The Newsletter of Copley Health Systems, Inc. • 528 Washington Highway, Morrisville, VT 05661 Winter 2014/2015

BOOST FOR

HOSPITA

Copley Hospital is focusing on making transitions in care as seamless and as effective as possible. Our clinicians are using a nationally recognized program called "Better Outcomes By Optimizing Safe Transitions" – BOOST for short – with our Medical/Surgical and Special Care Unit patients. The program is used as part of Copley's discharge planning process.

Discharge planning actually begins when the patient is first admitted. The patient's admitting nurse uses an 8-point risk assessment. Using the scores from these assessments, we can determine any concerns and/or risks that could make continued healing difficult once back home or in long term care or rehabilitation. By identifying concerns early, we can work to solve them while still hospitalized or provide for appropriate interventions after the patient

has been discharged. For example, arranging Meals on Wheels to assist with meals or requesting a risk assessment to secure Home Health services once the patient returns home.

Communications play a key role throughout. When being discharged, a patient receives a written summary that lists key information. This information includes:

- Why they were hospitalized;
- List of medications they are taking and should continue to take, including information on medication they had been taking prior to hospitalization that was changed and/or stopped during their hospitalization;
- Date and time for follow-up appointment with their primary care physician (booked for them by a member of their Copley healthcare team);

Continued on back page.

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COPLEY CLOSE-UP

Mackenzie Tyer, RN **Medical Surgical** /Special Care Unit

Mackenzie's compassion along with her nursing skill is valued by her patients and their families.



Where did you grow up?

I grew up in Marshfield, MA until I was 12 and then moved to Stowe.

What is your favorite food? Seafood and Italian are my favorite kinds of food; more specifically, I enjoy lobster or sushi.

What are your top three hobbies? I love to be outside and enjoy traveling. Swimming is my favorite in the summer. I also enjoy target shooting

ANNUAL MEETING COPLEY HEALTH SYSTEMS, INC.

Open to All

Monday, January 12th 5:30pm Stonegrill Restaurant, Banquet Room, Morrisville

Healthcare Reform

Guest speaker Bea Grause, Chief Executive Officer, Vermont Association of Hospitals and Health Systems

Join us in recognizing trustees Dana Wildes and John Steel for their years of service to Copley

Other Business

Election of Corporate Members Election of Trustees Election of Governance Committee Member at Large

Your RSVP is encouraged so we may provide refreshments for all. Please call 888-8180

TRANSITIONS

With the new year, we wish general surgeon's Dyeanne Racette, MD and Brian Smale, MD of Green Mountain General Surgery all the best as they close their practice at Copley. Over the past twelve years, Drs. Racette and Small were instrumental in rebuilding the general surgery program in our community, and provided tremendous service to our patients, to Copley, and to our community. We thank them and hope they enjoy many good years of health and happiness.



Matt Eagens

Compliance.

Where did you grow up?

I grew up in Norristown, PA.

What is your favorite food?

What are your top three hobbies?

Triathlon, Fly Fishing and Backcountry Excursions

Hands down it's Pad Thai and Tom Kha Kai.

Plant Operations Director

Matt has extensive experience

in operations management,

project management and OSHA/Joint Commission

Vhat is your favorite holiday and why?	What is your favorite holiday and why?
Fourth of July, because it's symbolic of the time when I met my wife.	It's a toss between Halloween because I have such fun childhood memories, and 4th of July because it's such a fun holiday and I love fireworks!
/hat is something about you that would be surprising to others?	What is something about you that would be surprising to others?
I'm a 3-time Ironman Finisher; I climbed the Grand Teton and surfed the North Shore.	I want to eventually be a flight nurse in a helicopter.
hat makes Copley a special place to work?	What makes Copley a special place to work?
The people I work with – they are genuine. The lifestyle - combining a rewarding work atmosphere with an outdoor recreation environment that suits me and my family's needs.	Copley is such a close-knit community hospital. It allows me to really get to know my patients and their families.
What is Copley's greatest strength?	What is Copley's greatest strength?
e quality and collaborative nature of the people I work with.	How well people are willing to help one another out.

Three generations of Copley Laboratory Services Directors helped Laboratory Technician Carol Hayden celebrate her retirement. Carol worked nearly 40 years in Copley's lab. Pictured with Carol are Francis Favreau, David McLane and current Lab Director, Amy Shopland.

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Inside Community Update.....page 2 Move of the Month..... page 4

Trustees

Henry Binder, MD Willa Farrell East Hardwick Walter Frame Sharon Green **Elaine Nichols** Melvyn Patashnick, Copley CEO Nancy Putnam, Chair Jeffersonville Janice Roy Wolcott **David Silverman** John Steel Joseph Subasic, MD Jamey Ventura Hyde Park **Richard Westman** Dana Wildes

David Yacovone

Senior Management Team

Melvyn Patashnick President

Leah Hollenberger Vice President Development, Marketing & Community Relations Rassoul Rangaviz Chief Financial Officer

Carolyn Roe, RN Vice President Patient Care Services

Joel Silverstein, MD Chief Medical Officer Greg Ward, RRT **Vice President Operations**

Our Vision

Copley Health Systems leads in providing lifelong comprehensive quality care with wellness at its core, and works collaboratively with our community to provide needed health care services.

Our Mission

Copley Hospital is a not-for-profit healthcare provider whose purpose is to improve the health status of the people of the community by providing the highest quality of care regardless of the ability to pay.

Our Core Values

· Compassion and respect for human dignity · Commitment to professional competence Commitment to a spirit of service Honesty · Confidentiality · Good stewardship and careful administration

COMMUNITY UPDATE

2015 will be an exciting year for Copley Hospital. We plan to break ground on a new surgical suite - the working heart of every hospital. We will be replacing our surgical suite to make every patient's path through care comfortable and seamless with facilities designed for workflow efficiency. We've worked carefully to combine this quality of care with Copley's tradition of strong financial stewardship. The new surgical suite will cost \$12.5 million. The project will be funded via a loan and working capital plus \$3.2 million in community support. We have already raised \$2.3 million in community support. Our Certificate of Need application is currently being reviewed by the Green Mountain Care Board.

Advancing Technology

We continue to build our electronic health record, with the Emergency Department scheduled to "go digital" in the Spring. We recently introduced our Hospital Patient Portal and our Physician Practice Patient Portal, providing patients with secure, online access to their medical records. You can learn more about our Patient Portals at www.copleyvt.org/PatientPortal.

We are updating our mammography suite to offer digital tomosynthesis, providing 3-dimensional images of the breast. Conventional digital mammography produces one image of overlapping tissue. Research on breast tomosynthesis in large populations consistently shows improved breast cancer detection rates and a decrease in call backs, which can lessen anxiety for patients.

Commitment to Quality

Copley Hospital's Echocardiography Laboratory was accredited in Adult Transthoracic Echocardiography by the Intersocietal Accreditation Commission (IAC). The IAC evaluates the skill of the technicians, type of testing equipment used, knowledge of the interpreting physicians, and quality and detail of the records. Copley is one of four hospitals in Vermont to achieve Echocardiography Laboratory accreditation.

Focus on Population Health

In the Emergency Department, we are referring patients without a primary care physician to a Blueprint for Health Care Coordinator. The Care Coordinator then assists the patient in securing a primary care physician. Since September 2012, Copley has referred more

"They saved my life. I was having a heart attack and I'm alive because of them. I can't thank the **ER staff enough!**"

It's important for our community to have access to outstanding health care. That's why we're including this friendly reminder. Please make your gift today.

than 460 patients for assistance in getting a primary doctor. Of those 460, Blueprint for Health officials confirmed 63% have been connected to a primary care physician. The premise of this effort is that if you have a primary care physician, your care is more coordinated and you are more likely to avoid using the Emergency Room for non-urgent problems.

Healthcare Reform

2015 also promises to be a challenging time as we continue to work with other providers and state and federal entities to balance quality care, affordability, and sustainability while we transform our healthcare system. Our core principles of healthcare reform are the foundation of every initiative as well as our day-to-day operations. These principles are:

- Cost. Focus should be on personal costs, not system costs.
- Universal Coverage. The system must be fair and equitable for every Vermonter.
- Patient Rights, Patient Choice, Patient Access. Patients should be able to choose their provider, be involved in deciding their treatment options, and have access to quality care close to home.
- Healthy Vermonters. Reform measures must focus on outcomes and improve the health of individual Vermonters.
- The Economy. Health care is an economic issue. Health care reform must also protect and strengthen the economy.

We want to make certain healthcare reform protects both patients and our economy – so every family and business is healthy and can prosper. We need your help in making sure our legislators, our town leaders and the Green Mountain Care Board understand how important Copley is to this community and for making sure care remains accessible.

Wishing you health and happiness in the New Year!

Weby Patashaich

Mel Patashnick, President & CEO



Your gift to Copley Hospital makes a critical difference. When a grandfather with Parkinson's can play cards with his grandchild thanks to our physical therapy program. When a mother can join her daughters for a walk after having hip replacement surgery. When our Emergency team minimizes the damage of a heart attack. When we welcome a baby into the world. Your support enables Copley to continue providing exceptional care.

It's a good feeling to know you're making a difference to the health of our community. Thank you in advance for your generosity.

dil Ci Elain K. hickols Elaine Nichols Mike Cassidy

Jamey Ventura

TOTOY Qamips Peter Kramer

Volunteers, Foundation Committee

Gifts to Copley Hospital's Annual Fund can be made online at www.copleyvt.org, by calling **802-888-8301**, or by completing the reply slip below and mailing it to Copley Hospital Development Office, 528 Washington Highway, Morrisville, VT 05661.

Copley Health Systems 528 Washington Highway Morrisville, VT 05661 802-888-8888 www.copleyvt.org

The Copley Courier is published three times a year by the Community Relations Department.

Your support helps us to be he when neighbors need us the most COPLEY HOSPITAL

Return this card to: Copley Hospital – Development 528 Washington Highway Morrisville, VT 05661

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Check if you wish to remain	n anonymous	Please contact me
Please send me informatio	n on how to include Copley Hospital in my	will

WELLNESS CALENDAR

A calendar of classes and screenings to help you live a healthier life Register in advance online at copleyvt.org/wellnessclassesandevents or call 888-8369 unless otherwise noted.

UNDERSTANDING HEALTH STATISTICS

One Time Book Discussion at Your Local Library Book Title: "Know Your Chances: Understanding Health Statistics"

February 4th 3:30-5:00pm Morristown Centennial Library

Call 888-3853 or 888-8347 Or

March 11th 6:00-7:30pm Lanpher Memorial Library Call 888-4628 or 888-8347

Presented by Copley Hospital and community libraries. Health messages can be confusing and misleading. The goal of this one time book discussion is to provide background information and tools on how to better understand what those numbers in health messages mean. Learn what questions to ask to see behind the hype to discover what the message is actually saying. Your reservation is necessary as we provide the book.

SUPPORT GROUPS

Diabetes Support Group

January 22nd, February 26th and March 26th 6:30 – 8:00pm Copley Hospital Wellness Center Free Call 888-8369 Free and open to people with diabetes and their families. Meeting topics vary.

Alzheimer's Support Group

3rd Thursday of each month 4:00pm Lamoille Home Health & Hospice Call 888-4651

Spouses, families, and caregivers enjoy a safe, comfortable space to meet others who are experiencing similar challenges of caring for a loved one with Alzheimer's. Come share experiences, information and support.

DIABETES EDUCATION

You & Your Diabetes 1:1 Consultations

Call 888-8226 for an appointment

Diabetes can cause long-term health problems. Work 1:1 with Copley's Certified Diabetes Educator to learn how to control you blood sugar and reduce the impact diabetes can have on your health. Copley's Diabetes Educator works in coordination with your physician.

FOR A HEALTHIER YOU

Healthier Living Workshops January 7th – February 11th 1:30-4:00pm Morrisville Family Health Care

LIFE SKILLS

HeartSaver for BeginnersRecertification ClassJanuary 20th andFebruary 17th andMarch 17thApril 21st6:30 – 8:30pm6:30 – 7:30pmFee: \$30.00Fee: \$15.00

This American Heart Association basic life support course covers adult, child, and infant CPR. Class also includes Automated External Defibrillator (AED) training.

AARP Smart Driver Class

January 12th and April 27th 8:30am - 1:00pm Copley Hospital Fee: \$15.00 AARP member / \$20.00 AARP non member A one-day, four-hour course designed for drivers age 50 and older.

PARENTING PROGRAMS

Childbirth Education Classes January 8th – February 5th March 5th – April 2nd 6:00–8:00pm Fee: \$110.00 (covered by most insurance plans)

Join other expectant parents for this five-week class. You'll gain knowledge, confidence and increased comfort so you can be actively involved in the birth experience.



Baby Shower for Pregnant Women March 17th 4:30-6:00pm Call 888-1357 to register

Come celebrate, chat with other parents, and talk about what you can do to be as safe and healthy as can be during your pregnancy. Topics include healthy eating, weight gain, breastfeeding, oral health, birthing information, and more. Bring your partner, friend or family member too! Offered by Copley Hospital and the Vermont Department of Health.

<u>REHABILITATION PROGRAMS</u> Cardiac Rehabilitation

Call 888-8230 for an appointment

This twelve-week comprehensive outpatient program improves your quality of life following heart events.

Pulmonary Rehabilitation

WORKPLACE WELLNESS

Copley Hospital Community Health & Wellness will work with your team leaders to develop a customized program to encourage your employees to improve their overall health and identify risk reduction strategies. Working together, we can help your employees make healthier choices.

- Services include:
- confidential computerized health assessment
- biometric screening to track height, weight, BMI, body fat, blood sugar, cholesterol, HDL and blood pressure
- personal confidential 1:1 sessions for employees with health coach to create goals/action plans
- stress management
- quit smoking, and more

Let Copley's Workplace Wellness Program help you create a healthier workforce.

888-8369

SAVE THE DATE!

Hilarious STOWE SQUARES REVIVAL

Saturday, Jan. 17th 8:00pm The Rusty Nail, Mtn Rd, Stowe Cover Charge; Proceeds Benefit Copley Hospital Call 253-6245

Stowe's hysterical, zany ADULT version of the "Hollywood Squares" featuring famous politically incorrect characters, Hollywood stars, and sports athletes returns during the Stowe Winter Carnival. Contestants picked randomly, great prizes! Come enjoy the laughs!

2015 Stowe Wine & Food Classic

Friday, Saturday, Sunday, June 13-15 Presented by Stowe Charities to benefit Copley Hospital

stowewine.com

Featuring Spanish wines, a farm-to-table dinner with wine pairings, the popular Grand Tasting and Blues,



Brews and Food Truck Crews. Enjoy a more casual weekend of all the best Vermont has to offer paired with exquisite wines. Volunteers are needed; if interested, please call 802-888-8301.



2015 Copley Scramble Saturday, July 11th For all levels and experience!

THE GIFT OF GIVING

Supporting others in a time of need is a tradition at Copley. Every year, Copley employees collect food and toys to donate to the Lamoille Community Food Share and to the Lamoille Family Center to help make the holidays a little brighter for families in our community.

February 6th – March 13th 6:00-8:30pm Hardwick Health Clinic

March 9th

5:30-6:30pm Diabetes Prevention Program Morrisville Family Health Care A free program for anyone dealing with a chronic

condition, including family members and caregivers. You can feel better by learning:

- how to manage symptoms, medications and nutrition
- how to improve strength, flexibility and endurance
- how to communicate with health professionals, family, and friends

To register for the Healthier Living Workshop, or for more information regarding the classes, call 888-6026.

Call 888-8230 for an appointment If you live with a disease affecting the lungs, pulmonary rehabilitation can help you.

EXERCISE CLASS

Every Monday and Thursday 9:00-10:00am Copley Woodlands, Stowe Fee: \$25 for 10 sessions Call 253-7200 A blend of strength training, balance, stretching and free weights.

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"Boost for Transition in Care," continued from front page

- Questions or tests they should ask their primary care physician about during that follow-up appointment;
- Instructions for what they need to do at home;
- Any symptoms to watch out for and what to do in the event they occur;
- A discharge nurse note and/or verbal report to help with timely handover communication.

After being discharged from the hospital, an RN calls the patient in a few weeks for follow-up and to answer any questions the patient may have. Our thanks to Nurse Director Donna Powell, Hospitalists Drs. Patrick Keith and Jennifer Peters, Patient and Family Services team of Claire Hancock and Sharon Robitille, along with Pharmacy Director Carrie Phillips and their staffs for their work in implementing this program for our patients' well-being.

MOVE OF THE MONT

Quadriceps Stretch

Your quadriceps play a key role in everyday movement. Stretching your "quads" before and after performing an activity can help prevent injury. Before you start to stretch, certified athletic trainer Vin Faraci recommends that you warm up with a brisk walk, light jog, or with a few minutes on a stationary bike because a warmed up muscle stretches easier.

This stretch is done lying down and should be performed 2-3 times per side, holding each stretch for 20-30 seconds. Stretching should not be painful. If you experience pain while performing the stretch you are doing too much and should back off on the intensity.

- Lie on your right side
- Reach back and grasp your left leg, just above the ankle.
- Gently bend your knee by pulling your heel towards your buttocks
- Be sure to also pull your hip back and straighten your upper thigh
- Keep your thigh level to the ground; do not allow your knee to tilt upwards

Follow Copley's Move of the Month online at www.copleyvt.org/Rehabilitation

"Transistions," continued from front page

COPLEY WELCOMES SURGEONS MARK NUQUI, DO AND ANDREW SMITH, MD



Copley welcomes two general surgeons, Mark Nuqui, DO and Andrew Smith, MD. They are already familiar to Copley patients as they have served as locums.

Dr. Nuqui completed his residency at Wyckoff Heights Medical Center in Brooklyn, New York, participated in an MIS/Bariatric Surgery Fellowship in Akron, Ohio, and participated in a research program at the Mount Sinai School of Medicine in New York, NY. While in residency he was presented with an Award of Excellence from the Nursing Department and was also honored with the Student Choice Award for Excellence in Teaching. Dr. Nuqui holds a Doctor of Osteopathic Medicine and is a member of the American College of Osteopathic Surgeons.

Dr. Smith completed his medical training at Hahnemann University School of Medicine, with commendations in pathology and surgery. He completed his residency in surgery at Easton Hospital in Easton, Pennsylvania. After serving for four years as a general surgeon in the U.S. Navy, he worked in private practice at a number of areas on the East Coast. He has been Vice Chairman of the Department of Surgery at St. Luke's Quakertown Hospital since 2012.

Drs. Nuqui and Smith see patients in our Outpatient Services Center.

AL SERVICES PHYSICIAN DIRECTORY

Anesthesiology

Copley Hospital Medical Grou Ryan Austin, CRNA John Bistrick, CRNA Joan Fox, CRNA Travis Knapp, CRNA Chris Rohan, MD	p Practice 888-8888 888-8888 888-8888 888-8888 888-8888 888-8888	 * *
Birthing Center/Obstetrics	888-8304	A
Cardiac/Pulmonary Rehabili Cardiology Copley Hospital Medical Grou Adam Kunin, MD	888-8230	
Clinical Nutrition/Dietitian Copley Hospital Practice Rebecca Ainsworth, RD	888-8233	lr I
Dentistry Birchwood Dental Associates Murray Diner, DDS	334-6965	L N
Diabetes Educator Copley Hospital Practice Nancy Wagner, RD, CDE	888-8226	
Emergency Medicine Copley Hospital Medical Grou Adam Boise, NP Jordice Corey, NP Jacqueline Gallagher, PA Liam Gannon, MD Jacqueline Goss, PA Patrick Heaghney, MD	p Practice 888-8888 888-8888 888-8888 888-8888 888-8888 888-8888 888-8888	T a J C F

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Independent Practice Fred Rossman, MD* *Gynecology Only	888-1966
Independent Practice Nancy Carlson, MD* *Gynecology Only	861-0200
Hospitalist Program Apogee Physicians Patrick Keith, MD Jennifer Peters, MD	888-8173 888-8173
Internal Medicine Hardwick Health Center Brendan Buckley, MD	472-3300
Independent Practice Robert Kozub, MD Henry Southall, MD	888-8888 888-5000
Laboratory Services	888-8340
Medical Records	888-8352
Neurology Neurology Clinic (CHSLV) Jean Marie Prunty, MD	888-5688
Nurse Midwifery The Women's Center, a Copley Hospital Practice Alexandra "Kipp" Bovey, CNM Jackie Bromley, CNM Marje Kelso, CNM	888-8100 888-8100 888-8100
Oncology & Cancer Care Pro FAHC/Copley Hospital Oncolog Outreach Clinic	-

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66	Otolaryngology (Ear, Nose & Throat) Independent Practice Paul Julien, MD	334-9009
00	Pain Management Independent Practice Anne Vitaletti-Coughlin, MD	888-8392
70	Patient and Family Services	888-8311
73 73	Pathology Independent Practice John Mech, MD	888-8340
800	Vermont Dermatolpathology Catherine Antley, MD	658-6269
388 200 340 352	Pediatrics Ryder Brook Pediatrics Sarayu Balu, MD Copley Hospital Birthing Cente Diane Szlachetka, APRN, NN	
588	Appleseed Pediatrics (CHSLV) Adrienne Pahl, MD Pulmonology Northern Vermont Center for Sle Veronika Jedlovszky, MD	888-7337
00	Quality Management	888-8351
00	Radiology	

Radiology
Vermont Radiologists
Richard Bennum, MD

Hartley Neel, MD

Candice Ortiz, MD

it	888-8351	Katherine Marvin, M Robert Quinn, MD Melissa Volansky, MI Angela Winchell, FN
)	888-8358	Angela Winchell, FN
	888-8358	Stowe Personalized Me
	888-8358	David Bisbee, MD
	888-8358	Stowe Natural Family
		Angela Robens, ND

SERVICE	. 3
Urology Copley Hospital Medical Grou Betsy Perez, MD	p
Wellness Center	888-8369
Family Practice Hardwick Health Center (NCH Mark Lichtenstein, MD Sarah Morgan, MD Peter Sher, MD	C) 472-3300 472-3300 472-3300
Johnson – Independent Practice Paul Rogers, MD Christina Tourangeau, NP	635-7325 635-7325
Morrisville Family Health Care Kim Bruno, MD Allison Christie, MD, MPH David Coddaire, MD Cheryl Holton, FNP, CDE Philip Kiely, MD David Roy, MD	888-5639 888-5639 888-5639 888-5639 888-5639 888-5639
Morrisville – Independent Pract Gary Waring, MD	tice 888-3096
Stowe Family Practice (CHSLV) Clea James, MD Katherine Marvin, MD Robert Quinn, MD Melissa Volansky, MD Angela Winchell, FNP	253-4853 253-4853 253-4853 253-4853 253-4853



Neil Nigro, MD Charles Osler, FNP Adam Putnam, MD Joseph Subasic, MD Rosanna Welton, PA-C Daniel Wolfson, MD

Gastroenterology

John Kaeding, MD

Independent Practice Joel Silverstein, MD

General Surgery

Copley Hospital Medical Group Practice Patricia Irons Jaqua, MD 888-8372

Weatherby Physicians

Mark Nuqui, DO Andrew Smith, MD

Gynecology/Obstetrics

The Women's Center, a Copley Hospital Practice

William Ellis, MD Anne Stohrer, MD

Susan Hooper, APRN Julie Jae Olin, MD

Ophthalmology

Iverson Eye Care Mark Iverson, MD

229-9554

888-8372

888-8372

Optometry

Green Mountain Eye Care Francis Pinard, OD 888-3089

Orthopedics & Sports Medicine

Mansfield Orthopaedics,

a Copley Hospital Practice

Brian Aros, MD	888-8405
Laura Drenen, NP	888-8405
Alexis Gagne, PA-C	888-8405
Bryan Huber, MD	888-8405
John C. Macy, MD	888-8405
Joseph S. McLaughlin, MD	888-8405
Leah Morse, PA-Č	888-8405
Saul Trevino, MD	888-8405
Nella Wennberg, PA-C	888-8405

Robert Smith, MD

Diagnostic Imaging (MRI/CT/Mammogram, etc.) 888-8358

Rehabilitation Services

All Copley Hospital Practices Copley Hospital 888-8303 Copley Rehabilitation in Stowe 888-8634 Hardwick Physical Therapy 472-6186 Orthopedics Rehabilitation/Hand Therapy 888-8634

Rheumatology

Fletcher Allen Health Care Rheumatology Nicole Hynes, MD 847-4574

Sleep Medicine

Northern Vermont Center for Sleep Disorders 888-8667 David Alsobrook, MD Innocent Ezenwa, MD 888-8667 Veronika Jedlovzsky, MD 888-8667

Family Wellness

253-2340

Independent Practice Sara Norris, ND

860-3366

Health Here & Now Art Gleiner, MD

249-1279



HOSPITAL 888-8888 www.copleyvt.org

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