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HEALTH CARE QUALITY AND ACCESSIBILITY SURVEY II

2024 LOS ALAMOS COUNTY
HEALTH CARE QUALITY AND ACCESSIBILITY SURVEY: VOLUME II

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Appendix E: Verbatim Responses to Open-Ended Questions (Resident Survey)

Why did you avoid or delay care for yourself? (other)

Response
Could not get an appointment.
Lazy
I couldn't get an appointment at a specialist in Santa Fe for months.
Lack of appointment availability
I had issues with my insurance- it showed as 'cancelled' when it wasn't and providers wouldn't see me
Lazy
Los Alamos healthcare poor and WAY overpriced
Provider's schedule. 3+ month wait for many specialists
Didn't prioritize
Appointment times are not available in under three months
type of healthcare needed not available
long wait due to lack of providers in Los Alamos
Just didn't go
Availability
No Providers
None take Medicare
worried about quality of local care
Drive to Santa Fe or ABQ to see doctors with availability is hard when working full time and having children in school
I hate the care required based on bad previous experiences
too much going on in my personal life
No other provider to give a second opinion
Office not accepting new patients
Lack of options within community

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Not enough specialist, (Physical Therapist are all booked months out) or don't take insurance and I have to pay out of pocket.
Availability
Terrible quality
long waiting line for scheduling
Takes too long to see a doctor here
Technology barriers = lack of technology. Major hospitals use MyChart and other advanced tracking tools. I'm away from my phone at LANL, I can't schedule/confirm appointments or do telehealth.
Provider's unavailable for months
no insurance at the time
Specialist was not available in Los Alamos. Dermatologist.
Before I had LANL Insurance, I couldn't find a primary care here that took new patients & accepted my insurance, I had to go to Espanola. I finally found someone here, I am on my 3rd primary care here, the other two left LA.
Couldn't find a dermatologist taking new patients; long wait times with some providers so I used Trinity urgent care for some things
not available in Los Alamos
Too hard to get an appointment
Always takes a long time to see a doctor
Nobody available to be my PCP
Doctors rating online are BAD! Also expensive
difficulty of scheduling clinic appointments, due to shortage of primary care workers
No availability of timely appointments; Drs leaving Los Alamos: Can't get call back from Drs offices; MANNM walk in clinic no longer provides care to patients that are not part of MANNM; Drs and Dentists not taking new patients; Drs and Dentists retiring
Can't get timely appt with PCP, and tired of long lines at urgent care
Poor quality of providers available
You have to make phone calls to get mental health care scheduled and phone calls are scary pls let me email. Also the internet says there are no psychiatrists
Lack of qualified doctors
NM State insurance NOT ACCEPTED
Lack of trust in desire to help
Delay
Appointments are 6months or more for specialists

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Embarrassment
Available scheduling is 4-6 months out
Need to go out of state (out of NM) to get the care I needed.
Lack of trust for quality of care
not enough providers, overbooked
No dermatologists with openings. No colonoscopy openings. Lack of openings in Santa Fe too!
have to go to Santa Fe and their schedule is too full to meet my dental needs. No adequate/good dental in Los Alamos!
long wait to get appointment
didn't make health a priority
I want personal health information private not online. Doctors not listening & insist patients put personal information online to get appointment, but they won't guarantee that their systems won't be hacked. Paper fine in office file. PROTECT MY INFO!
husband full time care presented to me
Had a ruptured gallbladder; specialist for this care not available in Los Alamos
Low quality local providers
Too much provider turnover
Long wait times to see specialists
Covid
Long wait for specialist, year+
AARP UHC Not Accepted by LAMC/MANN. Dermatologists not taking new patients.
Doctor not accepting new patients
No appointments available
Office schedules out 9-10 months
no care available
I get tired of nagging my PCP

Why did you seek care outside of Los Alamos County for yourself? (other)

Response
Better options outside of LA
Could get an appointment.
LAMC does not have services needed
Was out of town.
Much cheaper off the Hill
Local hospital quality
I was living out of the area
Better equipment; better treatment and cordiality
Was out of state
Inconsistent availability of providers
Specialist
Was established with dental care in Santa Fe
Expensive hospital fees
Living elsewhere
Referred to Santa Fe for oral surgery
Lived elsewhere
My dentist has an office in Santa Fe and Los Alamos. For some procedures he needs to see me in Santa Fe.
Maintained primary care physician. Used EAP for mental health. Concern about quality of care on the Hill.
Providers retired or left Los Alamos. No CONTINUITY OF CARE!!
local providers do not work on Saturday
I had four PCP appointments cancelled because the provider left before I could even meet them. I get everything done in Houston now.
I was on vacation out of state
Didn't want any of the providers in Los Alamos
Referral for surgery
On travel at DFW

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no insurance at the time
Limited time slots in the County in one case; specialist locate outside County in another case
Needed VA
ER
Needed a specialist
In another state
The emergency is NO GOOD!
Geriatric specialty
I have been seeing a specialist in ABQ for 10+ years and don't want to stop seeing her
Have a long-time dentist in SF
When I moved here I had Molina insurance and couldn't find anyone that took it. Now I have BCBS but decided to keep my dr in SF because I like them
Cost
No consistent local provider available
Dental
Referred to Santa Fe by provider
Cost
My local provider moved practice to Santa Fe
Referral from provider on the hill
personal preference (choice)
Quality of local dental care is low.
No specialist available
My los alamos provider moved outside of Los alamos county.
need teleconferencing, need specialist we don't have here
Re: Quality, we used to recruit & have top notch providers who also were good members of the community; these days, the few who are present are not taking new patients, too. I have also heard that Provider insurance has driven some out of their practices.
Same answer as above, the specialist wasn't available in Los Alamos
Living in another state
Care already established in Santa Fe

Long-time dentist
Previous patient of oral surgeon who is in Santa Fe
No Medicaid docs in LA
specialists were needed-they were not at LAMC
Care not available locally
Providers I need aren't here
Office was in Santa Fe and Albuquerque

What type(s) of providers did you access outside of Los Alamos County for yourself? (other)

Response
Emergency Care for daughter
Dermatologist
orthopedic
Special MRI
Dermatology
Dermatology
Rheumatology
Xray and lab work
Dermatology
Emergency room
dermatology
dermatology
dermatology
Baby birth
Dermatology
Dermatology
MRIs since LAMC's MRI machine kept breaking down. Then when one of my appointments was successful, it was inside a semi tractor trailer!!

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covid booster
dermatology
Urology
applied kinesiologist
Dermatologist
Cancer treatment
Dermatological surgery; emergency room in Dallas
Physical therapy
Dermatology
Oncology
Oncologist
specialists at hospital
Imaging
Orthopedic, Gastrointestinal, Dermatology
Dermatology
Urgent care
ER
Mammography, cardiography
Dermatology
Orthopedic
Mammogram
Emergency
Oncology
Podiatry, dermatology
Autism & DBT. Also couples therapy
Heart attack
Cardiology for my son
Radiology

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Dermatologist
Dermatology
Robotic TAPP Hernia Repair Surgery
Imaging
Pulmonary, sinus
Dermatologist
Cost
Heart/pulmonary
radiation therapy
Ortho, neurology
Rheumatologist, Dermatologist, Orthopedic
Adult Care
Surgery -- skin cancer removal
Chiropractor, Acupuncture
Ortho, Rheumatologist
Cancer
Dermatology
Dermatologist
dermatologist
dermatology
Dermatology
Mental health, dermatology
mammography
Pulmonologists, cardiologists
Rehab
orthopedics
Dermatology
skin cancers, cataract surgery

TMJ
Dermatologist, Surgeon
Dermatology
Dermatology
Mammogram
Cardiology, oncology
Rheumatology
Sleep study
orthopedics, vascular surgery
health coaching
dermatology
Mammogram

Why did you avoid or delay care for your child/children? (other)

Why did you avoid or delay care for your child/children? (Other)
Only 2 doctors in town. Children's Clinic is awful and discriminates based on religion and race. The other is old and may retire soon.
Wait for local provider was extremely long
Waiting list too long
Poor care from ER
Couldn't get an appointment.
For a certain time local doctors did not accept our insurance
Wait time was too long for local provider
Couldn't get into PCP to be seen
Will not use NorthStar. Better to go untreated.
Lack of appointment availability
lack of doctors and specialists
Provider was far away
Child x-ray for broken bones

No appointments available
Takes too long to be seen

Why did you seek care outside of Los Alamos County for your child/children: (other)

Why did you seek care outside of Los Alamos County for your child/children? (Other)
Better care for less money.
Subspecialty need
Wanted a second opinion. Not sure if the treatment is working
local providers do not work on Saturday
Same as before, no one was accepting Molina insurance when we moved here, so we've just stayed with their dr and dentist in SF even though we have BCBS now
We were out of town
Providers don't exist here

What type(s) of providers did you access outside of Los Alamos County for your child/children? (other)

What type(s) of providers did you access outside of Los Alamos County for your child/children? (Other)
ER
Pharmacy
GI
Certain vaccines are unavailable in los Alamos for kids
Dermatology
Child x-ray for broken bones
Neuropsychologist

What UNADDRESSED healthcare (general, mental, substance use disorder, dental) needs do you or any member(s) of your household have right now?

Response
Dentist, pediatric dentist, pediatric optometrist
None
Imaging
General
None
Menopause, hormone, bone, and skin health
quality, coordinated care in mental and behavioral health
None
Primary care.
mental health psychiatry,
general
No
Need good quality healthcare.
Local hospital with capable trauma center for emergency medicine -
primary care provider
mental
Dermatologist
Listing of health related resources
none
None
Cancer treatment; oncologist availability
None
Providers in town cannot remove IUDs with local anesthesia so I will need to seek services off the Hill
Availability of qualified providers and continuity of care

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KNOWLEDGE OF COMMUNITY SARS-CoV-2, RSV, FLU PREVALENCE
Pediatric orthopedics
Access to healthcare in a timely manner
Dental
None
skin care
General,
There is no access to behavioral health resources or on-site suicide assessment at Los Alamos Medical Center. Lack of these resources results in suicide
Access to mental health providers including specialists. Access to mental health evaluation services through the LAMC ER. Lack of dental surgeon and
Pediatric Hearing
General, dental, vision
Mental
None
dermatology, oncology
Better access to primary care/specialist within a reasonable amount of time
Insufficient availability of primary care doctors taking new patients; insufficient access to specialists
Annual skin checks overdue
None
neurology
The hospital sucks. If you require anything more than a bandage, one is flown elsewhere
Specialists, comprehensive healthcare coordination, trauma-informed, high-quality mental healthcare
Preventative cardiology appt, 6 months wait to get an appt with a gyno (in Santa Fe, could not find female gyno in LA that accepted our insurance)
not enough providers for all types of health care especially mental health and specialty providers
N/A
none
mental
Counseling, mental health

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GYN options
In network specialist
More primary care providers
Pulmonologist, ENT, vision
nephrology
None
Mental health care through the VA
Mental healthcare
None
Very difficult to get medical appointments in town. I had to use direct primary care in order to actually get care. Fortunately, I am of adequate mean
High doctor turnover. As soon as I become established with a provider I like, they often leave. Also testing equipment is higher quality of the hill.
dermatology
Access to therapists on the hill; imaging of veins (not available on Hill)
We no longer use the ER in Los Alamos as we have received poor care that led to bad outcomes. Especially for our children we don't go to ER. We now tr
dermatology
Psychotherapy
Lack of primary care providers
Colonoscopy and need dental implants
N/A
None
Sleep apnea
General women's health care
general healthcare, mental healthcare
Possibly autoimmune disease - waiting in tests
Mental healthcare options for adults. Access to routine screening tools that doesn't require waiting months.
vision
Vision

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High quality adult primary care, high quality ob/gyn
dermatology
n/a
Endocrinologist, counseling, dental, ob/gyn., dermatologist, credible hospital and ER
Better pharmacy options
None
Woman health
general, dental
Lack of availability
Mental & dental
Pediatric physical therapy, speech therapy
Dental
medical services, specialists
ear lesion
General.
Mental, physical
Gynecology issues
Mental health
Local therapists suck for people under 45, dentists are hacks, no consistent primary care
General surgery and endoscopy providers, ob/gyn
many doctors left the county in last few years
OB/GYN
1) Long term, integrated autoimmune disorders. 2) Fertility treatment. 3) Basic cancer care or prevention screening
None
None
Physical Therapy for routine musculoskeletal ailments
none
Women's health issues

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None
Lack of dermatology,
Need another pharmacy that accepts lab insurance. We miss Smiths.
Gynecologist and Endocrinologist
substance use disorder
Mental, dental, specialty (dermatology)
N/A
Need transportation services to appointments
Physical therapy
Access to mental health care and services for LGBTQ+ folks, especially for gender affirming care.
General, specialized, dental
Autism diagnosis/treatment
ADHD
Mental health
Dental healthcare
Lack of general physicians/long appointment lead times, lack of ER physicians/long wait time in ER, lack of specialty care e.g. x-ray techs, nephrology
Dermatology, gastroenterology,
Arthritis pain management
Better emergency needs at the hospital, Dental insurance should be a priority coverage as good as health care
behavioral health
Need a primary care physician
Finding specialist that have a reasonable time for an appointment. rehab facilities that actually help and treat patients with care.
None
None
Primary provider that isn't booked 3 months out.
Female OB/GYN
Dermatology, Ob/gyn, men's health
need for in home assistance covered by insurance

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Obgyn, quality timely general care
general and mental health service providers
Orthopedic surgeon offering labiaplasty
Reliable medical supply company for regular oxygen equipment and testing. Specialists of many types, especially ob/gyn and dermatologist.
specialty doctors, general care
Specialties.
Treatment for PTSD, treatment for ADHD, gynecological treatment
Orthopedics, mental, general
None
Dermatology
Need drs and dentists that are accepting Medicaid
Lack of dermatologist in town
I had to see a cardiologist outside the county for extended visits. No dermatologists in town are accepting new patients currently.
Specialist: sports medicine, neurology
Dermatologist, periodontist, a mental health provider that takes Medicare and blue cross
1. Need to go to Santa Fe to see a cardiologist, there are no more in Los Alamos 2. Prohibit "gender affirming care" 3. More specialists needed (gastr
No problems in this household. More mental health and more physical therapists are needed in Los Alamos County.
Home care for someone in need
Remember: having medical insurance does not mean you get medical care!
Still cannot get a PCP. I've been living here for 3 years and nobody accepts new patients for a PCP
Dermatology
Concern over retention of OBGYN doctors (I've had 4 different OBGYNs in less than 8 years)
I cannot find a primary care physician willing to accept new patients
The ER needs to be way better
OBGYN
An attorney that represents renters rights!
N/A

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Life for Disability
Need more doctors, dentists, eye doctors and Vets in Los Alamos- either cannot get in or wait months; avoid ER maybe not in network?
Cardiology, dermatology, knee doctor
OBGYN providers
Periodontal needs
Difficulty finding any dentists that accepts Delta Dental insurance. Unable to afford counselor for depression
More places that have sliding scale or affordable payments, not everyone works at the lab or has high salaries or good insurance.
General and primary care
Insufficient supply of mental health providers
OB/GYN, Hormones
Affordable access to mental health providers/or counselors. 3 to 6 affordable visits is needed. Dental is costly, even w/ insurance
Autism diagnosis & accommodations. DBT. Couples therapists.
No access to dermatologist in Los Alamos
Neurology for my son
Need dermatologist care
Mental health
Specialist care such as urology cancer surgeon
None
Dermatology
Dermatologist,
dermatologist, certain vaccines,
Specialty such as Oncology, Bone & Joint Pain and Surgery,
Dermatology
Quality medical care here and in New Mexico.
Vision, physical therapy
Mental health
Mental health, adult and child

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None unaddressed
Vision care and mental health care
Mental health
Affordable housing, available housing
General, endocrinology
Neurology for Parkinsons
Dental
Mental, Dental
Doctors appointments that aren't in the middle of the day, since I commute off the Hill for work. Also, female primary care doctor not PA or NP.
General, Dental , Vision
More pharmacies, Nambe is overloaded
Pain clinic; back surgery
Vision problems, mammograms
I had to go out of county to get help since LAMC didn't have time and didn't want to treat me
Hospital care- standard of care at Lamc is poor, if i grad to be hospitalized, i would seek care outside of L.A. County Gynecology, dermatology.
Doctors keep leaving state needs to cap medical malpractice limits!
Neurology ENT
Need to get an MRI on my knees and one shoulder.
Lack caregivers
N/A
no issues
Dermatology, availability of preventative cancer screening
Can't get a flu or covid shot without insurance, cant get a mammogram without a referral from a PCP, which you can't get without insurance
Dermatology
Long waiting lists for some specialties
I have an abnormal pap and I need to get one in an office that does colonoscopy
Rheumatology and pain management

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Mental health - finding a local provider is very difficult
Less costly regular vision care
Dermatology
Geriatric & End-Of-Life care
Improved pharmacy access and acceptance of pharmacy insurance
mental health (though family member is not open to receiving that care), primary / general care (because a provider or practice type is not available)
Neurologist, dermatologist
Orthopedic surgery and pre surgery MRI's and X-RAY (Both needed outside of Los Alamos
Primary care and care coordination
Prescriptions from any doctor are a nightmare, especially if it is a controlled substance
Could not find legal support with adequate expertise in the area of need in Los Alamos
No way to answer question 20 in online survey! There are no yes/no options.
Dental implants why they are not covered by any insurance I know of. Assistance with Handicap accessibility.
dental crowns, hearing test, menopausal issues
dermatology, more vision options/quality
No available dermatologist
Having a hospital that if there is an emergency it is not assumed that you will go to a life flight.
None--LA is a rich county--why are you doing this?
Transportation
i do not have a PCP
OB/GYN, Neurology, Cardiology, Sleep Disorders
Pre-diabetes: I have info and resources, must take personal responsibility and time.
dental needs
substance abuse juvenile
Primary care doctors not accepting new patients or are retiring with no one taking over (qualified). Specialty providers are retiring, no one taking over
none
can't find a dental care provider accepting new patients
general, mental

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While I qualify for Medicaid, because Im on SSDI. Im on Medicare instead, which offers no dental or vision and neither does QMB Medicaid. My teeth caus
home healthcare
Primary Care (not enough quality providers)
Mental healthcare
dermatology, ob/gyn
Mental health care
Pedestrian safety; air pollution due to commuters, hospital is old and out of date
Orthopedic surgeon, geriatric specialist, neurosurgeon
I need a lost filling replaced, dental care
Dermatology
Dermatology, gastroenterology
Dermatology, comprehensive cancer care, pulmonology, Competent ER services
Additional modalities in physical therapy
Easy access to transportation
If Trump is elected President and turns our country into a dictatorship, we will need more mental health folks, possibly substance use professionals!
Cardiology
dermatology
MENTAL health care
less costly vision, dental, and hearing care
None
Urgent care / ER services, easier access for prescriptions
Inability to quickly get a Paxlovid prescription from primary care or urgent care doctors Can't got to urgent care if COVID +.
Los Alamos primary care physicians are aging and can't find replacements
Poor availability of doctors
Los Alamos has a huge substance use problem with little to no resources to address it. Also the stigma drives "discussions" underground
Mental health
Oral Surgeon

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Physical therapy, also will be intolerable if we lose our endocrinologist
Obgyn related
Psychiatry
Healthy Weight Care
None
AARP not accepted by many providers
General (Vision)
Dermatology - When Lori Whitley leaves LAMCC in Nov 24, there will be no dermatologists in Los Alamos County.
Why do providers keep leaving the hospital?
Routine blood work 1 time a year.
Mental health
Better doctors, more doctors, especially primary care
Cardiology appt for my mother is urgent, but scheduled for two months
Physical therapy
Knee or hip replacement
Dental appointments
More therapy groups
a new RA doctor
general health care practitioners are hard to get timely appointments. Dental health care was weak.
depression, impostors syndrome
mental health care, counseling for family and children, vision
more OB/GYN, mental and counseling
my son had to move out of town because he could not afford to keep his apartment when the rent was doubled and he could not afford any health care
general lack of specialty medical providers with appointments available in less than 1-2 months
getting a ride to out of county care
neurological, Gynecological, mental o consejera
Dermatology, orthopedic
general, dermatology, cardiac

What ONE thing would improve healthcare in Los Alamos County?

Response
Wait time to get appointments
We need a cardiologist in LA County - there is none.
Increase options/availability covered by insurance
A decent hospital and qualified caring doctors. I would not go to this hospital even in an emergency.
More doctors
Improve hospital's quality of service
More healthcare providers for adults across the board, especially with dental services.
One thing? Maybe having medical assistants (nurse practitioners etc) that could see a patient and if needed forward them to the doctor.
Quality, coordinated care in mental and behavioral health for children. THE KIDS ARE NOT OKAY!!!
Access specialists
More staff support needed in areas such as X-ray, laboratory, ER, more general practitioners, OB-GYNs that will deliver babies locally
More primary care physicians.
Less control of market by hospital
Accessibility to your primary health care provider
More primary care physicians
county needs to be more proactive in getting more physicians and partnering with local physicians and hospital
Increase the ratio of primary care physicians to PA's or nurse practitioners.
Keep the county out of it. They ruin almost everything they touch.
I would bring the hospital back under lab control. The contracting organization is missing the mark on care standards.
Better healthcare workers
Have ambulances approved for transport directly to a certified trauma center.
Doctors who specialize in women's health
An honest 3rd party assessment of the quality and capability of LAMC
county staff not being idiots about public health
Less turnover in doctors

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Easier to make timely appointments.
Increase number of providers
Better facilities
An easily accessible listing of health resources all in one place or someone to talk to with info I needed
Having providers that accept the main insurance nearly everyone has.
More primary care doctors.
Providers that are accepting new patients
LAMC needs revitalization. It's a dying facility forcing us off the hill for specialty care.
Better access to dermatologist care.
More dental places
More providers in more specialty areas and reduce their turnover
Women's health care
Making the county a good place for specialty doctors to practice
Unknown
RESTART THE FUCKING WASTEWATER SURVEILLANCE YOU BASTARDS. GODDAMN YOU TO HELL, FUCKWADS
Having a wider range of specialists and a more affordable option for X-Ray/CT imaging etc. (Perhaps something similar to Xray Associates)
Timely access
Cheaper
Get the newest and latest equipment not just PAs and a new hospital.
Elimination of for-profit health care
A permanent community of physicians/care-givers rather than care-givers unable to establish a practice here.
local emergency room care
Reduced cost
Hospital quality
Get more providers
More female primary care providers
more providers
Having access to behavioral health resources on-site at LAMC.

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More mental health providers and in home care services
Consistent labor and delivery services in town
More medical professionals of all kinds, including quality nursing staff at LAMC
Make the county more affordable and support small businesses instead of just the lab.
Just more health care professional to handle the work load
More quality specialty providers, such as OB/GYN and Gastro. Waiting times now are ridiculous
more providers
Emergency Room doctors that ARE NOT traveling & hound you for payment outside of insurance.
More primary care/specialist MD
Lower waiting lists. More providers who are willing to take time to dig deeper to the root of problems
More pcp's willing to take new patients
More dermatology specialists
More doctors so appointments can be timely!
More doctors
more doctors here. They are all leaving. WHY????
Letting people know what is available up here on the hill
Civility of residents
More specialist providers
better quality emergency care at lamc
more providers
Get a good hospital administrator
More providers, wait times exceed 1 yr
More doctors and specialists and In-House care so we don.t have to be flown to SF. Also, dentists that accept a variety of insurances.
better initiative to retain healthcare provider. I had to change my primary physician twice in less than 2 years because they left
Hospital needs to stop making it hard for providers to care for patients. Too many great Doctors are leaving Los Alamos
Professional development: Providers lower quality than in other communities, esp. mental healthcare, confidentiality is not treated carefully

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More providers: currently have to go to Santa Fe b/c not enough providers/appointments available in LA, long waits for appts
more providers in quality space
More doctors
more mental healthcare providers
LAMC is a criminal enterprise that routinely overcharges for care
Quality of care and availability of care
Hospital like in the past; not for profit; keeping good doctors
More pediatricians and adult general practitioners
Build a new hospital that is community owned and not owned by a for profit out of state corporation.
Variety of options for care
OB care
More providers
we need MORE doctors and we need the doctors to STAY, i've had 3 PCP's in the last 4 years because they keep moving
Orthodontic services
Doctors who stay, and don't leave their practice after a short time.
Urgent care fir Veterans. The urgent care up here no longer takes the VA. When ever I have even a cold I have to use the emergency room.
More/better access to doctors/providers!
Better hospital, specialist access
The hospital is terrible and provides poor quality care
More doctors!
Access to mental health resources
More providers and ones that actually stay
Emergency room staffed with high quality providers, reliable OB care
availability of specialists
more Primary Care docs
Wait times at the ER
Being able to see healthcare providers without having to wait 5-6 months

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More specialist doctors so appointments could be made in less than 6 months.
More care providers
More primary and special services providers
More providers
Los Alamos hospital fees are higher. Also, there is no control over apartments rents. Not a good place to live for long time.
Reliable OB/GYN care
More office space for medical practices
N/A
Increased options for PCP.
Shorter wait times for specialist. (ENT in my experience)
A hospital that isn't so awful
More providers
Availability
more mental healthcare providers
Quality. We pay old docs a lot of money to be here, but those docs should not be practicing anymore. Relationships with Dr. long term needed
More doctors and fully functional hospital, which existed 25 years ago.
More providers
Higher quality of "bedside manner" - many of the doctors lack empathy and have difficulty explaining medical concepts at an appropriate level
Accessibility. Wait times are generally ridiculous.
Doctors need to listen and not dismiss patient concerns
hospital that is not profit driven
more choices
Better access to health specialist
Availability
Legitimately good primary care doctors. Many of the current ones are really bad! We go to Denver for care when we need it.
More dental offices
more availability and more specialists for common medical issues of the region (like dermatology!)

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women's health, pregnancy
New and capable hospital management. No good care for elderly
More choices
More General health providers
Availability
Recruiting more qualified doctors
mental health services for children
Housing for doctor's families so they would remain in LA
More providers for early childhood intervention services
Expanding current offices in order to accept new patients
add covid booster along with flu Fall drive through
Improve quality of care at LAMC
ASD services
Dermatology
availability of quality suppliers,
More options for care at LAMC—less need to be transferred to other hospitals or have surgery at other hospitals.
More mental health care providers for children.
Wait times for appointments
more providers, especially primary care, orthopedists, dermatologists
Have the hospital hire a pediatrician so they can admit children rather than sending them to Santa Fe or Albuquerque
More alternative medicine options
More options!
More options for women's health.
more providers
More doctors. The doctors here are either mediocre or have long wait times.
Younger doctors who know what people under 45 deal with rather than old doctors who've given up
Recruiting doctors to practice including at LAMC
More care providers accepting new patients.

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Need more affordable housing for healthcare workers, better Integration with labs
Hold Apollo Global Management and Lifepoint Health (owners of LAMC) accountable to invest in the hospital and related services.
have more and better doctors available
None of the providers seem to accept new patients right now.
Need more services here, there is nothing here in any sector
More women's health services
ONE? lol. An easy one would be to improve technology for tracking health, appts, etc. MyChart is great. Let's see if y'all can even manage that...
Transportation to medical appointments
Better hospital facilities, specialists, in-patient care.
None
more health care providers
Cheaper and more accessible PT for minor injuries
keep primary care doctors in town
recruit more medical professionals
Ability to retain specialists and doctors in our county
The local government shouldn't be involved in the availability of healthcare, most are private businesses.
Having more Doctors and Health Practitioners to meet the diminishing number
More primary care doctors for children and adults
An excellent hospital
More providers.
More primary care physicians
More doctors
greater availability - long wait times due to only one specialist in a given field
More healthcare providers
Los Alamos Medical Center in my Medicare Advantage Program
Need more doctors. Cardiologist, OBGYN
Greater # and variety of providers

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We need more doctors and surgeons that can provide basic services in town and also speciality services so people don't have to leave town as much.
More doctors
More providers
More providers
More Doctors
Affordable housing so clinicians can live here
Nothing I can think of
More providers providing quality care
Improve the wait time between s healing and receiving service to less than months. !
More and better housing for healthcare providers
Open, well reported testing of patients, waste water, quality of care
Timely Availability of providers.
Improve staffing so more can be done at LAMC. The company running the facility only cares about profit. Helicopters are annoying and wasteful
More services for emergency at hospital so not have to go the hull for services.
Opening a free/subsidized general/multispecialty hospital in the town
A appropriately sized building for healthcare providers which would compete with the hospital.
More behavioral health providers
Decent doctors and additional doctors
More specialist and correcting all the problems with LA Wellness and rehab.
Better availability. It takes months to get an appointment so by the time you do it's not needed anymore.
More providers, but more providers that are not strictly western medicine (chiropractic, DO, etc).
Better coordination with Santa Fe specialists
More doctors
More primary providers.
More providers. Even when there is a provider, they often don't have availability or aren't taking new patients.
Housing for health care workers
Provider availability
Get Blue Cross to pay providers more. Many providers are leaving. Many refuse to accept Blue Cross.

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More providers, including retention of existing ones.
More general practitioners that are MD's
attracting and retaining more quality health care providers
Better availability of local healthcare specialists
more providers
Better urgent care/emergency facilities. Use of MyChart by providers.
the community should buy out the medical center and run it directly.
More doctors. More urgent care options.
Greater number of quality providers
More providers
Providers who accept new patients
Availability of all specialties of doctors.
Same computer system so ER/Dr and surgeon get info at same time.
None
Reimbursement rates for providers! Psychological and medical services are reimbursed SOOOO poorly in NM, we are losing skilled providers
Stable long-term healthcare providers
The state needs to repeal the recent legislation that removed liability limits for drs. The Dr exodus from this state will continue until that is fix
More specialists
Overall quality of healthcare provided at LAMC
General dental
More available specialists
More doctors
More providers and higher quality drs (specifically general practitioners, obgyn, and dermatologists)
More timely appointments
A psychiatrist who is available in person and who can see patients regularly
High cost of LAMC services relative to larger non-profit hospitals
Los Alamos needs more general practice / family practice MDs!
More General Practitioners

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More specialists
More doctors
Being able to see your primary care physician for an unexpected illness
More providers in all areas are needed
More physicians that stay in the County/more services
More providers
MORE doctors so we can have alternatives when our normal doctors can't see us right away. Also the state needs to address medical care insurance
There are no doctors who accept patients as a PCP, cannot get anyone for annual checkup, but was charged \$200 for a visit
Modern hospital
Los Alamos County working with LAMC to help them staff the providers we need, to address the needs of our community members
More primary care physicians
The ER
More available doctors
Disability friendly, including equitable employment opportunities and a low cost of living for them.
More doctors, dentists, eye doctors and veterinarians (cats and dogs are family too) in Los Alamos
More specialties, quality primary care physicians, quality women's health, and quality labor/delivery/nicu services
Maintaining staff! SUCH turnover, especially OBGYN
Improved hospital facility
Better relationships between hospital and physicians that do not work at the hospital. Better coordination w the doctors that work inside the hospital
Upgrade in LAMC facilities
Mental health services (I am a school counselor and I know the waitlists can sometimes be long)
Retaining qualified specialists and family practice doctors
Less judgy-ness from providers. When we moved here with Molina insurance and asked about sliding scale fees, several providers were very rude to us.
More providers
More of them
More providers in network

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Affordable mental health visits
More providers
Make urgent care available for Primary care provider.
Move provider for primary care- more acceptance of Medicare- less wait time for appointments
Reduction of diagnostics costs @ LA Hospital
Better Dentist
More specialist locally- Cardiology , Neurology, pulmonary
More MDS
Enough Doctors to have Primary physician
more primary care (internal medicine) physicians, new patients can only see PA or nurse practitioner
Better support for Los Alamos Medical Center (ER, hospitalization, testing, specialist)
providers who are accepting new patients and can accept Medicaid
Earlier Medical and dental appointments instead of having to wait months for a appointment
More Providers for OB/GYN care and more primary care physicians
More available doctors and services including mental health providers without having to wait months in order schedule and receive quality medical attn
Having more providers
Too hard to find a provider and appointments too far out
More health care providers
Attract more specialized providers like OBGYNs who are women and also orthopedic surgeons
a better equipped hospital with more competent administration & billing dept.
Specialty
Quality and more options
Availability of doctors without a 4 month wait
Greater availability of providers
End the helicopter service as a replacement for a full service hospital
More providers, and better quality providers, for mental health and women's health especially.
More and better specialists. More mental health options.
Availability of health care services (general & dental).

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More and a wider range of physicians.
Availability
Better emergency room care
Housing security
LAMC becoming a nonprofit hospital
More Doctors
Mental health providers that take Medicare
More doctors with more specialties, so we don't have to go to SF. Hospital staff needs to be more competent.
More specialty doctors. Have to travel to Santa Fe for these services.
At a minimum, we need more primary care physicians. Also more that will take Medicare
Get Smith's Pharmacy contracted to accept the BCBS insurance plan that LANL employees have
More primary care doctors and specialist, i.e, heart
Vision / optometrist that takes insurance
Caring doctors; increased personnel to meet demand
Greater availability of providers
Increase access to mental health care.
New Hospital/ Medical center allow zoning to build.
More Medical doctors(general specialists
Take big business out of hospitals. Let medical professionals run it.
More providers
Bring in caregivers for not lab retiree
Availability of more health care workers especially in the specialized medicine
Having a full service hospital with trauma capability and giving ambulances the ability to bypass LAMC
Putting in place the Health Security Act
Availability of quality healthcare.
More specialists
More MDs
More doctors

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Providers who accept cash / sliding scale and don't require insurance
less physician/PA turnover (retaining medical professionals)
More specialists.
More dermatologists because skin cancer actually kills people. More women's health practitioners, More and better therapists for teens.
Vote for Trump
Lower liability insurance for providers
Housing so more doctors would be willing to practice up here
We need a new dermatologist up here because Dr Whitley is leaving
Availability of specialist physicians, ie GI, dermatologists, mental health, and more primary care
Additional board-certified general healthcare providers
I'm working in Espanola and only have Fridays off which is when a lot of providers are not available
Retaining medical staff
Help providers manage the legal and admin overhead of operating a practice
I hate the noise pollution caused by incessant helicopter traffic. Lowers property value. Questioning why we can't keep medical providers in town.
Medicare-covered vision, dental care, and hearing aids
More doctors
More specialists
More women's health options
Switch to a NON-PROFIT health care center.
Increased dental providers
Community-minded and engaged physicians, nurse practitioners, nursing staff, midwives, medical practice business administrators
Updating the offices- Children's Clinic, MANNM
More Doctors and specialists- Especially with increase population of the country
More primary providers, more dermatology providers
We have been very satisfied with the healthcare in Los Alamos
Long term women's care,
More dentist

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LAC cannot retain healthcare specialists because there is not an adequate patient base; and the insurance payment structure prevents addtl services
Being able to reach doctors by phone (no menus, they never work)
Some kind of centralized list of licensed practitioners
Availability of AFFORDABLE!! housing and training for healthcare workers and facility workers, nurses, aids, therapists, janitors, cooks, maintenance
Much better information on services available when you are mostly homebound and aren't text savy
Better health care providers
Don't make me go see an idiotic PA because no physicians have openings and PA has no clue how to address my needs.
A lot of the hospital billing is terrible. I geot sent to collections for owing \$10. I'll never use the hospital gain if I can avoid it.
for profit hospital is really expensive
More real doctors not PA, NP Ect) primary care providers
medical professionals not being forced out
Better hospital staff, ER, options
Primary care doctor available to new patients
Better hospital services. People going to Santa Fe / Albuquerque/ Denver / Phoenix for healthcare is not good
A local dermatologist that is accepting new patients
Doctors that actually care and deliver quality care.
Fix the state issue w/insurance doctors have to arry and the gross receipts tax they have to pay
more up-to-date hospital technology
More cooperative building permit for affordable facilities for businesses
Replace the company that runs LAMC with Presbyterian or CSV or UNM Health
Quality doctors to just PAs, more medical services available. Chemo therapy treatment and radiation therapy
Pretty good but our hospital doesn't seem to have the capacity to serve the population. We transport many patients. We can't keep good physicians.
New orthodontist is a great addition
addiction/substance abuse group therapy and support groups for juveniles.
More specifically doctor, GI Dermatology , ENT
Quality and quantity of providers

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more doctors in specialty fields
stop evicting doctors from hospital
Retention of healthcare providers- general and specialist medical nursing and ancillary- for better appointment access in preventative (outpatient)
easier appointment making and billing transparency
Reduce insurance premiums for doctors--attract new ones.
The ER needs to be more Pro active if an ill patient
Availability of a methadone clinic. We have a relative who has to leave town 5 days every week to get doses causing employment & childcare problems
we must have access to wastewater testing to track virus
more general practitioners
more dermatologists and rheumatologists
more providers, reduce waitlist lengths
better pharmacy services
subsidies /sliding scale for people below average income in LA County and free/\$5.00 co-pay
more medical personnel
shorter wait time to get appointment with provider
More PCPs, OBGYNs and integrative/functional medical providers.
vision, neurological, orthopedic specialists
Commitment to Excellence, Access, & Value for the entire County Community
More providers
better radiology and mri services
More mental health providers
Provider availability - it took me over 4 months for a primary care appointment and 2 months to make a eye appointment
Decent MDs in an adequate number
More doctors so you don't have to wait so long to make appointments
Los Alamos is too small to support much advanced care specialists, but is really poor in primary care (pediatrics, OBGYN, family practice)
More support staff for medical/dental care. Lower taxes and low-income housing for support staff
Dental services for any insurance

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More doctors and specialists
Find a way to attract specialty doctors and pay them a respectable amount
Office space at reasonable rent to attract more medical professionals to Los Alamos
Orthopedics
More providers, wait time for appointments is TOO long!
MORE PROVIDERS OF ALL TYPES
Less stress - at the national level, fewer lies, equality of justice for everyone
Compassionate nursing staff
Better payment for primary care. We are losing our primary care physicians and mid-level providers aren't as good.
Universally funded and administered healthcare for all
Quality doctors you can get in to see who CARE about their patients and aren't in it FOR THE MONEY in THEIR POCKETS!
Since I haven't seen a dr in 35 years, I can't say. But maybe a sports medicine facility
Need more specialty physicians in this town
Be able to get an appt within a reasonable timeframe (2 weeks)
Mental health care
Doctors that take Medicaid
Need more doctors
online appointments and availability calendars for providers
if Medicare covered dental, vision, and hearing care
None
Are we losing too many physicians? Do we actually have mental health care? I was asking around and didn't have responders who thought we had minimal
A fully staffed, fully serviced hospital - we never used to have to leave Los Alamos for medical reasons
More MD's and pharmacists in network that are open 7 days per week.
More mental health providers!
The hospital is a maze - how about a map and a logical numbering system
Incentives to attract health care providers here
Preventative services
Improve the hospital! Incentives for new doctors to come here, ER has a bad reputation

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Cost
Administration/office operations. What providers there are are often good, but failed by the organization supporting them. The ER is a dumpster fire.
More primary care, obgyn, and mental health providers
Hospital Modernization
Actually having doctors and etc available. Shouldn't have to wait 3 months for a procedure
The ER seems to be pretty expensive. Helpful for pharmacies to advertise costs of common services. Need more to accept Lab's ins (i.e. Smith's issue)
Getting a timely appointment. When you call to schedule, your appointment is weeks or months out.
More private pay options
Availability of Doctors, both general care and specialists.
AARP not accepted by many providers
Attract more doctors including a wider variety of specialists. This includes encouraging construction/remodeling of appropriate medical office space.
More physician specialists
Reduce provider turnover
A new dermatology clinic.
Attract and retain good providers. The hospital is not doing enough. Especially since they were bought out by a larger system.
Shorter appointment waiting time for specialty care like ENT, eye exams mostly for pediatric.
More providers.
OBGYN other than Women's Health ; Child/pediatric bone care
Offer community vaccines (i.e. BESC) clinics. Offer community health fair (flu shot & blood work)
More surgeons, more doctors
Accept insurance plans other than "Lab insurance"
More primary care providers
Better optometrists / ophthalmologists
Specialized MRI equipment
We need more doctors so the wait time isn't so great! We need more specialty doctors especially for the aging population!
Reduction in turnover in ALL healthcare providers. More stability in personnel changes

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Give doctors incentives to stay, every year I am assigned a new PCP bc they all leave- I keep getting forced into new patient visits instead of care
More providers
Better availability of providers - there are no openings to become a client
Having consistent providers in a facility that doesn't feel like it was hastily built during the Manhattan Project
More providers! You can't really get an appointment for less than 3 months out
LOWER MALPRACTICE FEE SO GOOD DOCTORS DON'T LEAVE THE COUNTY. Nobody wants to pay \$6M on potentially false accusations
Alternate medical healthcare providers
More physicians, my primary person is a PA
Engage/encourage physical activities for all segments of the community
More physical therapists, more dermatologists
More mental health providers
Orthopedics
More physicians, there are long waits to get a dr appointment, I understand this is a nationwide problem
There are not enough doctors in Los Alamos & they seem to be leaving every week It takes months to get an appt, even if the provider you need is here
more physicians
A competent hospital support by the county with gross receipts money!
retain good health care staff
availability
access to health coaching, weight loss groups for low income
both quality and quantity of providers, why did LAMC just hire a "new" orthopedist in his late 70's, too old
more mental health and pediatric options
more doctors and after hours appointments
a gerontologist
too many acronyms e.g. LAMC, LAMCC, OAEMA, MANNM, PHC-LA
shorter wait times for appointments
having urgent care that accepts VA so I don't have to clog the ER
Mas doctors y despues de horario de trabajo.

More practitioners
More doctors
More decent providers.
Spaces for out-of-town specialists to see older Los Alamos patients, for whom the trek to Santa Fe or Albuquerque is hard to manage.