

WELCOME TO COPLEY HOSPITAL

A GUIDE FOR OUR PATIENTS,
THEIR FAMILIES AND VISITORS



Expert care with a personal touch


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WELCOME

Welcome to Copley Hospital. We are pleased that you and your physician have selected us to provide your medical care.



We will do our best to make you and your family as comfortable as possible. Since 1932, Copley has provided health care services to residents and guests of the Lamoille Valley. We are proud of the quality of care that we give and continually monitor our efforts to maintain our high standards of excellence.

We hope this guide will provide you with the information you need while at Copley. If you have any questions or concerns, please do not hesitate to ask a member of your care team. You can also contact Patient and Family Services at 888-8311.

It is our privilege to be your health care provider. Thank you for choosing Copley Hospital.

Sincerely,



Melvyn Patashnick
President

OUR MISSION AND CORE VALUES

Copley Hospital is a not-for-profit health care provider committed to outstanding patient-centered care. Our mission is to oversee and coordinate provision of services, to provide leadership in promoting wellness and to assure access to our services regardless of ability to pay.

We support and uphold the following 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

CHARITABLE CARE

Copley Hospital strives to provide access to high quality health care regardless of ability to pay. If you believe paying for your health care may create an undue financial hardship, Copley Hospital will work with you to create a payment plan or determine if you qualify for financial assistance. You will need to complete a confidential application form before Copley Hospital can determine if you are eligible for financial assistance. Hospital staff can help you complete the form. The application forms are available in the Business Office and at any of our Registration areas. You can also ask a member of your care team or call Patient and Family Services 888-8311 to request a form.

YOUR CARE TEAM

THE MEDICAL STAFF

The physician who admits you is responsible for directing your care while you are in the hospital. All admitting physicians are credentialed by Copley Hospital to admit patients to the hospital and to oversee their care. Copley's Medical Staff is composed of physicians employed or contracted by Copley Hospital or are private-practice physicians based in the community who have admitting privileges to the hospital.

Hospitalist: Your care team may be led by a hospitalist, a board-certified physician who specializes in the care of patients who are hospitalized. Your hospitalist communicates with your primary care provider during your hospital stay.

As the coordinator of your treatment program, your hospital physician should be consulted if you have questions about your illness.

THE NURSING STAFF

A team of professional registered nurses and nurse assistants provides 24 hour nursing care for you. A nurse manager directs and coordinates nursing care on each unit. Please contact your nurse or the nurse manager if you have any questions or concerns; they are here for you.

PATIENT AND FAMILY SERVICES

Copley has dedicated social workers and case managers trained to help patients and family members deal with financial, social and emotional problems that may relate to an illness or hospitalization. Our staff will work with you, your family, and your physician to evaluate your individual needs and provide resources to help deal with long-term illnesses and rehabilitation. A member of Patient and Family Services will also help with your discharge planning. You can reach Patient and Family Services at 888-8311.

DIETITIANS

Copley's registered dietitians work to meet your dietary needs during your stay and can also provide advice on healthy eating after you have been discharged. If you have questions about your meals or diet, please call Nutritional Services as 888-8123.

OTHER HEALTH CARE PROFESSIONALS

Many other health care professionals may be involved with your care during your stay at Copley. You may receive assistance from Respiratory and Rehabilitation Therapists, along with personnel from Laboratory Services and Radiology.

HOUSEKEEPERS

Your room will be cleaned with care daily by one of our housekeepers. If there is a problem in your room, please tell your nurse and it will be taken care of as soon as possible.



VOLUNTEERS

Many volunteers contribute hours of service to the hospital. They augment the services of the hospital staff in many ways and we are thankful for their assistance. Volunteers are clearly identified by their name tags.

OTHER PERSONNEL

There are many behind-the-scenes workers, such as accountants, food service workers, and others who contribute to your comfort and care.

ROUNDING

Your nursing staff makes regular rounds around the clock to see how you are doing, if you need anything, and if you have any concerns about your care. We encourage patients and family members to think about and ask questions at this time.



FOR YOUR SAFETY AND SECURITY

ELECTRONIC HEALTH RECORD (EHR)

Copley Hospital is working to create a fully integrated electronic health record (EHR). Our goal is to ensure providers have access to information electronically in a comprehensive and consistent fashion. For patients, this means that all of your health information will eventually be available in your electronic health record. During your inpatient experience, your providers will document aspects of your care in your electronic health record at the time that it occurs.



INFECTION CONTROL

Copley Hospital's staff follows recommendations from the Centers for Disease Control and Prevention (CDC) to prevent health care-associated infections.

Hand hygiene is a key infection prevention measure. All health care providers are required to wash or sanitize their hands before and after seeing each patient. Health care providers also wear clean gloves when they perform tasks such as drawing blood, or touching wounds or body fluids.

As a patient, you can help minimize your risk of infection:

- Make sure that all your health care providers clean their hands with soap and water or alcohol-based hand sanitizer before and after caring for you.
- If you do not see your providers clean their hands, please ask them to do so.
- Make sure your family and friends clean their hands with soap and water or an alcohol-based hand sanitizer before and after visiting you.
- Remember to clean your hands often – before you leave your room, before you eat and after using the bathroom.
- Remember to cover your mouth and nose when sneezing or coughing by using tissues or the bend of your elbow.
- Ask family and friends to not visit you if they are ill with cold symptoms, a suspicious rash, fever, vomiting or diarrhea.

When you are admitted to the hospital, you may be asked about having an influenza or pneumococcal (pneumonia) vaccination. These vaccines can be effective in preventing acquisition of these diseases and spreading them to others.

There are some bacteria that require special measures to prevent spread. These include methicillin-resistant staphylococcus aureus (MRSA), vancomycin-resistant enterococci (VRE) or clostridium difficile (C. diff). If you are identified as having or potentially having one of these bacteria, your hospital care will include special measures called Contact Precautions to help prevent the spread of these bacteria to others.

If you would like additional information about Copley's Infection Control measures, please ask your nurse or physician.

PATIENT IDENTIFICATION

Quality and patient safety are our priorities at Copley. All of our patients are identified by patient ID bands. The bands have a bar code that carries important patient information supporting safety and accurate billing. Remind all caregivers to look at your identification bracelet before giving medication, drawing blood or performing a procedure. For your safety, please do not remove this bracelet.



STAFF IDENTIFICATION

All hospital employees and medical staff are required to wear photo identification badges.

MOVING SAFELY WHILE IN THE HOSPITAL

During your stay, you may need assistance moving or getting out of bed. There are things you can do to reduce your risk of a fall:

- Always ask for help from your nurse if you need to get out of bed or use the bathroom – especially at night.
- Keep your nurse call button near you.
- Make sure there is enough light to see; keep your eyeglasses near you.
- Never climb over the bed rails.
- Wear slippers with rubber soles to reduce the risk of slipping.



Copley also has patient lifting equipment that help the nursing staff move you comfortably and safely. With the patient lift, you can be assisted in and out of bed; up in bed or onto your side; and to and from a stretcher.

Moving is good for your health. Changing positions helps decrease problems that can result from staying in bed for too long such as pneumonia, skin sores and blood clots. Patients feel better and recover faster when they move.

Copley's nursing staff has been trained to use the lift safely. You may feel unsteady while being moved in the lift, but rest assured – the lift is safe and secure. Patient lifts have been shown to reduce falls and injuries to both staff and patients.

If you feel any discomfort while being moved, or have any questions or concerns, please alert your nurse immediately.

SECURITY

For your safety, security and privacy, Copley Hospital uses an access control system. This system allows staff and authorized personnel to enter areas of the hospital that are otherwise restricted to the general public.

FIRE SAFETY

Copley Hospital is a fire-resistant building and fire extinguishers are located in all areas throughout the hospital. Fire and disaster drills are regularly conducted. If you hear a fire alarm, please stay where you are and stay calm. During drills, all doors to patient rooms must be closed and nurses will check on you regularly during drills. In the unlikely event of a fire, a staff member will tell you what to do.

ELECTRICAL EQUIPMENT

Please do not bring in your own electrically operated equipment, such as a radio or hair dryer. You assume responsibility for any battery operated equipment you choose to bring.

WHEELCHAIRS

Wheelchairs can be found in all nursing units. Since getting in and out of wheelchairs without assistance may be hazardous, please ask for help from a member of the hospital staff.

RESTRAINT INFORMATION

At times, it may be necessary for hospital staff to take measures to protect a patient when he or she becomes a threat to his or her safety or the safety of others. These measures may include the use of restraints. A restraint is a protective device that prevents or minimizes movement of some part of the body, such as hand mitts or soft wrist or ankle straps. Restraints may be needed to allow treatment to be administered, prevent falls, prevent pulling of tubes, monitors and dressings, and prevent injury to the patient and others and/or to prevent wandering. Less restrictive measures will always be tried to avoid the use of restraints. If you have any questions or concerns, please talk to your nurse or doctor.

REPORTING ABUSE AND NEGLECT

Copley Hospital follows Vermont law in reporting cases when someone is hurt (abused), ignored (neglected) or taken advantage of (exploited). Any action by staff, families, guardians or other responsible parties, and visitors that involve abuse, neglect or exploitation of a patient must be reported. When abuse, neglect or exploitation is thought to have happened, the state agency that deals with these issues must be notified within 48 hours. The state agency will then look into the case. Abuse is defined as any treatment which threatens life, health or welfare or which is likely to result in poor health. Physical restraint or seclusion that is not part of a plan of care or needed to protect others may also be considered abusive. Verbal abuse, such as yelling at someone or calling him or her names, is not allowed. Neglect, including holding back food or medical care, and exploitation, which includes taking financial or sexual advantage, will also be reported.

PERSONAL BELONGINGS, VALUABLE OR LOST ITEMS

Please do not bring items of value – such as jewelry, personal papers or large amounts of cash – with you to the hospital. If you do arrive with valuables, please send them home with a family member.

Copley Hospital does not accept responsibility for items of value, lost items or personal belongings. When it is time to leave, please collect all your personal belongings and double check closets and drawers. If you had medications sent to the hospital's pharmacy, please ask your nurse about getting them.

If you should lose an item, please tell your nurse at once and every effort will be made to find your missing item. Unfortunately, Copley cannot be responsible for lost items and will not be able to reimburse you for items that are missing or are lost.

OTHER SAFETY TIPS

We encourage you to make sure you know how to use the nurse call button and emergency cords in all showers and bathrooms.

Your doctor or nurse should approve all food that comes from home or a restaurant.

No one but staff should touch medical equipment. Ask staff to explain what the equipment does and what the alarms mean. Call your nurse if an alarm sounds.

YOUR ACCOMODATIONS

YOUR ROOM

Your room assignment at Copley is based on your admitting diagnosis and the bed availability on the day of your admission. You may be moved as your health and nursing needs change.

CALLING YOUR NURSE

A button to call your nurse is located at your bedside. When you press the button, the nurses' station is alerted that you need assistance. A staff member will respond to your signal as soon as possible.

YOUR BED

Your hospital bed is electrically operated and your nurse will show you how to work your bed properly. Your hospital bed will probably feel higher and narrower than your bed at home. Bedside rails may be used for your protection. They may be raised at night or during the day if you are resting, recovering from surgery or taking certain medications.

ACCOMMODATIONS AT THE BIRTHING CENTER

At Copley's Birthing Center, spouses and partners are allowed to stay overnight. We ask that you alert the staff early of your desire to spend the night so that they may make comfortable arrangements for you.

MAIL

Letters and packages for patients are delivered by volunteers each morning. If a letter or package should arrive after you are discharged, we will forward it to your home. Outgoing mail may be given to a volunteer or left at the nurses' station. For your convenience, stamps, stationary and cards may be purchased in the Gift Shop. You may send a get well wish electronically via our website, www.copleyvt.org/WellWish

FLOWERS

Flower delivery is made directly to your room by volunteers or members of our nursing staff.

WHEN YOUR CHILD IS STAYING OVERNIGHT

We respect your role as your child's primary support person. Visiting hours for parents of admitted children are not restricted. We permit two visitors per patient in the room at one time due to space limitations. One parent is welcome to stay overnight; we will provide you with a bed and three daily meals: breakfast, lunch and dinner.

Please leave your home, work, pager and/or mobile phone number with the nurse before leaving the hospital.

To make your child's stay more comfortable, we encourage you to bring a special toy or blanket from home as well as your child's own pajamas. Please clearly mark all items with your child's name. Copley Hospital is not responsible for personal laundry.

For safety reasons, all children under the age of three will be required to sleep in a crib. Use of toys, strollers, and highchairs is only done under parental and/or staff supervision. All children will have the side rails of the crib in the up position when a nurse or parent is not in attendance.

We understand that the illness and hospitalization of your child can be a stressful event for all family members. There are resources available if you are encountering personal or financial problems related to your child's hospitalization. Please talk with your nurse or physician or contact Copley Hospital's Patient and Family Services at 888-8311 for details.

TELEPHONES AND TELEVISION

TELEPHONES

Copley Hospital provides telephones in each patient room. Patients may receive calls in their rooms. As a courtesy for other patients, we ask that calls be received from 8am to 8pm.

Making Calls: In-house and Local calls: dial 9 + seven digit number. There is no charge for local calls.

Long distance calls: dial 9 + 0 and a telephone operator will assist you with collect or credit card calls.

Receiving Calls: Your bedside phone number can be dialed directly from outside Copley Hospital. Callers may also call Copley's switchboard at 802-888-8888 and request that their call be transferred to your room's phone.

You may call the hospital operator by dialing 0 at any time for assistance.

Pay phones are located on the main floor in the front lobby and in the Emergency Department waiting area. There is also a pay phone across from the cafeteria on the second floor.

Mobile and/or Cell Phones should not be used in certain areas of the hospital, such as in our treatment rooms, and in surgical and radiology services. Please look for the signs in these areas. Please be respectful of the people around you when using your cell phone.

TELEVISION

Television sets are provided free of charge in each patient room. Please be considerate of other patients; keep the volume low and turn the set off when you plan to sleep for the night.

MEDICATIONS AND PAIN MANAGEMENT

MEDICATIONS

As part of our efforts to reduce the risk of medication errors, you will be asked to bring in a list of the medications and other supplements, including any over the counter medicine and herbal remedies, you are currently taking so your care team can review your current therapies to assure optimal care. Once reviewed, they will be returned to you to be sent home with a family member or stored in the hospital pharmacy. We encourage you to know the medications you are taking and be actively involved whenever medications are being administered to you.

ARE YOU IN PAIN?

As a patient at Copley Hospital, you can expect:

- Information about pain and pain relief measures
- Concerned staff commitment to pain prevention and management
- Health professionals who respond quickly to your report of pain
- Reports of pain will be believed, and
- State-of-the-art pain management

PATIENT RESPONSIBILITIES

As a patient, we encourage you to:

- Ask your doctor or nurse what to expect regarding pain and pain management
- Discuss pain relief options with your doctors and nurses
- Work with your doctor and nurse to develop a pain management plan
- Ask for pain relief when pain first begins
- Help your doctor and nurse assess your pain
- Tell your doctor or nurse if your pain is not relieved, and
- Tell your doctor or nurse about any worries you have about taking pain medication

FOOD AND NUTRITION

NUTRITIONAL SERVICES

Delicious, healthy, well-balanced meals are an important part of your treatment and recovery. Copley Hospital has an excellent reputation for outstanding meals prepared by our Nutritional Services team. Your meals are prepared according to your doctor's orders.

Each day you will be visited by a Diet Tech who will help you select your meal choices. If a special diet has been prescribed by your doctor, your choices will reflect your specific diet needs.

You may expect to be served breakfast between 7:30am and 9:00am; lunch between noon and 1:30pm and dinner between 5:00pm and 6:30pm.

Should you need nourishment in between meal service, please ask your nurse for assistance.

CAFETERIA

Your family and friends are invited to dine along with hospital employees in the hospital cafeteria, located on the second floor. The cafeteria is open daily for breakfast from 6:30am-10:30am; lunch from 11:30am-1:30pm; and dinner from 4pm-6:30pm. Drinks, snacks, fruit, soup and salad are available throughout the afternoon. Prices are very reasonable.

VENDING MACHINES

Vending machines for snacks and beverages are located on the first floor near the Emergency Department Waiting Area. They are available 24 hours a day.



SPECIAL SERVICES

PATIENT EDUCATION

Your nurse will educate you as to what you need to know regarding your treatment and recovery. In addition, you can learn more in Copley's Health Sciences Library, located on the first floor by the Art Gallery. The medical librarian or library volunteers can help you with computer searches or to find books, pamphlets and more to help you learn more about health related issues. There is also a collection of brochures and videos. The Medical Library is open Monday through Friday, 7:00am to 4:00pm.

CHAPLAIN

We strive to meet your physical, emotional, and spiritual needs as all are important in the healing process. Your priest, minister or rabbi is always welcome to visit you while you are here. You may request a visit from our chaplain to receive pastoral care support. This support will be whatever feels right for you; from listening to your feelings and thoughts, to offering prayer and sacraments, to consulting with you about religious, ethical and personal concerns. If you would like a visit from our chaplain, please tell your nurse or call 888-8112.

INTERPRETERS

If a family member is not available to translate for patients who do not speak English, the hospital has access to a translation service via telephone. We can also arrange, when available, for you to meet in person with an interpreter who speaks your language to ensure you understand what is being said. If you need this service, please contact your nurse or doctor or call the Patient and Family Services Department at 888-8311.

FOR THE HEARING IMPAIRED

Copley Hospital has a TTY phone line available for hearing impaired patients or patients who want to communicate with a hearing impaired relative or friend. Arrangements can also be made to have a person who communicates in sign language help a hearing impaired patient. If you need either of these services, please let your nurse or doctor know or call the Patient and Family Services Department at 888-8311.

FOR THE BLIND AND VISUALLY IMPAIRED

Please let a staff member know if you have a vision problem and need assistance with reading or getting around the hospital. You can also call Patient and Family Services at 888-8311. We can provide written material in large print and staff is available to read necessary materials to you as needed.

NOTARY PUBLIC

The free services of a notary public are available for our patients. For more information and assistance during business hours, please call Patient and Family Services Department at 888-8311.

ETHICS COMMITTEE

It can be difficult to make a health care decision for yourself or for a loved one. At a time of great stress, it can be a confusing, frightening, and painful decision to make. At Copley, we want you to feel comfortable and informed when making these difficult decisions. Copley Hospital provides assistance on ethical decision making to patients and families, physicians and hospital staff. This assistance is provided through a consultation process of the Ethics Committee, made up of physicians, nurses, clergy, administrators, trustees and interested community members. The Ethics Committee acts as advisors, providing guidance and

perspective, but does not make decisions on individual patient care. They will listen to you, help provide more information, and increase understanding among all involved including patients, families and health care providers. Only you can make the final decision that is best for your situation.

Examples of situations where ethics consultations have been used in the past:

- Decisions about how long to continue major treatments for a patient who is doing poorly.
- Decisions to withhold or withdraw life-sustaining treatment.
- Questions about patient privacy or confidentiality.
- Issues about consent for or refusal of treatment.
- Interpretation of or application of a patient's written advance directive.
- Uncertainty about who should help with decisions for someone who is too ill to make his or her wishes known.

Anyone can request a meeting with the Ethics Committee and requests can be made anytime, day or night. A subcommittee of the Ethics Committee will meet with you, and your doctor will be fully informed and invited to all meetings. We strive to have the meeting held within 24 hours of the request and the entire process is completely confidential. If you would like an ethical consult, ask your doctor or nurse or contact the Patient and Family Services Department at 888-8311 or the Chaplain at 888-8112.



FAMILY AND FRIENDS

VISITING HOURS

We welcome your family and friends as an important part of the recovery process. However, we must put patient-care first, and in order to ensure high quality care, we have established visiting regulations for your family and friends. We ask that you and your visitors please follow these guidelines. If you need additional information, please check with your nurse.

Visitors are welcome 7 days a week. Visiting hours are from 6:30am to 8:00pm. All visitors must sign in and out at the Information Desk in the Main Entrance (main lobby entrance). After 6:00pm visitors must use the Emergency Room entrance and must stop at the Emergency Room Registration Desk to sign in.

- Thank you for not visiting if you are ill with cold symptoms, a suspicious rash, fever, vomiting or diarrhea. If it is absolutely necessary for you to visit when you are contagious, be sure to wash your hands and avoid contact that may pass your illness on to your loved one. Please obtain a mask from the nurse if you have a cough.
- Understand that you may be asked to leave the room while we care for your loved one.
- Help us to provide a restful environment for your loved one and other patients in our care by being quiet and courteous.
- Let us know what we can do to make you and your loved one comfortable.
- We encourage you to bring personal items such as a pillow, blanket, and favorite pictures to make your loved ones stay more comfortable. Please label the items you bring since we are not responsible if they are lost.
- If the patient can not or does not want to speak on their own behalf, please choose one spokesperson as the contact to give or receive information.
- Please refrain from allowing children to sit on the floor for their safety and the safety of others.

GIFTS FOR PATIENTS

Visitors should check with the nurse before bringing gifts of food or drink. If you accept a gift of food or drink, please check with the nurse to make sure it is appropriate and safe, given your treatment, for you to enjoy. Visitors to the Special Care Unit should check with the nurse regarding any gifts for patients.

GIFT SHOP

The Copley Hospital Gift Shop is located adjacent to the main lobby and registration and is staffed by volunteers. The shop offers gift items, Vermont crafts, greeting cards, candy, and stamps, stationary and floral arrangements. Hours of operation are Monday through Friday 9:30am -3:30pm. You can reach the Gift Shop by calling 888-8229. Proceeds from the gift shop, which is run by the Copley Hospital Auxiliary, benefit the hospital.

BANKING SERVICES

Union Bank offers an ATM. It is located just off of the Main Lobby of the hospital.

PARKING

Free parking for patients and visitors is available 24 hours a day, 7 days a week. Please do not park in reserved areas or certain designated areas. If you should need assistance with your vehicle, please contact the hospital operator at 888-8888.

INTERNET

Free wireless access to the Internet is available on all patient units, in the cafeteria and other areas around the hospital.

PATIENT AND FAMILY WAITING AREAS

We understand that waiting for someone to have surgery or be evaluated can be a stressful time and want to make you as comfortable as possible. For your convenience, specific patient and family waiting areas have been designated for the Outpatient Services Center (also known as Ambulatory Care Unit or ACU), the Emergency Department and Surgery. The Outpatient Services Center and Emergency Department waiting areas are adjacent to those departments. The patient and family waiting area for Surgery is located in the Main Lobby. We suggest only one family member or friend (care partner) accompany you to the hospital on the day of surgery. For your convenience, the Main Lobby offers television, magazines and wireless access (WIFI). You may also choose to wait in the Cafeteria located on the second floor, which also has WIFI access.

During registration, the accompanying family member or friend of the surgical patient will be issued a pager so that we may contact you. Or, if you wish, you may leave us your cell phone number instead. The surgeon may contact you after the surgery. As soon as medically appropriate, you will be contacted by our staff to join your relative or friend in recovery. Our pagers work only on the hospital campus. If you are leaving the campus, please let us know, give us your cell phone number and check-in at the Information Desk when you return. Our Information Desk is staffed by volunteers Monday – Friday 8:00 am – 4:00 pm. After hours, please check-in with Registration.

Please be aware that, for confidentiality and patient care reasons, only one visitor will be allowed into the pre-operative area or recovery room at a time. We ask that visitors silence their beepers and cell phones while visiting.



GOING HOME

Your doctor will tell you when you are ready to leave the hospital and will write a discharge order. You may want to make arrangements for a family member or friend to help you when it is time to go home.

DISCHARGE PLANNING

Copley Hospital staff wants to help make your transition home as smooth as possible. Our Patient and Family Services Department will work with you and your physician to evaluate your individual needs and plan for any services you may need once you are discharged. This might include inpatient rehabilitation, outpatient physical therapy, special medical equipment, Meals on Wheels, home health nursing or other options. To request information or help, call Patient and Family Services at 888-8311.

DISCHARGE INSTRUCTIONS

Before you leave, your doctor and nurse will give you instructions about the care you will need after discharge. If you have questions about your diet, activities, or other matters, please be sure to ask at this time. In some cases, you may receive a follow-up phone call to ask how you are doing and to answer any questions you might have.

PERSONAL BELONGINGS

Please collect all of your belongings and double-check closets and drawers. If you had medications sent to the hospital's pharmacy, please let the nurse know and your stored medications will be brought to you.

PATIENT SATISFACTION SURVEY

We want to know what you thought about your time with us. Once you have left the hospital, you may receive a patient survey in the mail. Please take a few moments to tell us about your experience at Copley. We take your comments seriously and use the surveys to help improve the services we provide. You have the option to identify yourself and include a phone number where we may reach you. If you don't wish to tell us who you are, please do not sign your name. These surveys are shared with staff, including our marketing department. If you provide your name and telephone number you may be contacted by a member of our marketing staff. Thank you in advance for sharing your thoughts with us.

SUPPORT AFTER YOUR DISCHARGE

COPLEY REHABILITATION

Copley provides a full range of inpatient and outpatient rehabilitation services for people of all ages and ability. We work with your physician to create a clinical program designed to fit your specific needs. Once you've been discharged, Copley has several services that can help support you as you work toward better health.

CARDIAC REHABILITATION

This twelve-week comprehensive out-patient program improves your quality of life and helps you reach a higher level of functioning following heart attack, bypass surgery, stent placement or other heart events. Sessions focus on monitored exercise and weekly educational talks. By participating you'll gain techniques and tools that help you have more control over your own health, and hopefully, avoid future cardiac problems.

PULMONARY REHABILITATION

This program is designed for individuals with chronic obstructive pulmonary disease (COPD), asthma, emphysema, bronchitis and other diseases affecting the lungs. Benefits include reduced shortness of breath, improved well-being and quality of life, better exercise tolerance, and educational sessions to help manage your condition.

STEP UP PROGRAM

An exercise program for seniors is led by a Copley Rehabilitation tech. Participants work out at their own speed and level, enjoying the benefits of improved mobility, muscle tone, enhanced energy level and reduced risk of injury. This is not a vigorous program. If you are not able to stand during the entire class, you are welcome to follow along in a chair. You are required to have your physician sign a form stating you may participate in this program, along with an initial appointment to review equipment with a therapist. For more information about Copley's Rehabilitation Services, call 888-8303.



WELLNESS CENTER

Copley Hospital wants to work with you towards better health. We offer a variety of free and low-cost programs and screenings that promote a healthy lifestyle. Programs include:

- Cardiac and Pulmonary Rehabilitation Programs
- Child Birth Classes
- Diabetes Education
- Healthier Living Workshops
- Life skills programs including CPR, First Aid and AARP Driver Safety Class
- Nutritional Workshops
- Quit Smoking

For information, call the hospital's Wellness Center at 888-8369.



PARTICIPATING IN YOUR CARE

PATIENT RIGHTS & RESPONSIBILITIES

You are a partner in the health care you receive. To obtain the most effective care possible, we at Copley Hospital believe you must be well informed, be involved in treatment decisions and communicate openly with health care professionals who are providing your care. Copley respects your personal preferences and values.

Based on Copley's values and mission, the board of directors, the medical staff and the employees of Copley Hospital jointly affirm and recognize that you have the following rights and responsibilities.

AS A PATIENT YOU HAVE THE RIGHT:

- To receive necessary care regardless of your race, sex, age, religion, national origin, sexual orientation, disability, or source of payment.
- To receive considerate and respectful care free of verbal or physical abuse or harassment.
- To have your medical records maintained in a confidential manner unless reporting is required by law, or you have given permission to release information.
- To know by name the attending physician primarily responsible for coordinating your care.
- To receive evaluation of pain and effective means of pain management in a timely manner.
- To receive compassionate palliative care at the end of life.
- To access people outside the hospital by means of visitors and verbal or written communication.
- To have an interpreter if a language barrier or a hearing impairment makes it difficult for you to understand your care/treatment.
- To be informed as to any relationship between the hospital and any other health care provider insofar as your care is concerned.
- To consent to or refuse treatment throughout your hospital stay and to be informed of the consequences.
- To consult with a specialist at your own request and expense.
- To receive a complete explanation of a need for transfer to another facility along with the alternatives to such a transfer.
- To request an explanation of the charges for hospital services.
- To know the hospital rules and regulations that apply to you as a patient.
- To expect privacy, to the extent feasible, during provision of care.
- To have immediate family members, guardians or reciprocal beneficiaries stay with you 24 hours a day whenever possible, if you are terminally ill.
- To have a parent or guardian stay with you 24 hours a day, whenever possible, if you are a pediatric patient.
- To expect a secure environment while you are a patient.
- To be free from restraints, unless interventions have been determined to be ineffective.
- To review your medical record and to have information explained.
- To receive information about any continuing health care requirements or supports before you are discharged.
- To have access to spiritual and psychological support.
- To complete advance directives, with assistance if needed, and to know that they will be honored.

- To know about hospital resources, such as patient representatives and the Ethics Committee, which may help resolve problems or questions about your hospital stay and care.
- To obtain, from the physician coordinating your care, complete and current information concerning your diagnosis, treatment and any known prognosis in terms that you can understand, including options related to Act 39 Patient Choice and Control at the End of Life (Physician Aid in Dying).
- To give your consent, or if you are unable to understand or are not competent, to have an immediate family member, guardian or a reciprocal beneficiary, obtain from the physician coordinating your care, complete and current information concerning your diagnosis, treatment and any known prognosis in terms he/she can understand.
- To have complete and current information made available to an immediate family member, guardian or reciprocal beneficiary when it is not medically advisable to give it to you.
- To be given all information necessary to give informed consent prior to the start of any procedure or treatment.
- To refuse to take part in research affecting your care.
- To report a grievance to the Department of Aging and Disabilities, Division of Licensing and Protection without first reporting to the hospital.
- Request a restriction on certain uses and disclosures of your information as provided by 45 C.F.R. § 164.522; however, Copley Hospital is not required to agree to a requested restriction unless the requested restriction (i) relates to disclosures to a health plan for payment and/or health care operations, and (ii) the PHI relates to a health care service or product for which you have paid in full and out of your own pocket.
- Inspect and obtain a copy of your health record (paper or electronic) as provided for in 45 C.F.R. § 164.524.
- Public access of information, Copley Hospital shall make public the maximum patient census and the number of registered nurses, licensed practical nurses, and licensed nursing assistants providing direct patient care in each unit during each shift. Each unit's information shall be reported in full-time equivalents, with either every eight hours or 12 hours worked by a registered nurse, licensed practical nurse, or licensed nursing assistant during the shift as one full-time equivalent. The reporting of this information shall be in a manner consistent with the requirements for public reporting for measures of nurse staffing selected by the commissioner of financial regulation under subdivision 9405b(a)(12) of this title, but shall not in any way change what is required to be posted as set forth in this subsection. Each unit's information shall be posted in a prominent place that is readily accessible to patients and visitors in that unit at least once each day. The posting shall include the information for the preceding seven days.
- (b) The hospital shall provide a telephone number to the public for requesting public information, including information required under this section and sections 1852 and 9405b of this title. The information shall be provided within 24 hours of the request.
- Amend your health record, as provided in 45 C.F.R. § 164.526, by submitting a written request.
- Receive an accounting of disclosures made of your health information as provided by 45 C.F.R. § 164.526 and the HITECH Act.
- Be notified of any breach of your unsecured healthcare information.

AS A PATIENT YOU HAVE THE RESPONSIBILITY:

- To provide accurate information about your health, including past illness, and other matters relating to your health status.
- To ask questions when you do not understand information or instructions.
- To follow the treatment plan decided upon by you and your health care team.
- To report unexpected changes in your condition to the nurse or physician.

- To recognize the effect that your lifestyle may have on your health.
- To inform care givers of specific needs with regard to personal values and beliefs.
- To observe safety regulations and respect our smoking policy.
- To be considerate of other patients by respecting their privacy and by limiting visitors.
- To treat hospital personnel with consideration and respect.
- To provide information about insurance and to arrange payment when necessary.
- To provide a copy of your Advance Directive to the hospital and your physician if one has been made.
- To promptly report any grievance related to the quality of care you receive.

GRIEVANCE AND COMPLAINT PROCESS

If you have a grievance or a complaint to file, we have a process available to you. The purpose of this process is to improve the quality of care and service to our customers. If you have an immediate concern, you are encouraged to communicate this to any of the following:

- the person providing you with the service
- the department manager of the service involved or the nursing supervisor
- the Quality Management Department, 802-888-8351; 528 Washington Highway, Morrisville, VT 05661

If you feel it is necessary to discuss your problem with someone outside the hospital, you may contact any of the following:

Department of Disability, Aging and Independent Living Division of Licensing and Protection

103 South Main Street, Ladd Hall
Waterbury, VT 05671-2306
(802) 241-2345 or Toll-free in Vermont: 800-564-1612

Vermont Board of Health and Board of Medical Practice Department of Health

PO Box 70
Burlington, VT 05402-0070
(802) 657-4220 or Toll-free in Vermont: 800-745-7371

For privacy complaints contact:

Secretary of the Department of Health & Human Services Office for Civil Rights

DHHS, JFK Federal Building – Room 1875
Boston, MA 02203
617-565-1340 or 617-565-1343 (TDD)

The above is based on Copley Hospital's Patient Rights and Responsibilities Policy, informed by the Vermont Statute's Patient's Bill of Rights, 18 V.S.A. §1852. You may request a copy of the policy by contacting: Privacy Officer, Health Information Management, Copley Hospital, 528 Washington Highway, Morrisville, VT 05661.

You are entitled to these rights regardless of sex, race, cultural, economic, educational or religious background or the source of payment for your health care.

All your rights as a health care consumer also apply to the person who may have legal responsibility to make decisions regarding your health care.

AS A MEDICARE BENEFICIARY YOU HAVE CERTAIN GUARANTEED RIGHTS

These rights protect you when you get health care; they assure you access to needed health care services; and they protect you against unethical practices. You have these Medicare rights whether you are in the Original Medicare Plan or another Medicare health plan. The rights include:

1. The right to protection from discrimination in marketing and enrollment practices.
2. The right to information about what is covered and how much you have to pay.
3. The right to information about all treatment options available to you.
4. The right to appeal decisions to deny or limit payment for medical care.
5. The right to know how your Medicare health plan pays its doctors.
6. The right to choose a women's health specialist.
7. The right, if you have a complex or serious medical condition, to receive a treatment plan that includes direct access to a specialist.
8. The right to receive emergency care.

If you believe that any of your rights have been violated, you may call the State Division of Health Care Administration, Health Insurance Consumer Services. Their phone number is 1-800-631-7788.

Copley will send patient satisfaction surveys to a sampling of patients and will respond to any significant complaints mentioned in survey responses. Presentation of a complaint will not compromise a patient's future access to care nor the quality of care provided.

YOUR RESPONSIBILITIES AS A PATIENT

Along with your rights as a patient come responsibilities to ensure the high quality health care that you deserve. As a patient of Copley Hospital, you have the responsibility to:

1. Keep appointments or call as soon as possible to cancel.
2. Be considerate of other patients by respecting their privacy and limiting visitors.
3. Observe safety regulations, including the no-smoking policy.
4. Supply full and accurate personal information and information about your illness and past health to appropriate personnel and report unexpected changes in your condition to your health care providers.
5. Recognize the effect of your lifestyle on your personal health.
6. Work with the health care team to make informed health care decisions, develop a mutually agreed upon plan of care, and implement the plan.
7. Let us know if you do not understand or cannot follow the instructions or proposed plan for your care.
8. Be aware of what your health care insurance does and does not cover and assure that the financial obligations of your health care are fulfilled as promptly as possible.
9. Follow the established policies and procedures of Copley Hospital.

CONFIDENTIALITY

We respect your right to privacy and make every effort to maintain confidentiality. According to the federal law named the “Health Insurance Portability and Accountability Act” (HIPAA), you have rights concerning the use of individually identifiable health information. Only individuals with a legitimate “need to know” may access, use or disclose patient information.

RELEASE OF INFORMATION

The hospital will not give out information about you or your medical condition unless you or your next of kin give us written permission, called a release. This release allows the hospital to share medical facts about your case with other covered health care providers, caregivers, your insurance company, health care service plan or workers compensation carrier, as permitted by state and federal laws. If you have not given your permission to share information with your insurance company or health care service plan, then the bill of your care will come directly to you.

The only exception in which the hospital WILL release information about you or your medical condition without your prior consent is in responding to our obligation to the media when your admission is a matter of public record. Your admission is a matter of public record when you are brought to the hospital by law enforcement, the fire department or emergency medical services. In this type of situation, we simply confirm that you are currently a patient in the hospital and provide a concise description of your condition and location as established by national standards. The standardized descriptions include: treated and released; good; fair; serious; or critical. For location the standardized descriptions would be: admitted, released, or transferred. If you do not want such information to be shared with the media, you must tell us in writing to not give it out.

While receiving care in the hospital, you may ask for your name to not be included in the hospital directory, which means that people asking for you will be told “I do not have a patient by that name listed in our directory.” If you want to receive telephone calls, visitors, deliveries of cards and flowers, then you want your name included in the hospital directory.

For a listing of other HIPAA privacy rights, please refer to the Notice of Privacy Practices that was shared with you when you registered.

AGREEMENT TO CONDITIONS OF TREATMENT

When you register at the hospital for treatment, you are asked to sign a form stating that you agree to several conditions of treatment. These conditions include:

- release of information
- a financial agreement
- consent (permission) to routine procedures, tests and treatments
- the assignment of your insurance benefits to the hospital, etc.

By signing this form, you allow the hospital and its staff to do usual, routine tests or treatments. These tests are needed to help understand and/or diagnose your medical problem and to give you the best possible care. Signing your name to the form also states that you know you are responsible for paying your bills.

INFORMED CONSENTS

Once here, your doctor will meet with you to discuss what to expect, answer any questions you may have and to ask permission to treat you. We want to be sure that you understand the facts you need to make informed decisions about your treatment and care. Your signature on a consent form gives us permission to move forward with your treatment or procedure. The form also states that you have been told about the treatment and/or procedure, including risks, benefits, possible difficulties and what options exist to treatment, if any. By signing this “informed consent,” you verify that you have not been promised a certain result and that you have had your questions answered. For special treatments such as administering blood, HIV testing or surgery, among others, you will almost always be asked to sign more than one consent form.

ADVANCE DIRECTIVES

If you are 18 years or older and mentally competent, you have the right to make decisions about your medical treatment and Copley Hospital wants to make sure that your medical wishes are carried out. An Advance Directive is a document that contains specific instructions that guide your health care providers and inform them of your treatment preferences in the event you lose the ability to communicate them yourself. Copley Hospital will not discriminate against a patient who does not have an advance directive.

While you are a patient at Copley, our Patient and Family Services staff can offer you information about Advance Directives, and if you wish, can help you complete a document that becomes part of your medical record. Contact our Patient and Family Services staff at 802-888-8311.

ORGAN DONATION

Patients who may be interested in organ donation should make their wishes known to their family members. Our Patient and Family Services staff can offer you information about organ donation. For more information, call 802-888-8311.

IF YOU SHOULD HAVE A COMPLAINT OR GRIEVANCE

We hope you have a good hospital experience. If, however, you are unhappy with your care or treatment in any way, or if you have concerns related to patient safety issues, please tell us right away so that we can try to fix the problem. The staff and management of Copley Hospital welcome your comments on our services and personnel.

Complaints received by the hospital will be reviewed and we strive to resolve them within a reasonable period of time. If you are still unhappy with some aspect of your hospital care, you can make a complaint, which may also be called a grievance. There are several ways to make a complaint:

- Call the Quality Management Department of Copley Hospital at 802-888-8351. Your complaint will be taken by a member of that department, reviewed and acted upon and you will be informed of the results. The other option is to write a letter to the Quality Management Department of Copley Hospital, 528 Washington Highway, Morrisville, VT 05661. These are reviewed and acted upon and you will be informed of the results;
- You may use our Patient Satisfaction Survey; these are reviewed and acted upon, but you will not be informed of any actions taken.

TO SHARE YOUR CONCERNS WITH SOMEONE OUTSIDE OF THE HOSPITAL YOU MAY CONTACT:

**Board of Health and Board of Medical Practice
Vermont Department of Health**

PO Box 70

Burlington, VT 05402-0070

Telephone 802-657-4220

Toll-free (in Vermont) 800-745-7371

**Department of Disabilities, Aging and Independent Living
Division of Licensing and Protection**

103 South Main Street, Ladd Hall

Waterbury, VT 05611-2306

Telephone 802-871-3317

Toll-free (in Vermont) 800-564-1612

Secretary of State Professional Regulation

1-800-439-8683 for questions or concerns regarding nurses and nursing assistants or visit their website, vtprofessionals.org

American College of Radiology

for questions or concerns regarding Mammography services

1891 Preston White Drive, Reston, VA 22091

Fax: 703-648-9176 or email: mamm-accred@acr.org



HOSPITAL BILLS & INSURANCE

If you have a medical emergency or are in labor, you have the right to receive, within the capabilities of this hospital's staff and facilities, an appropriate medical screening examination and/or necessary stabilizing treatment even if you cannot pay, or do not have medical insurance, or are not entitled to Medicare or Medicaid. This hospital DOES participate in the Medicaid Program.

At Copley it is our mission to provide the highest quality of care regardless of your ability to pay. You are, however, responsible for your bill. We will bill your insurance company provided you supply us with your complete insurance information. If you cannot provide us with your complete insurance information, payment is requested at the time of service. At the registration desk we accept cash, personal checks, Visa, MasterCard, Discover and American Express.

If you have further questions about your bill, you may contact Billing and Patient Financial Services at 802-888-8338. Their office is located in the Southall Building at 439 Washington Highway in Morrisville, just down the street from the hospital.

Accounts with unsatisfactory payment arrangements will be placed with a collection agency. If payment of your hospital bill presents a financial hardship, Copley offers a financial assistance program. For more information about Copley's billing policy, please call our billing office Monday through Friday between 8:00am and 4:30pm at (802) 888-8338 or go online to www.copleyvt.org.

YOUR BILL

Your hospital bill includes charges for all the services you received during your time here. They are separated into two areas: 1) a basic daily rate, which includes your room, meals and nursing care; and 2) charges for special services which your doctor orders for you, such as x-rays or lab tests.

Please note that your hospital bill does not usually include your doctors' fees. Your doctors will bill you separately. If you have certain tests or treatments, you may get bills from doctors you never met in person. These bills are for professional services provided by these doctors in diagnosing and interpreting test results while you were a patient. These physicians, including radiologists, pathologists, anesthesiologists and other specialists, perform these services and must submit separate bills. If you have questions about these bills, please call the number printed on the statement you receive from them.

IF YOU ARE COVERED BY MEDICARE: BRING YOUR IDENTIFICATION CARD

Please be sure to bring your Medicare Identification card when you come to the hospital. We need to see this card to verify eligibility and process your Medicare claim. You should be aware that Medicare will not pay for certain services and items such as cosmetic surgery, some oral surgery, personal comfort items, hearing tests and others. Again, it is best to understand your coverage thoroughly. You are responsible for paying deductibles and co-payments.

IF YOU ARE COVERED BY MEDICAID

We will need a copy of your Medicaid card. Note that Medicaid has limits on a number of services. For instance, Medicaid will not pay for the cost of a private room unless your doctor says it is medically necessary.

IF YOU HAVE NO INSURANCE

Copley's Patient Financial Services staff can provide assistance in understanding or applying for state-sponsored programs if you have no insurance coverage. We also have a financial assistance program for those who qualify. You can obtain an application by calling 888-8336 or Patient and Family Services at 888-8311. See also Financial Assistance Program.

IF YOU HAVE HEALTH INSURANCE

At the time you register, the hospital will need to see a copy of your current insurance identification card. We also may need the insurance forms which your employer or insurance company has given you. You will be asked to give your insurance company permission to pay the hospital directly for your care. As a favor to you, the hospital will bill your insurance company directly, unless you have not signed a Release of Information and Assignment of Benefits forms. In this case, the bill will be sent directly to you.

IF YOU ARE A MEMBER OF AN HMO OR PPO

Your health plan may have special rules you have to follow, such as a second surgical opinion, pre-approval for certain tests or procedures or a co-pay we collect from you when you register. It is up to you to follow your plan's special rules. If their terms are not met, you may be held responsible for all or part of the bill.

FINANCIAL ASSISTANCE PROGRAM

Copley's Financial Assistance Program helps patients who have no insurance or still have large balances after insurance payments due to deductibles and co-pays. The program is based on need. To start the process, you or your legal representatives must complete a Financial Assistance application and provide proof of household income. You can obtain an application by calling 888-8336 or Patient and Family Services at 888-8311 or stopping by our Billing Office, located in the Southall Building, 439 Washington Highway in Morrisville. Applications are also available at our Registration areas. If you are approved, your bill will be changed. Your application is good for six months.

OTHER INSURANCE ASSISTANCE

Health Care Administration (State of Vermont Banking Insurance Securities & Health Care Administration) 1-800-631-7788

- provider of consumer services assistance for individual and families who are having trouble getting their health insurance to pay for a service, or are confused about what their health care insurance is supposed to pay
- provide of guidance and information on current health insurance laws

Central Vermont Council on Aging 1-800-642-5119

- provides general services to people 60 and over, and information and assistance to people under 60 who have disabilities
- handles all state benefit programs, applications and eligibility
- case management for Medicaid clients and Medicaid waiver clients

Office of Health Care Ombudsman 1-800-917-7787

- assist with healthcare issues in Vermont (managed care or state plan)
- assist with denial of coverage for services provided while patient
- can help find a new provider if on Medicaid



TELEPHONE DIRECTORY

Admitting/Registration	888-8888
Billing Information	888-8338
Cardiac/Pulmonary Rehab	888-8230
Chaplaincy Services	888-8112
Community Relations	888-8302
Copley Hospital Fdn/Philanthropy	888-8301
Diabetes Educators	888-8226
Gift Shop	888-8229
Health Sciences Library	888-8347
Laboratory Services	888-8340
Medical Records/HIM	888-8352
Nursing Units:	
Birthing Center	888-8304
Medical/Surgical	888-8355
Special Care Unit	888-8371
Nutritional Services/Cafeteria	888-8123
Operating Room (receptionist)	888-8255
Outpatient Services	888-8372
Patient and Family Services	888-8311
Pharmacy	888-8375
Plant Operations	888-8364
Quality Management	888-8351
Radiology Department	888-8358
Rehabilitation Services	888-8303
Volunteer Services	888-8302
Wellness Programs & Health Education	888-8369

DIRECTORY OF SERVICES

You can depend on Copley to provide the treatment and supportive care you need – close to home.

Acute Medical/Surgical & Special Care Units
 Birthing Center
 Cardiac Rehabilitation
 Center for Outpatient Services
 Cardiology
 Dermatology
 Gastroenterology
 Newborn Hearing Screenings
 Oncology Care
 Otolaryngology (Ear, Nose, Throat)
 Pain Management
 Pulmonology
 Rheumatology
 Sleep Medicine
 Urology
 Chaplaincy Support
 Dental Surgical Care
 Diabetes Education
 Emergency Department
 Laboratory
 Neurology
 Nutritional Services
 Ophthalmology Services
 Orthopedics
 Pharmacy Services
 Pulmonary Rehabilitation
 Radiology Services
 Rehabilitation Services
 Respiratory Therapy
 Surgical Services
 Wellness Center



**COPLEY
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www.copleyvt.org