

Naval Health Clinic Hawaii

Interactive Customer Evaluation (ICE)

Patient Feedback

10 Apr 15 11:08 AM CT	NHCH Family Practice Sharks (Pod C) (K-Bay - Bldg 3089)
<i>Comment: I made my appointment using RelayHealth to request one and the nurse called me back within the morning and I was seen just before noon. Dr. Jasek is awesome!</i>	

02 Apr 15 02:51 PM CT	NHCH Family Practice Sharks (Pod C) (K-Bay - Bldg 3089)
<i>Comment: Being the first time my spouse and child visited the KB Branch Health Clinic, I was very satisfied with the service that my family and I received from our healthcare team. HM3 Rains was very courteous and informative when we checked in for our appointment, letting us know exactly what to fill out for our appointment. HM3 Rodriguez was very expeditious with calling us back and had great customer service. He was able to screen my child efficiently even with the opposition he faced with a screaming child. He has outstanding knowledge in his field. LT Gano showed great efficiency, customer service, and professionalism. Even with a distraught child, she made the appointment flow quickly and smoothly. The KB Sharks Team is an outstanding healthcare team. I will definitely say that NHCH KB Branch Health Clinic Sharks Team is my family's healthcare team of choice!</i>	

02 Apr 15 02:58 PM CT	NHCH Family Practice Turtles (Pod B) (K-Bay - Bldg 3089)
<i>Comment: The experience I received from the KB Branch Health Clinic Turtles Team was nothing less than outstanding. Being my first time visiting this team, I was very satisfied with their service. HN Thompson was very expeditious with calling me back for my appointment. He showed great knowledge in his field and outstanding customer service. HMC McCune showed outstanding knowledge, customer service, and professionalism also. He told me exactly what was going on with my complaint and had me walking away knowing that I am in good hands. I cannot express how outstanding this healthcare team is. The Turtles Team is an outstanding healthcare team and is my healthcare team of choice!</i>	

02 Apr 15 09:29 PM CT	NHCH SMART Center (Makalapa - Bldg 1514 - Across parking lot from Makalapa Clinic)
<i>Comment: I would like to say that I am thoroughly impressed with the service I've received from the employees at this treatment facility. Specifically, I admire the treatment I've received from HM3 Weatherford. She has provided outstanding care to me and is always willing to answer any questions I have about my issues. Today I needed new bands because I lost the ones I had for my personal use to continue my stretches from previous appointments. It's been a while since I've been seen within physical therapy, and when I asked for help today, she went the extra mile. Not only was I given new bands, I was given various colored bands to continue my progress through out time, a print out of a treatment plan listing numerous exercises, how to perform them, and how often. I am impressed with HM3's professionalism, and her dedication to her patients. Every time I visit the clinic, she is full of motivation and puts a smile on my face, making each visit enjoyable. Although the workouts are exhausting, I can say that HM3 Weatherford pushes me to the limit and makes sure I get my dollars' worth through every visit. I appreciate all the work that this clinic does for me and the positive energy in this section. I am grateful for the care I receive and the opportunity to receive outstanding healthcare.</i>	