

December to February Comments – Patient Comments

Family Medicine – Health Pavilion

12.05.2017

"first time in years I've had my pain issues addressed properly and provided relief without changing my active lifestyle. "

12.12.2017

*"the staff was great!" **

*"Dr. Hansen is absolutely awesome. I have regained range of motion and decreased pain 90%. love Dr. Hansen" **

"Dr Lee is magic!+"

"in depth"

12.14.2017

"Today was my 2nd visit, my first visit I waited 1 ½ and left before being seen. Today was much better"

12.20.2017

*"When I called to set up appointment I felt the lady could have helped with updating my info instead of not wanting to." **

*"When called to make an appointment a young lady helped me, but when I mentioned I had a new address & insurance she did not want to take it over the phone & said they'll get it at my appointment." **

12.28.2017

"love coming here Everton is very nice Dr Lee is an excellent Dr."

12.29.2017

*"they explained things as they were doing them" *:*

"everyone is amazing especially doctor Seals "

"Doctor & Staff were excellent!!"

"I like Dr Barker "

"Dr. said Treatment is always effective. "

01.11.2018

*"love mom Dr Survey is great" **

*"enjoy the students and Dr. Surve's work with them" **

*"through exam and explanation very compassionate and kind (all 4 doctors)" **

"liked how they listened to what I said and helped with what I needed."

01.15.2018

*"Dr and staff are great" **

02.21.2018

*"Good listener, kind, thoughtful, thorough"
"fine"*

Family Medicine – Seminary Clinic

12.04.2017

"it took a lot of time on waiting"
"very good physician I was treated by."*
"went 12 days without meds, because they don't make appointments more one month ahead."**

12.05.2017

*"like the service"**

12.06.2017

*"interest in my health"**

12.07.2017

"This doctor and his assistants are the best."

12.08.2017

*"would like to get in/out faster "
"they took the time to listen and cared "*

12.11.2017

"finally I'm treated as a human being...not like other clinics I've been too! Every doc/specialist/nurse/front desk etc... I've been to that is related to UNT has been great! here at UNT. I'm heard, validated, and doing better health wise and they are still working on some other medical issues! Dr. Summerhill specifically (family clinic) has helped me tremendously!!!!!!! by the time I met her I was so sick from negligence of other doctors! she patiently listened to all my health issues (didn't make fill like just a number or like I was bothering her or like I was crazy) and one by one she has brought me back from the dead! I still have some health issues, but we are both tackling them. I thank God for her and UNT!!!"
"very nice personal"*

12.15.2017

*"I love seminary"**

12.20.2017

"I love MS wimberly she is an amazing sweet doctor! "
"from front desk to Dr Phan all is great"**

12.21.2017

"love the doctor front desk needs more training"

"I have been here three times on the last visit my new insurance card and copay were not asked for this resulted in me getting a bill "

12.22.2017

*"Dr . Olivarez is the best!"**

12.27.2017

"MA Kevin was great "

01.11.2018

"I liked the ease of this appointment "

01.15.2018

*"The staff thieves you the right service." **

02.16.2018

"Both Dr and staff made my daughter feel as comfortable as possible while getting her shot "

02.20.2018

"no everything was excellent "

02.21.2018

"she's great I really like her and she is very professional she is awesome than you Susan "

02.26.2018

*"great "***

"my doctor is always so caring "

"hard to get through on the phone, they place u on hold and leave you."

02.27.2018

"very professional"

"for wait time to be shorter "

02.28.2018

*"no, was great"**

"loved it"

"good job "

Geriatrics – Health Pavilion

12.07.2017

*"The doctors were very compassionate and seemed to understand how to help Gerald. "***

01.04.2018

"always good! "

01.18.2018

*"great service, courteous and prompt. "***

"relaxed environment"

"wait time in room"

"please put your forms on line, so they can be completed before the appointment."

02.21.2018

"seems like a happy office/environment "

02.23.2018

"Sherry Reese is great. "

02.28.2018

"VERY INFORMATIVE "

Pediatrics – Health Pavilion

12.04.2017

"it was fast and easy"

12.05.2017

"parking was horrible "

*"excellent doctor's office. I have been coming here since I was a kid."**

*"friendly staff and very helpful nurses, students and doctors. I love this office as a whole"**

12.06.2017

*"great service "***

12.07.2017

"I love how personal and sweet Dr Bui is!!!"

"great visit"

12.08.2017

"took a long time to see the Dr due to training the medical students on the computer"

"my kids were being a little rowdy and the doctors were so patient and gracious. "

"the fact that they listen to the parents about what's going on and work with us"

12.12.2017

*"Lauren Gray"**

"the doctors were great today"

12.13.2017

"very pleasant and in formative. thank you"

12.15.2017

"I love the time that the Dr is spending with us in the room, answering our questions and making sure our concerns are at ease "

"Great experience every time I bring my kids for their checkup "

"staff is great and I'm happy with Dr. Bui."

"always willing to help and listen thank you"

12.22.2017

"MA didn't help with paperwork so I had to have front desk help me when I checked out."

"everything was great; I love the care from the all the doctors."

"coming for years. love the people like family "

12.27.2017

"office staff very nice and friendly. front staff helped change primary doctor and carried out my belongings when they saw me struggling even though they were busy"

"very friendly staff.... great with all of my kids."

12.28.2017

"asked for help with forms and she didn't know anything or didn't want to help me. She just ok I will check and then never helped. front desk person had to help me"

"The parking lot is awful if you have a long vehicle. The extra spots at the lower end of the lot are now gone and it's really difficult to park."

"love the staff and doctors "

"distance from where I live and parking on a hill"

"I've been coming for years and now bring my grandkids love this place"

01.03.2018

"very friendly staff"

01.05.2018

"I liked that PA Dobbs took the time to explain the reasons behind his medications "

01.08.2018

"long wait "

"long hold times"

01.09.2018

*"Dr. Dobbs is an amazing Doctor "***

*"love Dr Bowie"**

"awesome "

"the staff is wonderful I've been bringing my family for 17 years now and haven't had any complaints."

01.10.2018

"they always make me feel comfortable about my children's health "

*"I really love this office. Dr. Matches s awesome with my son n the staff is wonderful "***

"loved how the young lady was so sweet and thorough with my daughter.... very sweet,

*Ms. Rios was the young lady. ... thank you "***

*"good "***

"Effective"

"fast"

"good "

"super friendly staff"

"they listened and answered all of my questions"

01.12.2018

"good"

"The patience the doctors have"

01.15.2018

"long wait"

01.17.2018

*"was a very smooth appt in and out in no time"**

*"the timeliness"**

"wait.time"

01.18.2018

*"I love the care my kids get with the UNT staff"**

"great team "

01.22.2018

*"PA Pham is an excellent person and very helpful, I will request her every time! "***

"office staff and doctors are friendly and outgoing "

"no xray access"

"no xray access was an inconvenience, "

01.24.2018

"the parking lot is getting to be very hard to find a space to park "

01.26.2018

"PA Dobbs is always amazing and helpful. staff is always helpful "

01.29.2018

*"always seems a bit stuffy in the patient exam rooms, no oxygen, hot. Really like PA Pham"**

"I love that Dr Bui takes my concerns about my children seriously. She's very patient and empathic. Her student Dr, Dr chad was also very amazing and treated my family well"

01.30.2018

"great staff and doctors"

"Dr Bui is great!"

"hugs and relatability "

02.05.2018

"very caring always"

02.06.2018

"She talked to me about all my concerns. ""*

"everyone very nice and caring ""*

02.07.2018

"Thank you""*

02.08.2018

"very empathetic, thorough, and understanding. ""*

"our doc is wonderful....."

"love UT peds"

02.09.2018

"good people ""*

"great doctor great check out nurse"

02.12.2018

"awesome service "

02.13.2018

"awesome job "

02.14.2018

"The student nurse read a book to my son while in the waiting area. The nurses are very calm and kind."

02.19.2018

*"The staff was very accommodating to working with me on helping get my child in the office! They went above and beyond! I appreciate everything!"**

"Thank you for your help and time "

"love Dr Matches"

02.20.2018

"Dr. Matches was listening and answering every concern in have. "

02.21.2018

"everyone was very respectful and helpful "

"love Dr Matches"

02.22.2018

"Dr Bui takes my concerns seriously and really cares about my kids "

02.23.2018

"Thank you and God bless for all the care. ""*

"Fast service, great & friendly staff. ""*

"waited less time than usual"

02.26.2018

"Everyone is very friendly and helpful "