

JUNE 2025 | ISSUE 1

# THE PRAXIS POST

STAY CONNECTED, INFORMED, & INSPIRED



## WELCOME TO THE FIRST EDITION OF THE PRAXIS INTERNAL NEWSLETTER!

We're excited to launch this new newsletter as a way to keep our teams across Praxis Health connected, informed, and inspired. With so much great work happening throughout our clinics and communities, this newsletter will serve as a space to highlight achievements, share updates, and celebrate the people who make it all possible—you.

You can expect to see a new edition bi-monthly, and we hope it becomes something you look forward to reading.

Thanks for being a part of what makes Praxis great!

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## PROVIDER SPOTLIGHT:

# WHY PRAXIS?

I joined Praxis in 1999, back when we were just a small, tight-knit group of five providers—three physicians and two PAs—focused solely on primary care. What drew me in then is the same thing that keeps me here today: a mission rooted in community, patient-centered care, and the belief that medicine is most effective when it feels personal. Even as Praxis has grown significantly over the years, that **small-clinic spirit is still very much alive**. Patients often tell us it doesn't feel like a large system—it feels like a place where they're known, heard, and genuinely cared for.

One of the things I've valued most throughout my time here is the autonomy we're given to practice in a way that best serves our patients. Years ago, I saw a growing need for osteoporosis screening and proposed bringing in a DEXA scan machine. Leadership didn't just listen—they supported the idea. We offered DEXA services to the broader community for more than a decade. That kind of openness to innovation and trust in provider insight has always been a part of the culture here—and it's a big reason why I've stayed.



**Dr. Madeline Lemee**

Physician

High Lakes - Upper Mill

*I have been a patient of Dr. Lemee for about 30 years. She is the greatest and her staff have always been kind, caring and helpful. They get my thumbs up in every way.*

*-High Lakes Patient*

The camaraderie among providers is another reason this still feels like home. Even though we're now spread across many clinics, we stay connected—through quarterly meetings, curbside conversations, and shared challenges.

**We're united by the same values: prioritizing patient care, supporting one another, and fostering an environment where everyone is encouraged to contribute.**

That **sense of shared purpose** is what drives our long-standing commitment to the organization.

Ultimately, it's my patients who continue to inspire me. Many of them I've cared for over decades. They often tell me it feels like being part of a family here—that they're seen as individuals, not just charts or diagnoses. That means everything. I know **Praxis continues to value relationships**, support providers, and stay rooted in community care, and I am proud to be part of this family.

## EMPLOYEE SPOTLIGHT: WHY PRAXIS?

I have been a medical Assistant for fifteen years and have primarily worked in a hospital medicine setting. The eagerness and compassion to help care for our patients has always been a strong passion of mine but the burn out of 12-hour days and 10-minute appointments really took a toll on me. It was difficult to feel as though I was able to give my full attention and empathy to our patients when I felt so rushed in the rooming process. After 12 years of dedication to my former employer I heard about Praxis Health. Although it was scary to think of a job change and so many unknowns of not being affiliated with hospital medicine, I was excited to learn more about the care Praxis had to offer.

*If I could do it all over again the only thing I would change would be coming to Praxis sooner in my career.*



**Randi Flores**

*Medical Assistant  
South Salem Primary Care*

After my interview, I walked away knowing immediately this was the job for me. I loved the fact patients would get ample time with providers, they would feel heard, understood and cared for. Many times, it was verbalized to me that **Praxis strives for a work life/family life balance which is everything I was needing.** I now come to work feeling as though my glass is overflowing with gratitude. I can care for patients, work with a wonderful team and Provider, have a great time at work and not feel overwhelmed. The support I have encountered with administration was something completely new to me. I was a bit apprehensive at first, but it has always stayed consistent. I am comfortable expressing thoughts, feelings, suggestions and giving constructive feedback.

If I could do it all over again the only thing I would change would be coming to Praxis sooner in my career.



## BEHIND OUR FOCUS ON PRIMARY CARE GROWTH: **PRESERVING INDEPENDENT PRIMARY CARE**

While growth is often associated with getting bigger, at Praxis Health—it's about **staying true to our mission** that has guided us to where we are today. Our focus over the last 20 years has been to **preserve independent care and protect access to local, community-based healthcare**. This growth in primary care also **strengthens and complements our specialty practices**, which are critical to delivering comprehensive, coordinated care and ensuring the long-term success of our organization.



### **EVERY PRACTICE THAT JOINS PRAXIS HAS ITS OWN STORY.**

These are clinics with deep roots, often facing tough choices due to provider retirements, rising costs, or administrative burdens. We have been fortunate to be able to offer a path that keeps their legacy alive — one that honors their history and ensures continued care for the communities they serve.

Though Praxis has grown into the largest independent primary care group in the Pacific Northwest:

- We remain family-owned and mission-driven.
- We are selective in who joins us.
- For every group we've welcomed, we've declined two to three others because alignment with our values and culture is essential.

Ideally, we could space out new partnerships over time. But real-life challenges don't always follow ideal timelines. **When a community is at risk of losing care**, we do the hard work of adapting to meet their needs — even when the timing is difficult for us.

*Growth at Praxis is about preserving what matters: independent care, trusted relationships, and strong local healthcare.*





## GROWTH SPOTLIGHT:

# A NEW CHAPTER FOR WEST HILLS HEALTHCARE CLINIC IN MCMINNVILLE



During a period of transition, West Hills Healthcare Clinic was unsure how it would continue serving the community. After exploring multiple paths forward, each option seemed to lead to a dead end. Just when the future felt unclear, we were fortunate to find a new partner in Praxis Health. **More than just a lifeline, Praxis stepped in with immediate support**, stability, and a commitment to care that gave us a renewed path forward as part of the Praxis Health family

**WHAT BEGAN AS A HOPEFUL SOLUTION QUICKLY EVOLVED INTO SOMETHING MUCH MORE MEANINGFUL.**

Praxis Health's model of local, patient-centered care has aligned far beyond our expectations. Their values and people-first approach have reinforced the very things we've always held dear as a clinic providing compassionate, accessible care to those who need it most. It's been a true partnership rooted in trust, collaboration, and a shared mission to keep community-based primary care alive.



While primary care work remains challenging and many of the same systemic pressures persist, we are incredibly grateful to continue this work alongside a family-owned organization that genuinely cares. Praxis Health has helped create a space where local clinics like ours don't just survive, they find new strength. We are proud to keep showing up for our patients every day, now with the backing of a team that understands the heart of this work.

*Praxis Health has helped create a space where local clinics like ours don't just survive, they find new strength.*



**Dr. Ashley Hyder**

Physician, Owner  
West Hills Family Care

## UNDERSTANDING PATIENT EXPERIENCE:

# WHAT IS NPS AND WHY IT MATTERS

At Praxis Health, we're proud to provide excellent care, but we're equally committed to understanding how our patients experience that care. One of the most trusted tools we use to measure patient experience is the **Net Promoter Score (NPS)**.

### WHAT IS NPS?

NPS is a simple but powerful way to measure how likely patients are to recommend their provider or healthcare experience to others. After their visit, patients are asked one key question:

*"How likely are you to recommend our clinic to a friend or family member?"*

#### Responses are grouped by:

Detractors (Dissatisfied), Passives (Generally Satisfied), Promoters (Enthusiastic Supporters)

**The score is calculated by:** subtracting the percentage of Detractors from Promoters.

### HOW DOES PRAXIS COMPARE?

Across the Pacific Northwest, **the average NPS for primary care falls between 30 and 50**, with 50 considered a strong score. **Praxis Health's average NPS is 76!**



*This is a **truly exceptional result**— reflecting a level of trust and satisfaction that is **well above industry benchmarks** and a clear indication of our team's consistent, patient-centered approach.*

**76**

Praxis Health  
NPS SCORE

### THIS IS YOUR ACHIEVEMENT

An NPS score this high reflects the full patient journey 4 from the first call to the final follow-up. It is the result of:

- Scheduling and medical office support teams who respond with care
- Front desk staff who offer a warm welcome
- Clinical teams who provide excellent, compassionate care and who actually listen

- Billing teams who make coverage easier to understand
- IT members who keep us running in a complex network
- And so many more team members!

Every one of you plays a role in making Praxis a place patients love.

**THANK YOU FOR YOUR DEDICATION.**

# Leading with Purpose, Powered by Data

**Praxis Health** is proud to be nationally recognized by KLAS Research and being awarded with the **2025 Points of Light Award**, for advancing data-driven, patient-first value-based care.

Praxis Health is honored to receive the **2025 KLAS Research Points of Light Award**, alongside Cedargate and Regence BlueCross BlueShield of Oregon — for advancing payer-provider collaboration in value-based care. This recognition reflects our commitment to patient-centered care and meaningful payer-provider collaboration in value-based healthcare.

In partnership with Regence and Cedar Gate Technologies we were able to:

- ✓ Cut data lag by 50%
- ✓ Improved quality metrics & patient outcomes
- ✓ Lower total cost of care
- ✓ Reduce administrative burden

## **KLAS Case Study:**

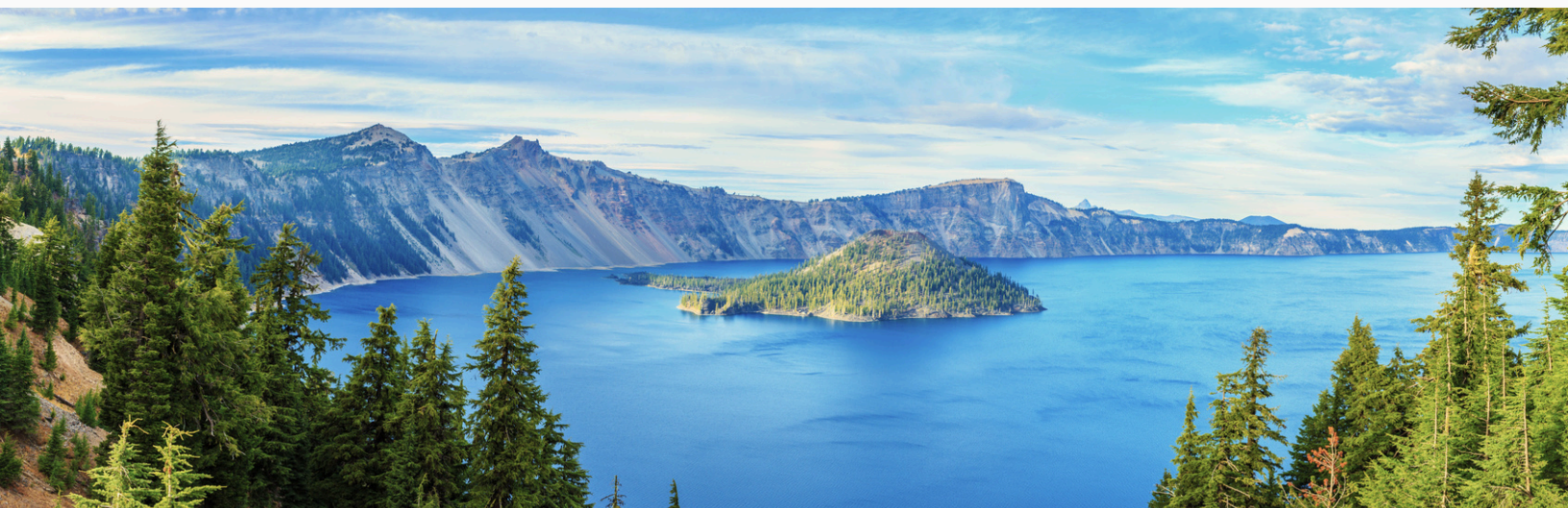
<https://klasresearch.com/report/points-of-light-2025-case-study-5-using-a-strong-value-based-care-analytics-platform-to-improve-patient-engagement-and-care/3760>

## **Press Release:**

<https://www.gopraxishealth.com/praxis-health-klas-research-2025-klas-points-of-light-award/>







## CLOSING MESSAGE

As we wrap up our first edition of the Praxis Health quarterly newsletter, I want to take a moment to express my sincere gratitude for your continued dedication to our mission and the communities we serve. Your commitment, compassion, and teamwork are what make Praxis a truly special place.

We'd love to hear from you—whether it's a story worth sharing, a teammate doing great things, or ideas for future content. This newsletter is for you, and your input helps make it meaningful. Thank you for taking the time to read and stay connected. We're excited to continue highlighting the incredible work happening across our clinics.

*Your commitment, compassion, and teamwork are what make Praxis a truly special place.*

## WE WANT TO HEAR FROM YOU

Fill out our Feedback and Suggestions Form



[CLICK HERE](#)



**Dan McCarthy**  
CEO  
Praxis Health







# WHAT OUR PATIENTS ARE SAYING

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CLICK ON A REGION AND  
FIND OUT WHAT PEOPLE  
ARE SAYING ABOUT US!



## WHAT OUR PATIENTS ARE SAYING: POSITIVE COMMENTS FROM Q2

CENTRAL OREGON PRIMARY CARE



### HIGH LAKES - UPPER MILL

*Dr. Little: "Dr. Little is, and hopefully will remain, my doctor for years to come. I am delighted with his demeanor and knowledge of medicines and the Human body. His PA, Mariah, is a breath of fresh air each time I visit."*

*Dr. Speed: "Dr. Speed is always helpful and prepared. Thanks." / "My primary doctor, Willem Speed was professional, knowledgeable, and showed care and concern for my questions and treatment plan."*

*Jamie Freeman: "Jamie Freeman is wonderful and I always feel like she allows plenty of time for my appt. I never feel rushed."*

*Dr. Henderson: "Dr. Henderson has gotten much better at listening. She is very thorough, too." / "Dr. Henderson is a wonderful doctor. She is always concerned for my health and well being."*

*Whitney Drew: "Whitney Drew is a blessing to have as my provider!" / "Whitney Drew is amazing she takes the time to listen and makes you feel like she truly cares."*

### HIGH LAKES - REDMOND

*Kara Brown: "Kara Brown is A #1. Easy to share concerns, listens so well, and takes you seriously." / "I've been seeing Kara Brown for years now, and I've always been so happy as her patient."*

*Peggy Hayner: "Peggy Hayner, NP is extremely knowledgeable, listens and explains her recommendations thoroughly, and I must add, she is kind." / "Peggy Hayner is an absolute treasure!"*

*Dr. Rufsvold: "Dr. Rufsvold is just amazing!!!!!!" / "Dr rufsvold is a great doctor she is very nice professional hard working."*

*Carmella: "Carmella is friendly, a joy, and wonderful listener and informative. So happy you hired her, thank you Carmella Fullenwider, AG-PCNP."*

*Professional Environment: "Everyone is pleasant. I get appointments quick and easy. My doctor listens to me. She is very helpful and tuned in."*

## WHAT OUR PATIENTS ARE SAYING:

# POSITIVE COMMENTS FROM Q2

CENTRAL OREGON PRIMARY CARE



### HIGH LAKES - SISTERS

*Dr. Prier: "Dr. Prier is the most amazing doctor, we are so sad to see him go!!" / "Dr Prier is one of the best, and his staff is exceptional."*

*Family Atmosphere: "I am so incredibly delighted with my transfer to the Sisters clinic. Professionalism is excellent but more of a family atmosphere is really important."*

*Caring Doctor: "Appreciate this group. Doctor Ted takes time to talk, explain and listen to my issues."*

*Thorough Care: "Dr Theodore Prier has always been very thorough and caring each time I've had an appt and quick to reply to questions through the portal."*

*Sad to Lose Provider: "Sad to see Dr. Prier leaving. He will be missed."*

### HIGH LAKES - CULTUS LAKE

*Dr. Morgan: "Dr. Jessica Morgan is the best!" / "Love Dr Morgan!" / "I always enjoy my appt with Dr Morgan. She is friendly & efficient."*

*Dr. McCarthy: "My endocrinologist, Dr. McCarthy is wonderful! He takes such good care of me and I appreciate him very much!!!"*

*Katie LaHusen: "I was disappointed the Dr canceled my appointment for yesterday but so glad I saw Katie LaHusen. She was amazing in all aspects."*

*Josh Brooke: "Josh Brooke's was friendly, professional, took all my questions seriously & helped me think about improving my health & fitness."*

*Melanie Black: "Office staff had me scheduled 24 hours after reaching out for a non-emergency appointment. Saw Melanie Black who quickly assessed my issue while ruling out other potential issues."*

## WHAT OUR PATIENTS ARE SAYING: **POSITIVE COMMENTS FROM Q2**

**CENTRAL OREGON PRIMARY CARE**



### **HIGH LAKES - SHEVLIN**

*Scott: "Scott is a gem. Extremely professional and kind. Also want to send appreciation for Donna. Shes a great addition to the team."*

*Melanie Black: "Melanie Black was wonderful! So engaging and thorough. Will recommend to anybody.... LYN"*

*Portal Improvement: "Make the portal easier to sign in"*

*Comprehensive Care: "I don't have any complaints! And, I was happy to find out, on yesterday's visit, that I am a whole lot better off health-wise than I thought."*

*Professional Staff: "Melanie black was wonderful. Very through. Thank you"*



## WHAT OUR PATIENTS ARE SAYING: POSITIVE COMMENTS FROM Q2

CENTRAL OREGON SPECIALTY



### HIGH LAKES URGENT CARE BEND

*Eric Sorenson: "Eric Sorenson was very knowledgeable and was able to diagnose and prescribe treatment quickly." / "Dr Sorenson is always so friendly and kind. He is extremely thorough in his care."*

*Elysia Churchman: "Front desk person was friendly and helpful. PA Elysia was amazing." / "Elysia Churchman, PA is exceptional. She was very knowledgeable and professional, as well as reassuring."*

*Scott: "Thank you so much, Scott + team!"*

*Comprehensive Care: "Everyone I was in contact with was extremely kind and professional. The dr took his time to explain everything and even asked if I had any questions."*

*Best Experience: "This is the best office I've visited! Professional, fast, and friendly!"*

### HIGH LAKES URGENT CARE REDMOND

*Dr. Purcell: "Dr. Purcell was amazing and took my concerns seriously. I had had a disheartening experience at another urgent care earlier in the week and now moving forward, I will go to High lakes first."*

*Aaron: "I just stopped in & hadn't called to make an appt. I saw Aaron who was great! He was thorough & set me up with the xray & MRI that I needed."*

*Dr. Lee: "Dr. Lee was very thorough and communicative. Best interaction with a health professional in a long time."*

*Erik Sorensen: "Really appreciate the easy online scheduling for this recent appointment. The provider Erik Sorensen was excellent! Tasha at the front desk was super efficient too!"*

*Life-Saving Care: "They have saved my life 3 times now. God Bless Them. I'm so thankful to have them."*

## WHAT OUR PATIENTS ARE SAYING: POSITIVE COMMENTS FROM Q2

CENTRAL OREGON SPECIALTY



### HIGH LAKES GYNECOLOGY

*Dr. McClary: "Dr. McClary is so helpful and kind!" / "One of the best providers I have ever seen, she listened and addressed all my concerns."*

*Dr. Bird: "Dr. Bird and her team (Kelsey) are awesome. So polite, professional and efficient. Thank you for the wonderful care!"*

*Professional Team: "No complaints at all. Great doctors and staff."*

*Excellent Care: "Dr. McClary is wonderful!"*

*Outstanding Provider: "Dr. McClary is absolutely amazing and her assistant Annika is as well. I am very lucky to have them in my life."*

### ASPEN MOUNTAIN DERMATOLOGY

*Dr. Olsen: "Dr. Olsen and his staff are great!" / "My wife and I really appreciate Dr Keith Olsen. He is the best."*

*Sarah Butts: "I really like Sarah Butts!"*

*Professional Team: "Dr. Olsen and his assistant, Julie, are exceptionally good health care professionals. Both listen well and answer questions thoroughly without making a person feel rushed."*

*Excellent Care: "Xcellent level of care"*

*Friendly Service: "Very friendly and fast."*

### ENDOCRINOLOGY SERVICES NW

*Katie LaHusen: "Katie LaHusen is AWESOME!" / "Katie Lahusen and MA were great. Both were friendly and informative."*

*Dr. McCarthy: "When I came to Central Oregon, I chose Dr. McCarthy, after much research, because of his extensive experience... I chose well."*

*Taylor Stichter: "Think highly of Taylor Stichter, PA-C calling me this am with blood results... Very impressed in time spent with Taylor."*

*Excellent Provider: "Love this doctor!!"*

*Professional Care: "Excellent staff and provider."*

## WHAT OUR PATIENTS ARE SAYING: POSITIVE COMMENTS FROM Q2

MID-WILLAMETTE VALLEY



### SOUTH SALEM PRIMARY CARE

*Dr. Brown: "Dr. Brown was awesome, felt cared for and taken care of. Thanks Dr Brown! Wish more people were like you in this world👍"*

*Christine Rue: "Christine Rue is the BEST!" / "Christine Rue if by far the best Health care provider I've worked with."*

*Support: "Lisa Speers was so helpful and kind to help me find an appointment quickly...Christine was also super helpful, a good listener, compassionate for my crazy anxiety and practical in her words and suggestions."*

*Dr. Rollins: "Dr. Rollins is truly the best doctor I have ever had. She is kind and attentive. She really listens to me. I believe she genuinely cares about my health."*

*Dr. Spencer: "Dr Paula Spenser is one of the most professional and knowledgeable physicians I have ever worked with."*

### ALBANY PRIMARY CARE

*Katie and Dr. Ohling: "Katie and Dr. Ohling were both amazing!"*

*Home-like Feel: "Has a very home-like feel here. Great communication & prompt responses!"*

*New Clinic: "I really like the new Albany Clinic."*

*Compassionate Care: "Everyone here is kind and compassionate. I really appreciate the Dr and his staff."*

*Dr. Ohling Team: "None, I'm very happy with Dr. Ohling and staff. They're always caring and upbeat."*



## WHAT OUR PATIENTS ARE SAYING: POSITIVE COMMENTS FROM Q2

MID-WILLAMETTE VALLEY



### DALLAS FAMILY CARE

*Julia Balcom: "Julia Balcom is the best PCP I have had in 67 years!"*

*Teresa Curran: "Theresa Curran PA was my provider. She was awesome." / "Teresa Curran and her staff are VERY good and I hope I will always be able to see them."*

*Faith Shinn: "Faith Shinn is my new provider and I have seen her twice. I quite like her and feel like I am being honored and heard."*

*Brenda Hess: "First time visit —very satisfied. Friendly, efficient staff, and Brenda Hess is golden. Very caring, professional, and intelligent."*

*Dr. Balcom: "Dr. Balcom took the time to listen to my concerns and needs... This tells me that Dr. Balcom values his patient's time. He was very communicative... I highly recommend Dr. Balcom his staff and Dallas Family Care."*

### SALEM ENDOCRINOLOGY

*Nick Williams: "I wish Nick Williams could be my everything provider. He listens, addresses my concerns, is informative, and gives me options. Thank you!!"*

*Dr. Williams Care: "Nick Williams is amazing. He took the time to get my full history and hear my concerns and actually listened."*

*Amy: "I am very happy with Amy"*

*Professional Team: "All levels of staff are wonderful. Professional, friendly and welcoming. Nick Williams is particularly exceptional in the attention to detail in my care."*

*Great Visit: "Great prompt and detailed visit. Plan for current and 3 month future worked out. Labs ordered. Medication changes made clear. Appreciate summary given me. A Winner."*





# WHAT OUR PATIENTS ARE SAYING:

## POSITIVE COMMENTS FROM Q2

MID-WILLAMETTE VALLEY



### WEST HILLS FAMILY CARE

*New Provider Excellence: "My appointment was scheduled with a new provider, Isa Torregrosa. Everything was thoroughly explained to me and I am very pleased to have her as my provider. Excellent communication skills and overall I was highly impressed with her knowledge."*

*Transition Support: "We have been patients for 20 years. We understand the transition and current issues in the medical industry."*

*Gigi: "Gigi was very attentive, thoughtful, helpful, and professional. I look forward to working with her in the future."*

*Professional Care: "So far VERY pleased keep up the excellent support and care"*

*Praxis Transition: "We are very pleased that West Hills Family Care in McMinnville, OR has joined with Praxis Health and is moving forward."*



## WHAT OUR PATIENTS ARE SAYING:

# POSITIVE COMMENTS FROM Q2



PORTLAND/VANCOUVER

### PMG - BEAVERTON

*Dr. Dhingra: "Dr Dhingra is very professional, very caring, and very thoroughly with her medical observations and with imparting suggestions and advice for enhanced health. I feel very fortunate to have her as my doctor."*

*Wendy: "I've had horrible experiences in the past but when I first met and established with Wendy I quickly learned she is a great listener, very empathetic, and over all very 'human.'"*

*Dr. Fu: "Dr Fu is the best doctor we have ever had. His bedside manner makes me feel comfortable. He takes his time to listen and understand my concerns."*

*Professional Staff: "Best staff ever!"*

*Long-term Care: "I have been with Beaverton Pacific Medical for more than 20 years... the professionalism at the front desk, the ease of scheduling, and the use of technology have improved dramatically."*

### PMG - CANBY

*Dr. Csazar: "Dr Csazar is very attentive and listens to me. He is always nice and very knowledgeable. I love my Dr and the clinic staff."*

*World-Class Care: "World class medical care beginning at the moment the facility is entered all the way through the until I departed. Highly recommend."*

*Dr. Magsarili: "Dr. Karl Magsarili was extremely thorough with my husband's health needs... The staff in back, especially Debbie, was so helpful... The front office staff, Tami is so welcoming and so nice to us."*

*Exceptional Service: "Nothing but excellence from Praxis."*

*Dr. O'Flannery: "Dr. O'Flannrry went above and beyond in consulting with specialists regarding my wife's health issues. We are extremely grateful for her care."*

## WHAT OUR PATIENTS ARE SAYING:

# POSITIVE COMMENTS FROM Q2



### PORTLAND/VANCOUVER

#### PMG - NORTH PORTLAND

*Chris Aichle: "Chris Aichle is great."*

*Dr. Rahim Abdulrahman: "Dr. Rahim Abdulrahman is great!"*

*Melanie Anthony: "Melanie Anthony and her assistant were absolutely wonderful."*

*Overall Staff: "Just thought everyone was lovely professional and nice!"*

*Long-term Satisfaction: "Been a patient of Chris for over nine years and I'm extremely satisfied. I've never had a PCP as good as him."*

#### PMG - OREGON CITY

*Dr. Magsarili: "Dr. Karl Magsarili listens well, is very caring and knowledgeable, and follows through with all he says he will do. He gets a ten out of ten rating for his faithful service as a physician over many years."*

*Mia Foy: "Mia Foy is working with me to resolve my health issue. Very approachable. I appreciate her sincere interest in me."*

*Dr. Li: "Dr Li is an outstanding doctor!"*  
*Team Excellence: "Everyone works a team to make the office appointment productive, and with a positive attitude. The best experience I've had in many years."*

*Hope & Dr. Foy Team: "I work with Hope and Dr. Foy and am very glad they are my providers."*

#### PMG - TIGARD

*Dr. Goebel: "Dr. Goebel was great as usual."*

*Dr. Espinoza: "I appreciated Dr Espinoza addressing my concerns, answering my questions and thoroughly explaining his assessment & instructions!"*

*Marla Kropf: "Marla Kropf is by far my most favorite health care professional I've ever had."*

*Dr. Alyusuf: "Dr. Alyusuf took very good care of me. She listened to all of my concerns about the car accident and my rib injury and my loss of balance. She treated me with compassion and care."*

*PJ: "PJ has a wonderful vibe and she is a very good listener 🌟🌟🌟🌟🌟"*

## WHAT OUR PATIENTS ARE SAYING:

# POSITIVE COMMENTS FROM Q2

PORTLAND/VANCOUVER



### NWMA

*Dr. Glass: "Dr Glass is one of the top doctors I've worked with. Feel he takes good care of me and jumped right on my husbands pancreatic cancer which no doubt gave us more time together in the long run."*

*Bill Erickson: "Bill is an excellent health professional. Easy communication style and patient in answering questions."*

*Carrie Myers-Cleary: "Nurse Myers-Cleary is simply fantastic. She is smart, efficient, listen very well, and cares for her patients."*

*Old School Excellence: "This practice is like old school medicine, the way it should be. Practical, intelligent, caring, and competent. Best experience with a medical practice in many, many years."*

*Dr. Erickson: "Dr. Erickson provided an excellent patient experience. I was concerned when Dr. Richards left the practice, but am very happy with Dr. Erickson."*



## WHAT OUR PATIENTS ARE SAYING: POSITIVE COMMENTS FROM Q2



### SOUTH WILLAMETTE VALLEY

#### OAK STREET MEDICAL

*Dr. Jacobson: "Kirk Jacobson has been my primary care for almost 40 years. He is recognized by me and my wife, as well as anyone who is familiar with practice, as the best in Eugene."*

*Ed Valenzuela: "Ed Valenzuela always great" / "Eduardo is the absolute BEST provider in my 73+ years. Do not ever allow him to leave Eugene."*

*Dr. Milgram: "Dr Milgram is an outstanding professional. Highly recommend!"*

*Team Excellence: "Oak Street Medical is the best and I so admire their staff/team!"*

*Portal Communication: "I use the portal a lot to communicate with my health team. They are always very prompt with their responses."*

#### OREGON ALLERGY

*Melanie and Tracy: "Melanie and Tracy are both amazing!"*

*Dr. Kelly: "Dr. Kelly and staff are the BEST"*

*Outstanding Care: "Truly outstanding patient care....both my son n I were impressed.....I was listened to....spoke to with respect...Dr Wayne looked me in the eye as we spoke."*

*Professional Service: "Fast, friendly and professional. Thank you!"*

*Tracy & Melanie Team: "Both Tracy and Melanie were efficient, professional, kind and competent."*

#### THURSTON MEDICAL CLINIC

*Victoria Miller: "I really like Victoria A. Miller. She is very knowledgeable and easy to talk to about sensitive issues."*

*Mallory Crownover: "Mallory Crownover was great as always! Her assistant, Stephanie, continues to impress with her prompt and accurate handling of all the details."*

*Dr. D: "We absolutely love Dr. D. Would highly recommend him."*

*Professional Team: "Very thorough and professional and listened to my needs."*

*Efficient Care: "Well integrated health care management team."*

## WHAT OUR PATIENTS ARE SAYING: POSITIVE COMMENTS FROM Q2

SOUTH WILLAMETTE VALLEY



### PEARL STREET MEDICAL CLINIC

*Dr. Polzon: "Very thankful that Dr Polzon does some hands on osteopathic treatment appointments in addition to his other work."*

*Kara Wilcox: "Kara Wilcox was very kind and helpful. Answered questions and had good recommendations"*

*Professional Extension: "This is a great location / extension of the clinic I've been going to for over 30 years. It's bright, clean, very welcoming, and all staff is very professional yet warm and friendly."*

*Team Excellence: "Everyone one I encountered, the receptionist, MA, doctor, and lab were friendly and helpful."*

*Supportive Staff: "It would be nice if the staff could support the doctor's willingness to consult via phone rather than requiring an office appointment"*

## WHAT OUR PATIENTS ARE SAYING:

# POSITIVE COMMENTS FROM Q2



NE OREGON/INLAND NW

### LA GRANDE FAMILY MEDICINE

*Bonnie Dittman: "Having Bonnie Dittman as our medical provider is the best you can get!" / "Bonnie always listens to me and explains elements to me. She helps me feel relaxed and is reassuring. Fabulous!"*

*Cami Bean: "Cami Bean is awesome, I am blessed to have her as my healthcare provider!" / "I continue to be impressed with the care and kindness Cami Bean exhibits during the appointments."*

*Dr. Thomas: "Dr. Thomas is the BEST." / "I appreciate Dr Larissa Thomas. She is thorough and listens very well."*

*Human Treatment: "The whole staff treats me like I am a human being. It's been a long time since I have had a clinic treat me this way."*

*Excellent Facilities: "Excellent quality of facilities and staff. Exceeds expectations in all areas."*

### LA GRANDE URGENT CARE

*McKenzie: "McKenzie was wonderful! She explains things very well and was very thorough." / "McKenzie is the best. She is very caring and very doesn't make me feel like I'm being rushed."*

*Impressive First Visit: "I was impressed! First time visit, very helpful efficient and friendly staff."*

*Accommodating Staff: "They were so helpful and accommodating."*

*Perfect Care: "Everything is perfect"*

*Professional Service: "Great team great service"*

## WHAT OUR PATIENTS ARE SAYING:

# POSITIVE COMMENTS FROM Q2



NE OREGON/INLAND NW

### PENDLETON FAMILY MEDICINE

*Jenna Stobie: "Love Jenna! She's awesome!" / "Jenna and her nurse are amazing."*

*Dr. Addleman: "Love Dr. Addleman & all the office staff always so helpful and friendly"*

*Danielle: "I love Danielle! She always makes me feel at ease and is just a pleasure to work with!"*

*25-Year Excellence: "I have been going to Pendleton Family Clinic for about 25 years. I have referred several friends who are also patients now."*

*Dr. Woodbury: "Dr Woodbury is very helpful. She listened and provided answers to my questions."*

### PENDLETON URGENT CARE

*Professional Care: "We appreciated being encouraged to go to the ER."*

*Dr. Rodighiero: "Dr. Rodighiero was much more professional, easy to communicate with and extremely understanding. 10/10"*

*Excellent Team: "Everything is perfect"*  
*Amazing Staff: "Staff was amazing. They were kind and helpful."*

*Professional Service: "Very professional"*

### PRAIRIE FAMILY MEDICINE

*Brian Taft: "Brian is Awesome." / "I saw Brian Taft. He is very professional and helpful. He explains things so I can understand them."*

*Dr. Lujan: "Dr. Lujan and her assistant, Kara have been exceptional with their medical care for me. They listen and recommend appropriate treatment."*

*Jessica Lujan: "NP Jessica Luhan and Kara were both extremely helpful in getting me recovered from an acute infection."*

*Dr. Souza: "Dr Souza is kind, caring and a very knowledgeable doctor. We are truly blessed by his care!"*

*Comprehensive Care: "Finding a solid primary care has been a struggle since moving here. This was round 4... Prairie family got me in to see PA Brian Taft within days which is unheard of."*



WHAT OUR PATIENTS ARE SAYING:

## POSITIVE COMMENTS FROM Q2



### ADVANCED PRIMARY CARE

#### PRAXIS HEALTH ADVANCED PRIMARY CARE PORTLAND

*Supportive Staff: "I appreciated the kindness and support shown to me during my appointment!"*

#### PRAXIS HEALTH ADVANCED PRIMARY CARE EUGENE

*Dr. Barakat: "I'm so impressed by the professionalism, knowledge base, empathy and pro-active approach of Dr. Barakat. Her nurse Lisa and receptionist Catherine are also super!"*

*Best Experience: "Wow! This was the best experience at a doctor's office that I've ever had in my life! I can't believe I actually enjoyed going to the doctor!"*

*Comprehensive Care: "My first visit with Dr. Barakat was extremely productive and helpful... She is thorough, empathetic and clear."*

*Excellent Team: "Dr. Barakat and staff were fantastic. The level of personalized care was well beyond anything I had experienced from any other provider in the past."*

*Outstanding Visit: "Catherine made it comfortable and easy to make an appointment and answer my questions. Working with Dr. Suzette eased my mind."*