care of it
295. Long waits in reception area for simple lab tests.
296. There is no one that takes the time for the patient! We are scared we are there for a reason we need help. All my experience with Howard Memorial, they don't let you leave till they find the answers you need, the nurse are they to make you feel better not judge you.. no one want to go to the hospital but we're there for a reason please help us we a smile and warm feelings
297. needing referral; incorrect information given. not supported. referral never came. months of waiting to see primary. inability to get ENT care - i had to go to berkeley and find a private Dr. to simply vacuum my blocked ear.
298. Sometimes they are so booked it takes a month to get seen by someone. And there seems to be an issue between the Safeway Pharmacy and the clinic. I have to call a few times for a refill of a non-narcotic prescription and/or Safeway has to contact/fax numerous times.
299. - I went in to Diagnostic Imaging for a biopsy and asked the (very nice) receptionist if the surgeon performing it was vaccinated. She said she couldn't tell me, but when pressed she said he and his assistants were not. I was worried enough about cancer that I went ahead with it, - Trying to get an appointment with Dr. Berna - it now takes a very long wait on the phone to get an appointment three months out.
300. I was told my primary care doctor was no longer my doctor when she moved to Family Health. It took multiple phone calls and complaints before it was sorted out and she is now my MD again. Human error and new computer system....
301. ER Doctor wouldn't listen. I broke both shoulders, he would only xray one of them, even though I BEGGED him to xray both. He then sent me home with nothing for pain.
302. The clinic failed to have a urine test done first before sending me to the ER with a \$5K bill for a UTI which would have easily be checked at the clinic, I told them I didn't think it was a sign

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of stroke and they told me a bed at the ER was waiting for me because they misdiagnosed me there thinking ER will do a better job than the clinic can do. I guess it was about the money not my health I came in again for a ear infection and they wanted to send me to the ER again. I said no. Check my ear! They said oh a swimmer ear. I said ok bye and went home to treat it myself. Because They wanted to give me antibiotics which I declined.

303. I can't get an appointment in a timely fashion, if I am sick I can't count on getting the care I need.
304. The phone system at the clinic is terrible and it's very hard to get through. The lab needs new equipment and should be remodeled to allow more patients to get lab work at a time. Also, you need to get the Patient Portal up and running.
305. Angry, violent outburst by a local practitioner
306. ER doctor twice
307. My sister in law was discharged for the second time with medications she could not afford ..for example a 500 dollar inhaler...so a year later ends up back in again discharged with meds she could not afford..this time they gave need a coupon when they presented the coupon at Safeway it took 7 dollars off a 900 dollar bill...super sad
308. Hospital care for cataract surgery was fine. But getting through to provider at the Coast Clinic has been a nightmare. Multiple 30 minute holds with no response. Messages taken but no follow up action. Very scary failing systems.
309. I had to wait 35 minutes on the phone for a person to answer. When I asked her if anyone was aware of my wait time, she said "I'm sure someone is."
310. Dropped in to Urgent care on Wednesday because of a non-emergency eye problem, and I was told there was no one available to see me, and I needed an appointment and should call the next day. The kind receptionist apologized for long wait time on the phones. I could have tried to see my GP at the clinic, but that would be an even longer wait for an appt. The urgent care clinic used to function better before both the pandemic and the change of management.
311. When Kreger left NCFHC we could not see another doctor at the clinic because no one would take a new patient even though we had been patients at the clinic for 20 years. There was absolutely no care or concern for my Healthcare, just a good luck in finding someone else attitude. Devastating.
312. The nurses are rude and the doctors have horrible bed side manors.

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313. My knee x-rays were not done correctly, therefore Dr Charpentiers tech could not give me a correct diagnosis and I sought further help from Dr Bowen and have gone to Howard for imaging.
314. None.
315. Nothing in the last year
316. Clinic has become increasingly difficult to access and staff have less time to pay proper attention and care. Hospital reputation for low standard of care has not yet improved
317. Understaffed. Not enough doctors and specialists available on a regular basis. Long phone wait times on telephone often result in inability to schedule appointments. Communications internally and to external specialists/surgeons don't get completed and create logistical chaos and hours of extra work for patients. Prescriptions for blood work can't get done because of coding. Practitioners retire or leave.
318. I've experienced bad attitudes from many staff members within the last year. Seems there is a big disconnect from the employees and their patients. On multiple occasions I've had negative interactions with staff who are suppose to be providing care to me or a family member. This creates distrust and I actually drive to Wilits and urge my family to also for emergency related visits. I was recently pregnant and had terrible OBGYN support here. Communication between patient and doctor was awful and between delivering doctor and the doctor on the coast. It created very much stress. Definitely is not an environment that is going to promote families to want to be here/stay here. This community needs better resources for pregnancy related services and the employees in the emergency room specifically need to treat their patients with kindness instead of with negativity. I have never encountered an emergency room environment such as this before moving here.
319. You can never get through when you call and try to schedule an appointment Wait a long time for help.
320. Very frustrated to get in touch with anyone to find out anything!! I usually give up and go in person to find what I want to know.
321. Unable to get an in person doctors appointment in the last year. Not enough primary care doctors available.
322. Repeated incorrect coding/billing to insurance. Phones not answered. No return calls to messages left.
323. denied immediate care twice - because they only have a certain amount of appts available. I was referred to ER - but declined to go -because with my insurance deductible and 35% copay - ER visit costs almost \$2k. also went in for a ultrasound in which they imaged the

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WRONG part. after I told the tech it was wrong - they should have called the MD to verify.  
This actually was just before AH took over so on MCDH on AH

324. Inability to make telephone contact with the North Coast Family Health practice regarding a sudden potentially serious medical event. No one answered the phone after repeated attempts over several hours.
325. Have had none
326. Calls to Suite B are put on hold with the message that the call will be answered "in a moment." My calls have not been answered at all !! There are several practices at this office. How can they not be answering the phone? I asked the main operator at 961-1234 to connect me and got connected to the same message at B, also with no results.
327. My husband was having concerning symptoms (non-Covid related) though ones we didn't think needed a 911 call. We called the North Coast Health Clinic where he is a patient/client, to speak with a healthcare professional about them. We were never able to speak with anybody at the clinic. Instead, we went through voicemail and left a couple of messages. We never heard back from anyone so instead went straight to urgent care.
328. Our clinic (previously North Coast Family Health Center) has been seriously understaffed by medical professionals for years and is becoming worse. We need more doctors. With Dr. Levine out 50% of the time prior to her maternity leave and now out with an extended leave, the clinic was left seriously understaffed and wait times to see her were outrageously long and then cancelled or rescheduled over and over and over. Dr. Shah should not have been transferred to Ukiah, whether that was his choice or not. We needed him on the coast and the loss of another doctor was absolutely mind blowing when his wife was going out on leave at basically the same time. Does anyone at AH care about what is happening here on the coast? It doesn't feel like it. That, on top of Dr. Lister being sadly disinterested in his patients with his "disengaged" attitude has forced me to turn to Sutter Hospital's medical staff for many of my medical needs..
329. Tried for 2 months to schedule a mammogram. Received no answer a couple of times. Wasn't able to schedule once I spoke to someone because I needed to supply previous records. Couldn't get them from my primary care person. Gave up.
330. None
331. None, perfect, these people are working so hard during this pandemic.
332. The main issue is how long it takes just to get through to a person. The phone system for the hospital and the clinics go through every department, and when that is finished, the wait time is very long. There should be more clerical workers, and it would be most helpful

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if a human would answer the phone right away (such as, at the hospital, MCDH, used to be before Adventist), and route the call to the appropriate department. The Mendocino Coast Clinic does this, and the receptionists are trained in all of their departments, as well as in answering general medical questions. Also, there needs to be more staff hired back at the lab.

333. When I call the clinic to ask a question, try to reach my doctor, or make an appointment, I can NEVER get through. I actually have to drive to the clinic just to be able to talk to someone! This is unacceptable. I should be able to get in touch with my doctor if needed. I was told by the receptionist that this was probably not going to improve. So disappointed.
334. None
335. went for blood tests, and someone (?) made a false complaint about me to Leslie Brooks. Went to see Leslie Brooks and the "Patient Notes" were totally wrong, inaccurate. Was supposed to get Two Referrals (my hearing and my back pain) and did not get either.
336. The hospital and the risk manager Heather Brown knows. My concerns were completely blown off. I did not receive the care that I needed in the hospital. I am now trying to think of my next step including hiring an injury attorney. I don't see consistency in treatment in the ER. Treatment depends upon which doctor you get. There should be a process. Instead it seems to be determined by cost of the hospital and a spreadsheet. I and others have had bad experiences with Dr Saran. The nurses and the rest of the staff are great.
337. Twice waited 45 minutes for phone to be answered at Dr. Stewart's clinic office, then told next appointment was 6 weeks away. Also, records not available between Adventist Hospitals in county.
338. No urgent care on weekends
339. All good at the Hospital, the clinic has very poor service regarding answering the phone or returning calls. I have sometimes waited over 45 minutes on the phone, hung up and called again and waited 10 minutes, I finally had to go in to the waiting room to make contact. This has happened several times!
340. 8 hour wait at ER. Tests inconclusive, Follow up, inconclusive, Request for more tests fouled up for months by incompetent office staff and hostility. Referral to MCC successful, referral to UCSF for in office surgery successful. Follow up with NCFHC to finalize turned out helpful to establish new local medical contact. Hopeful.
341. No labor and delivery; overcrowded ER, long waits while insurance is being checked
342. Not allowed to communicate with caregiver.

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343. Doctors leaving and taking months to get in to see new providers.
344. I called the clinic to ask that my primary care physician refer me for my annual mammogram and I was kept on hold for 45 minutes waiting to speak to someone. I finally gave up and went there in person the next day. I have friends who have had the same unacceptable experience with phoning the clinic for an appointment or a referral.
345. I have several issues. For a couple of weeks I was experiencing shortness of breath. Scary. Besides that I was having for lack of a better word "episodes" where I would feel shooting pain starting in my buttocks, continuing down my back and finally through my right leg where I would end up on the ground screaming in agony. And could not get up for extended periods. I called the clinic several times trying to obtain an appointment. No appointments available for six weeks! I stated that I could be dead by then. First I was given the wrong walk-in hours at Coast Clinic. When I arrived I was informed that the time was past. She said she was sorry and told me that I could come the next day between 8:30-4. I arrived at 10. Waited at the window while the receptionist was on the phone with someone for twenty minutes. I was then told that all appointments for the day were filled. I was incredulous. When I stated that it was nowhere near cut off time I was told that they were already filled due to short staff. Then I went to North Coast Clinic for answers and relief. I was told that there was nothing they could do. My September 13th appointment was sooner than I could be seen here because they were updating the computer system and pushing back the appointments already scheduled. Only because of the persistence and tenacity of Albert (with whom I was dealing with regarding Medicare did I obtain an appointment the following week. Even then I had to call back to get lab results when I had heard nothing for a week. How is this any way to do business? When I went to Urgent Care with the scary breathing problem I was told to go to the ER because they couldn't help me. After yet another x-ray and two shots in my arm three hours later I was told to go home. Wow. -----  
----- Situation 2: It took months and months to get any help regarding a torn rotator cuff. First I was told that I needed an x-ray even though I had one the previous year. Then I was forced to get physical therapy where she hurt me each session. PT was the one who told them to give me an MRI. When I finally got one scheduled it took a month to get the results. Only when I called to ask for a different doctor to interpret them and that I wanted to file a complaint did I get a return phone call within the hour. Again, how is this any way to "care" for the residents of the coast? On top of that I received an outrageous bill for the MRI when it was my understanding that it would be a \$8 co-pay. I had just paid off the \$174 bill from going to the emergency room after a breathing issue during PT. This makes no sense. Not a good place to live to receive medical care.
346. None

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347. The anticoagulation clinic PA told me to take specific amounts of Warfarin with specific amounts of Vitamin K. I did not agree with this, but was convinced to do this anyway... so I followed the directions exactly. This increased my INR to 4.9 way above the range. When I reported this, I was terminated that day for not following directions. It took me over a month to find another provider and supply service with no help from the Coast Clinic
348. I went to ER for an eye injury which was very painful. I waited too long for the doctor, during which time the nurse could have administered the anesthetic eye drops. I tried to make an appointment with my PCP and can't get in for over a month.
349. Difficulty in getting calls back from doctors, especially when promised that it would occur promptly.
350. I had a wonderful sonogram experience with the technician and trainee. The problem is the report and results were never sent to my physician. The results were not normal either and require further treatment. I called the hospital 2 months later. The report was written the day after the procedure and never forwarded. I confirmed this with hospital staff.
351. None