

Measuring how patients evaluated their Copley experience allows us to improve and also recognize staff for outstanding performance. We monitor our patient satisfaction through the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) and through our ongoing work with Press Ganey Associates to survey our patients.

If you have concerns about your care at Copley Hospital, we want to know. Concerns may be shared in person or in writing with Copley Hospital's Quality Management Coordinator:

Copley Health System  
528 Washington Highway  
Morrisville, VT 05661  
Phone: (802) 888-8351 Fax: (802) 888-8159

To share your concern with someone outside of the hospital, you may contact:

Board of Health  
VT Department of Health  
P.O. Box 70  
Burlington, VT 05402  
Phone: (802) 657-4220  
Toll-Free (in Vermont): 800-745-7371  
[http://healthvermont.gov/hc/med\\_board/complaint.aspx](http://healthvermont.gov/hc/med_board/complaint.aspx)

To file a complaint about a Physician or Provider:

Board of Medical Practice  
VT Department of Health  
P.O. Box 70  
Burlington, VT 05402  
Phone: (802) 657-4220  
Toll-Free (in Vermont): 800-745-7371  
[http://healthvermont.gov/hc/med\\_board/complaint.aspx](http://healthvermont.gov/hc/med_board/complaint.aspx)

To file a complaint about a Nurse or Nursing Assistants

Secretary of State Professional Regulation 800-439-8683  
[www.vtprofessionals.org](http://www.vtprofessionals.org)

To file a complaint of abuse, neglect or exploitation:

Vermont Agency of Human Services  
VT Division of Licensing and Protection  
103 South Main Street, Ladd Hall  
Waterbury, VT 05671-2306  
Phone: (802) 241-2345  
Fax: (802) 241-2358  
Online report form to report abuse:  
<http://www.dail.state.vt.us/lp/aps.htm>