

4A Devine COVID-19 Vaccine Fair Feedback

1. My husband and I just had our first COVID-19 vaccine at Devine Street. Excellent organization, friendly staff and well thought-out process. Great job. Please let your staff know that we appreciate all the efforts put in to facilitate a seamless process.
2. I would like to convey my thanks to you, and your entire team at NEMG. I received my COVID vaccination at the 4A Devine Street, North Haven facility on Saturday 01/23/2021. Just want to say that from start to finish, it was a positive experience as well as, the best set up, and well run COVID vaccination site I have seen. The staff were professional, kind, upbeat, and helpful in every way. This is a particularly trying time for each of us. Thank you for making it such a positive experience.
3. First of all, I would like to thank you for fitting my husband in for his vaccine! It is greatly appreciated! As far as the clinic, I thought it couldn't have been better! No one had to wait in line, in fact my husband went in earlier than expected! From the registration which was thorough and efficient, to the time of the vaccine was so quick! We were impressed with how the room was set up for the 15 or 30 minute post vaccine wait period. I like that it went in sort of a circle so no one had to walk back through your waiting room where people may be sitting! One thing I loved was that you make the appointment for your patients with the 3 week follow up! Best idea ever. Very convenient and less nerve wracking for patients. From start to finish, extremely organized, plenty of staff, safely done, and well run! Kudos to your entire staff! Keep up the great work!
4. I was at 4A Devine Street today to get my first COVID injection and I would just like to let you know that I was very impressed on how smooth and efficient everything went. The staff was friendly, courteous, and got in and out in no time and got my next appointment for three weeks. You usually hear all the bad stuff so I wanted to let you know how well run and professional it was. Thank you.
5. I had my Covid-19 vaccine shot yesterday at 4A Devine Street. Apart from a bit of confusion upon arriving and finding the right window to check in, things went smoothly. All of the staff were remarkably friendly, courteous and very helpful. That was particularly notable because my appointment was at 4:10 PM when they must have had a long day at that point.
6. Congratulations to you and your colleagues. My Covid19 vaccine appointment was yesterday Monday January 25 afternoon at 5 PM. My experience was excellent, in contrast to all the talk in the media about uncertainties in the vaccine process. There was nothing uncertain at your facility. Everything was clear, orderly and simple. The reason I am writing you is because your whole operation impressed me immensely. All of your staff are welcoming, bright, positive, informative and pleasant. Every one of them smiles. Thank you for a positive, relaxing, reassuring experience. Keep it up. Wonderful.
7. I received my COVID shot this morning. COMMENTS: The entire staff was so pleasant, professional, and efficient that the entire experience was almost enjoyable. Your people should become trainers on what being patient-focused truly means. SUGGESTION: DON'T CHANGE ANYTHING!!! Thanks to all for their help. See you again in 3 weeks.
8. I brought my parents for their first COVID vaccine. The experience was extremely positive, and I wanted to take time to praise the entire team involved. The facility was well staffed and each staff member showed patience, compassion, professionalism and competence. It appears as if they had been running these clinics for a long time, even though they are very new. The process was streamlined and efficient, and we felt entirely comfortable with each step. It is my hope that you can share this positive feedback with your staff along with our gratitude for their commitment and skills.
9. I went to the Devine Street COVID vaccination clinic for my 94 year old mother and I was SO impressed. From the moment you enter the clinic, the staff were not only friendly but incredibly efficient. I have never been to a more organized clinic in my entire life! It was truly impressive. There was almost no wait time. Some of the staff who were especially great were Michelle Carrubba (who did check- in), Adrienne Chapman (escorted patients to shot room), Danielle

Fresen (who gave a painless shot! Amazing!) and Kelly Martens (who chatted with us afterwards and made sure everyone was OK). By establishing such a friendly ambiance at the clinic, patients clearly felt reassured and supported. Getting shots can be really scary, particularly this one since it's so new. But the tone of the clinic and the helpfulness of the staff involved made for a very positive and calming experience. I know that people often take the time to complain, but I thought you would appreciate hearing from people who really appreciated the experience at your Devine Street COVID vaccination clinic!

10. I received my first vaccine yesterday. I found the whole procedure very, very organized from the initial check-in to receiving the vaccine. The staff was very friendly; I rate the first experience as a 10/10. Will be returning in 3 weeks. You're all very much appreciated.
11. I just received the COVID vaccine today, as did my wife, last Friday. We both agree you could not have made the experience any easier or more pleasant. You and your staff have earned our deep gratitude for this service. Thank you all so much.
12. I received my COVID vaccine today, and just wanted to write to say "Thank You!" The experience couldn't have been better - a well-organized and efficient system in place, staffed by friendly, competent people. It was so nice to be led through each step by people who seemed to enjoy their job and care about each individual who was there for the vaccine. Explanations given, questions answered, and the final bonus - easily scheduling the return visit for the second dose. Thanks so much to you and your caring staff!
13. I had my first vaccination shot Tuesday afternoon and first want to you and your organization for holding this important event. I also want to congratulate you on how easy it was to sign up and then how organized and pleasant the experience was for the shot. Your staff was friendly and helpful. I was hoping though that I would get an ice cream cone after the shot, just like I got so many years ago when I had my Polio vaccination in grade school!
14. I had my first COVID-19 injection yesterday at the Devine Street location. Yale should be very proud of its staff. They were all ABSOLUTELY FANTASTIC. Looking forward to my second injection on Feb.17.
15. I received my first Pfizer COVID vaccine inoculation at the Yale New Haven Health facility at 4A Devine Street in North Haven. Everything about this appointment was extremely well organized, and with zero wait time. I realize that the 15 minute wait after the vaccination is necessary and appreciated. Overall it was basically in and out. I had a bit of a sore shoulder upon waking the next morning, but it was gone by the end of day. All of your planning and organizational skills are much appreciated. Your team is to be commended.
16. My wife and I were very impressed at how smoothly the whole vaccination process went. There was no waiting, we were ushered from place to place with no delays and my wife, whose appointment was later in the day was able to get vaccinated with me. Your staff were welcoming and friendly. I can't say enough about how we everything was organized.
17. My wife and I received our first vaccine shot today at the COVID Vaccination Fair in North Haven. We had made an appointment in advance and had followed all the pre-vaccination procedures. Nevertheless, we joked that we would probably have to wait in line in the cold for an hour or more to get the vaccine. How wrong we were. Once we found the correct building we got checked in and escorted to the treatment room by efficient, polite personnel without any delay. Our nurse briefed us, asked the customary screening questions, and gave us the injections in minutes. Then we were escorted to a room for the required 15-minute wait – the only wait we had. While we waited, one of the other staff came in to talk to us and tell us about the second shot. Her information was very helpful. Barbara and I couldn't believe how carefully someone had set up the procedures. Every step of our processing could not have been handled better or more efficiently. Please convey our appreciation to the staff at the Devine Street facility for making our visit so smooth.
18. I will compliment all the personnel at the site. They were great and very efficient. I am so happy they were able to get me in earlier. Thank you to everyone. Great job.

19. I thank you and the staff for a very kind, efficient vaccine experience. I was apprehensive about receiving the vaccine but there was no need for me to have felt that way. Kudos to you and the staff.
20. Just wanted to let you know I received my first vaccine today. I was very impressed with the process and the professionalism and caring of all of the people working there in all capacities. Well done.
21. I had my shot on Wednesday 1/27. Had no wait time - was in and out in 20 minutes. Very well organized. Scheduled second shot for 2/17. Thank you!
22. Just to let you know my husband and I were very impressed with the efficiency and the smoothness of our COVID vaccinations on this past Saturday. The staff is also amazing. Thank you for a wonderful experience.
23. I received my first shot of the Covid19 Vaccine on Friday, January 29th. If it seems strange to say, but I think it is appropriate, I looked forward to receiving the vaccine shot. I found the experience to be most positive. From the time you walked into the offices until you left, it was very apparent that hard, hard work was done to expedite the process. Every detail of the experience was professionally handled and executed. My sincere appreciation to all of you. Under such extraordinary circumstances, I felt such positive energy coming from all of you at 4A Devine Street. Thank you. I wish you all to stay safe.
24. I was thrilled that I received a call on Saturday to receive my first shot due to the impending snowstorm that would affect my appointment on Tuesday morning. It was a great experience.
25. I was very surprised and delighted with the procedures in place yesterday. The flow of people was very organized and well thought out to keep everyone safe while at your facility. I'm not dreading the follow up appointment at your facility in February.
26. I very much appreciated your care and concern and that of your fellow medical personnel during my first COVID vaccination on Wednesday, January 27th. I was apprehensive about the procedure and all of you made me feel confident that I was in good hands, thank you!
27. I had an extremely positive experience. It was so well organized and the staff was pleasant and professional. I don't know how it could be improved... GREAT JOB!!!
28. Congratulations to all who did such a wonderful, coordinated job. My visit flowed perfectly and the best part was all the helpful and smiling workers. Everyone I came into contact with was pleasant and kind. It was great to receive a call on Saturday morning rescheduling my appointment from February 1.....I don't have a snowmobile!