



WELCOME TO COPLEY HOSPITAL



A GUIDE FOR PATIENTS, FAMILIES & VISITORS





CONTENTS

Welcome..... 1

Your Care Team..... 2

For Your Safety and Security..... 6

Your Accommodations..... 9

Special Services.....11

Medications and Pain Management...12

Family and Friends.....12

Going Home.....14

Support After Your Discharge.....14

Patient Bill of Rights.....16

Patient’s Responsibility.....17

Complaints or Grievances.....18

Hospital Bills and Insurance.....21

Telephone Directory.....Back Page

TV Guide.....Back Page



WELCOME  
TO COPLEY

Welcome to Copley Hospital. We are pleased that you and your physician have selected us to provide your medical care. We will do everything we can to make you and your family as comfortable as possible. If you have questions or concerns at any time during your or your loved one’s stay, please don’t hesitate to bring them to the attention of your care team. Copley has been providing health care services to our Lamoille Valley neighbors for nearly 90 years.

We are proud of the quality of care we provide, and we continually strive to maintain the highest standards of excellence. We hope this guide will provide you with all the information you’ll need during your stay at Copley.

If you have questions that are not addressed in this booklet, please raise them with any member of your care team, or contact Patient and Family Services at 888-8311. It is our privilege to be your health care provider, and we are grateful for the trust you have placed in us to provide the care you or your loved ones need. Thank you for choosing Copley Hospital.

OUR MISSION  
OUR CORE VALUES

Copley Hospital is dedicated to helping people live healthier lives by providing exceptional care and superior service. We support and uphold the following core values:

- Community
- Service Excellence
- Respect and Compassion
- Life-Long Learning
- Not for Profit

We fulfill our mission by focusing on five core pillars:

- Outstanding Quality and Patient-Centered Care
- Workforce Excellence
- Operational Effectiveness
- Community Stewardship
- Financial Sustainability

INTERPRETERS

If you need translation assistance for patients who do not speak English, please contact your nurse or doctor or call the Patient and Family Services Department at **888-8311**, or call **1-802-452-0619**

**ENGLISH ATTENTION:** Language assistance services are available to you, free of charge **1-802-452-0619**

**FRANCAIS ATTENTION:** Si vous parlez français, des services d’aide linguistique vous sont proposés gratuitement. Appelez le **1-802-452-0619**

**ESPAÑOL ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-802-452-0619**



## YOUR CARE TEAM

### THE MEDICAL STAFF

Your care team may be led, in most cases, by a hospitalist. A hospitalist is a board-certified physician who specializes in the care of patients who require hospitalization. He, she, or they will communicate with your primary care provider during your hospital stay. As the coordinator of your treatment program, please consult with your hospitalist if you have questions or concerns about your illness.

### THE NURSING STAFF

A team of professional registered nurses and nurse assistants is always on hand to provide 24-hour nursing care for you. A nurse manager directs and coordinates nursing care in each area of the hospital.

Should you have questions or concerns at any hour (day or night), please don't hesitate to contact your nurse or the nurse supervisor. They are here for you and they are happy to help.

### PATIENT AND FAMILY SERVICES

Illnesses or injuries that require hospitalization can be stressful on a number of levels. Copley has a dedicated staff of social workers and case managers who are trained to help patients and family members deal with financial, social and/or emotional problems that may arise during the course of an illness or hospitalization. Our Patient and Family Services staff will work with you, your family, and your physician/hospitalist to evaluate your needs and to provide resources that may help you deal with long-term illnesses, rehabilitation, and discharge planning. You can reach Patient and Family Services at **888-8311**.

### DIETITIANS

Copley's registered dietitians are not only trained to meet your dietary needs during your stay in the hospital, but they can also provide advice on healthy eating after you have been discharged. If you have questions about your meals, diet, or post-hospitalization meal planning, please call Nutritional Services at **888-8233**.

### OTHER HEALTH CARE PROFESSIONALS

During your stay in the hospital, you may also be seen by other trained health care professionals, including Respiratory and Rehabilitation Therapists, Lab Technicians, and members of our Diagnostic Imaging staff.

### HOUSEKEEPERS

Our housekeeping staff takes great care and pride in keeping your room clean and comfortable. If there is anything

you need, or if you are dissatisfied with anything in your room, please tell your nurse and it will be taken care of as soon as possible.

### VOLUNTEERS

Copley is fortunate to have many community volunteers who contribute hours of service to the hospital. They augment the services of the hospital staff in a variety of ways and we are thankful for their assistance. Volunteers are clearly identified by their name tags.

### OTHER PERSONNEL

There are a number of "behind-the-scenes" workers (e.g. accountants, food service workers, maintenance, and others) who contribute to your comfort and care.

### ROUNDING

Your nursing staff will make regular rounds, day and night, to see how you are feeling, to ask if you need anything, and to address any questions or concerns you may have about your care. We encourage you and your family members to think about and ask questions at these times.





IF YOU NEED ASSISTANCE  
IN PAYING FOR  
YOUR CARE

Copley Hospital is committed to providing access to high quality health care regardless of a patient’s ability to pay. If you believe paying for your healthcare may create an undue financial hardship, we will work with you to create an affordable payment plan or we can see if you are eligible for financial assistance. You will need to complete a confidential application form before we can determine if you qualify for financial assistance.

If you need advice and direction in completing the application, please ask a member of your medical team. We will be happy to provide any assistance you may need in this regard.

Application forms are available in the Patient Financial Services office and at any of our Registration areas. You can also obtain a form by calling Patient and Family Services at **888-8311**.

GOT QUESTIONS?

If you have questions, worries, or concerns about your care or any procedure, please share them with your care team. If you aren’t sure why you need a specific medicine, treatment, or procedure, ask questions.

If you are scheduled for surgery, ask what you can do to prepare for surgery to lower any risk factors. Every member of your care team wants you to be comfortable with, and knowledgeable about, every phase of your treatment.

WHAT TO BRING

Much of what you’ll need during your stay in the hospital will be provided to you. However, you may also want to bring a few personal items such as:

- Personal toiletries
- Night clothes, bathrobe, and slippers
- A book or magazines

Please also bring:

- A list of your current medications
- Insurance cards
- A means for payment of co-pay or deductible
- Medical equipment essential for your hospital stay. Examples include assistive devices, CPAP Machine, etc.
- A copy of your advance directives (living will/health care proxy)

Please DO NOT bring valuables such as jewelry, personal papers, or large amounts of cash; as well as non-essential items, extra clothing, or your actual medications. Copley Hospital does not accept responsibility for items of value, lost items or personal belongings that go missing during your stay. Please leave all items of value at home or with a family member.

**LOST ITEMS:** In the event an item goes missing during your stay, please tell a member of your care team as soon as possible. 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

Once you are settled into your room, we will show you how to use the Nurse Call Button and Emergency Cords that are in all showers and bathrooms. We encourage you to familiarize yourself with these safety features.



Please check with your doctor or nurse before consuming any food that is brought to you from outside the hospital.

Please do not touch or alter - or allow any visitor or family member to touch or alter - the medical equipment that is in your room. If you are unsure what the equipment is or does; and/or what the sounds or alarms are that it makes, please ask a member of your care team. Use the Nurse Call Button to call your nurse if an alarm sounds.

REPORTING ABUSE  
AND NEGLECT

Copley Hospital makes every effort to ensure your visit is as safe and comfortable as possible. If you feel otherwise at any point during your stay, please mention your concerns to any member of your care team as soon as possible. Copley Hospital follows Vermont law in reporting all cases reported hurt (abuse), neglect, or exploitation. Any action by staff, families, guardians, visitors, or other responsible parties that involve abuse, neglect or exploitation of a patient must and will 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 that is not needed to protect others may be considered abusive. Verbal abuse, such as yelling or name calling is not allowed anywhere at Copley Hospital. Neglect, including holding back food or medical care, and exploitation, which includes taking financial or sexual advantage of a patient, will also be reported and investigated.





# FOR YOUR SAFETY AND SECURITY

## ELECTRONIC HEALTH RECORD (EHR)

Copley Hospital is working to create a fully integrated electronic health record (EHR), which will allow your caregivers to access and understand all of your health-related conditions, prescriptions, and any prior health issues before prescribing treatment. 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

At Copley Hospital, we adhere to strict infection control measures to prevent healthcare associated infections. As a patient, you can help minimize your risk of infection in these ways:

- Make sure that your health care providers clean their hands with soap and water or alcohol-based hand sanitizer before and after caring for you. Do not feel shy about reminding them of this procedure if you are concerned that they have not done 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 own hands often – before you leave your room, before you eat and after using the bathroom.
- Cover your mouth and nose when sneezing or coughing by using tissues or the bend of your elbow.
- Ask visitors to remain home 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 if you have had (or would like to have) an influenza, pneumonia or Covid-19 vaccination. These vaccines can be effective in preventing acquisition of these diseases both in and outside the hospital.

## PATIENT IDENTIFICATION

All patients are identified by patient ID bands that have a bar code embedded in them that carries important patient information supporting safety and accurate billing. To ensure your safety, we recommend that you remind all caregivers to look at your ID bracelet.

## STAFF IDENTIFICATION

Every hospital employee and member of our medical staff is required to wear a photo identification badge at all times. If your caregiver is not wearing a photo ID badge, please feel completely comfortable asking them to display it.

## MOVING ABOUT SAFELY IN THE HOSPITAL

During your stay, you may need assistance moving about the hospital or getting out of bed. If this is the case, call for assistance from your nurse – especially at night. Be sure to understand how your nurse call button works, and keep it near you. Make sure there is enough light to see where you’re going and don’t try to find your way by memory. Never climb over the bed rails. If you need assistance lowering them, please call for your nurse. Wear slippers with rubber soles to reduce the risk of slipping.

If you are unable to get out of bed safely or on your own, Copley has patient

lifting equipment that will help the nursing staff move you comfortably and safely. Our nursing staff has been trained in the safe use of patient lifts. It is normal to feel a little unsteady while being moved in the lift, but rest assured – the lift is safe and secure. 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 and departments throughout the hospital. To ensure the safety of both patients and staff, we periodically hold fire and disaster drills. If you hear a fire alarm, please stay where you are and remain calm. During these drills, all doors to patient rooms will be kept closed, and nurses will check on you regularly during the drill. In the unlikely event of a fire, a staff member will come to your room and tell you what to do.





ELECTRICAL EQUIPMENT

Please do not bring your own electrically operated equipment to the hospital with you, including radios, hair dryers, electric razors, etc. You may bring battery operated equipment with you, but Copley Hospital does not accept responsibility for items of value, lost items or personal belongings that go missing during your stay. Please leave all items of value at home or with a family member.

WHEELCHAIRS

Wheelchairs can be found in all nursing units. If you feel as though you need or may need a wheelchair, please mention this to a member of your care team. Since getting in and out of a wheelchair without assistance could be hazardous, please ask for assistance from a member of your care team or hospital staff.

RESTRAINT INFORMATION

There are times when it may be necessary for hospital staff to take extra measures to protect patients who become a threat to their own safety or to 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. These can include hand mitts or soft wrist or ankle straps. Restraints may also be needed to allow treatment to be administered; to prevent falls; to prevent the pulling or removal of tubes, monitors and/or dressings; to prevent injury to patients and others; and/or to prevent wandering. Less restrictive measures will always be tried first to avoid the use of restraints. If you have any questions or concerns about the use of restraints, either on yourself or a family member, please talk to your nurse or doctor.



YOUR INPATIENT ACCOMMODATIONS

YOUR ROOM

Your room assignment will be based on your admitting diagnosis, the services you require, and the availability of beds on the day of your admission. We will make every effort to make your room as comfortable and pleasant as possible. As your health and nursing needs change during your stay, you may be moved to a different room within the hospital.

CALLING YOUR NURSE

You will find a 'Call Button' located near your bedside. A member of your care team will instruct you how and when to use this button once you are admitted. When you press the call button, a staff member will respond to your signal as soon as possible.

YOUR BED

Your hospital bed is electrically operated and designed to provide you with a range of comfortable positions. Your nurse will show you how to work your bed properly. Depending on the reason for your stay, bedside rails may be used for your protection. Rails 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

Spouses and partners are welcome to stay overnight at the Birthing Center. If your spouse or partner would like to spend the night, please let your care team know as early as possible so that comfortable arrangements can be made.

MAIL

Letters and packages are delivered each morning. If a letter or package should arrive after you are discharged, we will forward it to your home. Outgoing mail may be left at the nurses' station or given to your nurse for posting. Stamps and cards may be purchased in the Gift Shop.

FLOWERS

Flowers will be delivered directly to your room by volunteers or by a member of our nursing staff.

WHEN YOUR CHILD REQUIRES OVERNIGHT HOSPITALIZATION

Visiting hours for parents of admitted children are not restricted, but we do limit the number of visitors (per patient) in a room to two due to space limitations. One parent is welcome to stay overnight and will be provided with a bed and three daily meals. 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. If your child's stay is extended, please remember that 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 their crib in the up position when a nurse or parent is not in attendance.

We understand that child illness and hospitalization can place emotional and



financial strain on families. If you are encountering personal or financial difficulties related to your child's stay at Copley, please talk with your doctor or nurse; or contact Copley Hospital's Patient and Family Services at 888-8311.

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

### TELEPHONES

Copley Hospital provides telephones in each patient room, and you are free to use the phone to make outgoing and/or receive incoming calls. Local calls are free. Long distance calls must be made through an outside operator who can assist you with collect or credit card calls. As a courtesy to other patients who may be sharing your room, we ask that calls be limited to 8am–8pm. Your nurse will show you how to access an outside line should you need to make a call. Callers who do not know your bedside number may also call 802-888-8888 and request that their call be transferred to your room's phone.

### MOBILE/CELL PHONES

Please be respectful of the people around you when using your cell phone especially in patient care areas and waiting rooms.

### TELEVISION

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

### NUTRITIONAL SERVICES

Healthy, well-balanced meals are an important part of your treatment and recovery. During your stay you will be visited by a Diet Technician who will help you select your meal choices. If a special diet has been prescribed by your doctor, the choices available to you will reflect your specific diet needs. Breakfast is served between 7:30-9am; lunch between noon and 1:30pm and dinner between 5-6:30pm. Should you need nourishment in between meal service, please ask your nurse for assistance. **Please do not ask family or friends to bring meals or food into the hospital from home or nearby restaurants.**

### CAFÉ

Copley Hospital operates a family-friendly café on the second floor of the hospital, and your family and friends are invited and welcome to use this facility. The café is open daily for breakfast from 6:30-10:30am; lunch from 11:30am-1:30pm; and dinner from 4-6:00pm. Drinks, snacks, fruit, soup and salad are available throughout the afternoon.

### VENDING MACHINES

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

### BANKING SERVICES

For the convenience of its customers and Copley's patients, Union Bank has installed an ATM machine just inside the Emergency Department entrance, by the vending machines.

### SPECIAL SERVICES

#### CHAPLAIN

During your stay at Copley, you are welcome to invite your priest, minister, rabbi or other religious leader to visit you. You may also request a visit from our chaplain should you feel the need for pastoral care or support. If you would like to meet with our chaplain, please tell your nurse or call 888-8112.

#### FOR THE HEARING IMPAIRED

Copley Hospital maintains a TTY phone line, which is 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 be available to meet with patients and visitors in person. If you require either of these services during your stay, please

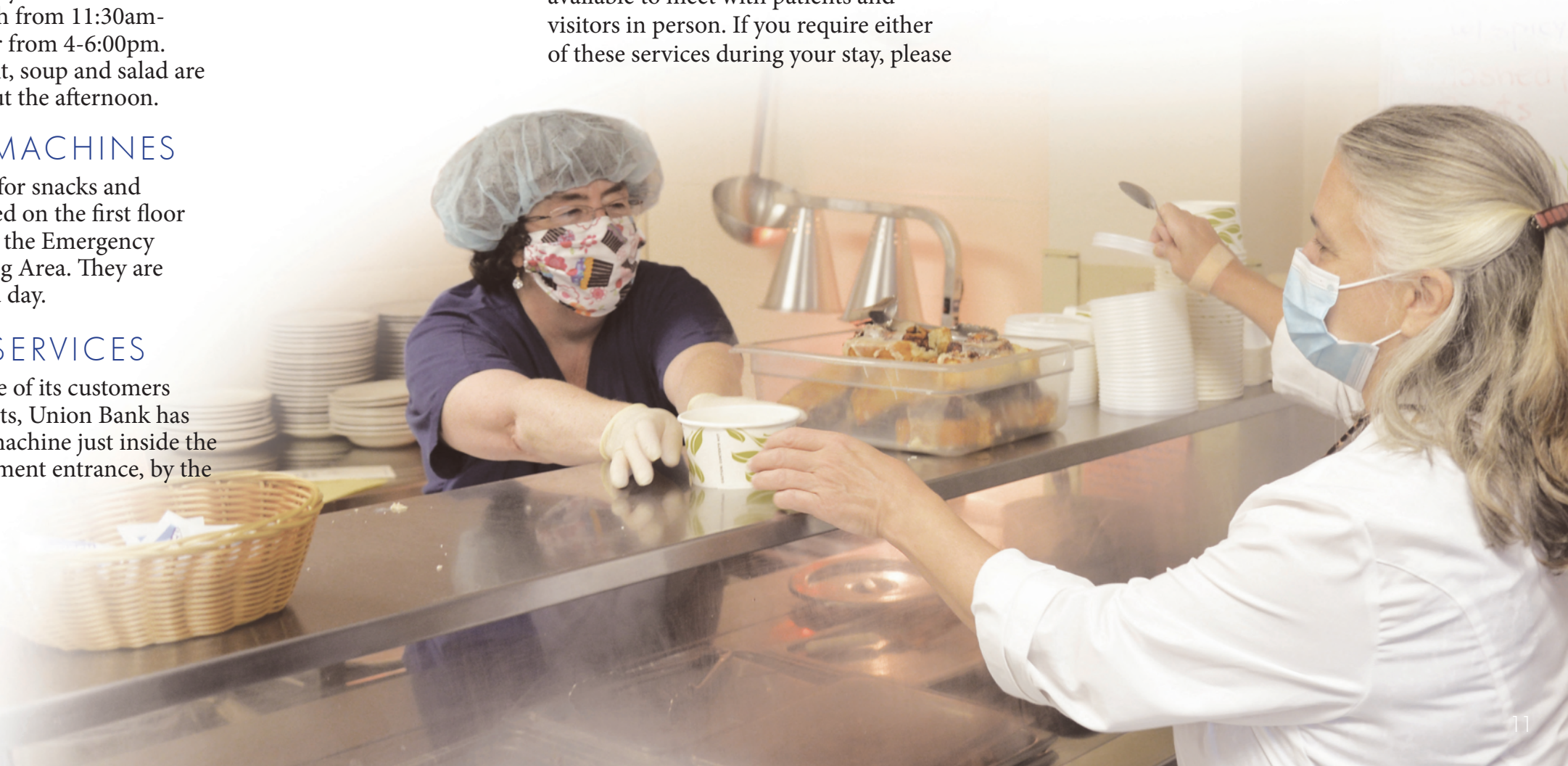
let your nurse or doctor know, or call the Patient and Family Services Department at 888-8311.

#### FOR THE BLIND AND VISUALLY IMPAIRED

In the event you have a problem with your vision, or you need assistance with reading or getting around the hospital, please let a member of your care team know as soon as possible. You can also call Patient and Family Services at 888-8311.

#### NOTARY PUBLIC

In the event you need the services of a Notary Public during your stay, please ask a member of your care team or call Patient and Family Services Department at 888-8311. Copley offers this service free to all patients.





## MEDICATIONS

In the event you require medication to manage symptoms or pain, we will need to know what other medications, supplements, or over-the-counter remedies you are currently taking in order to minimize the risk of prescribing medicines that do not interact well with one another. To this end, please bring a list of the medications and other supplements you are on, including the size of the dosage and frequency of use. If you bring these medications with you, they will be stored in the hospital pharmacy and administered as needed.

## ARE YOU IN PAIN?

As a patient at Copley Hospital, you will receive information about the causes of your pain and suggestions for pain relief and management. If you are experiencing pain during your stay, please tell a member of your care team as soon as possible.

## PATIENT RESPONSIBILITIES

As a patient, we encourage you to:

- ask a member of your care team what to expect regarding pain and pain management;
- discuss pain relief options with your doctors and nurses;
- coordinate 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.

## ETHICS COMMITTEE

During your (or a loved one's) stay, you may be asked to make difficult personal or medical decisions. Should this situation arise, you may request a consultation with our Ethics Committee, comprised of physicians, nurses, clergy, administrators, trustees and concerned community members. Committee members will listen, help obtain additional information if needed, and do whatever they can to increase your understanding of the decision-making process. If you would like a confidential consultation with the Ethics Committee, 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

Visiting hours generally run from 9:00 am - 6:30 pm, or as specially arranged to accommodate patient and family needs. *Please note: We respect our patients' right to restrict or refuse visitors, and visitors may be asked to step outside the room during certain procedures.*

All visitors must check in and out at the Main Entrance. After 4 pm, visitors must check in at the Nurses Station of the medical area they are visiting. Anyone recently exposed to a communicable disease, or who is ill in any way, should not visit patients or walk freely about the hospital. Please use a face mask to cover your nose and mouth if you are coughing, sneezing or have a sore throat; as well as using hand sanitizer before entering a patient's room. Copley is a smoke free campus.

### GIFTS FOR PATIENTS

Please check with a nurse before bringing any gifts in to a patient's room, including gifts of food and drink. As a patient, please check with your doctor or nurse before consuming gifts of food or drink to ensure it is safe and appropriate for you to do so given your course of treatment.

### GIFT SHOP

The Copley Hospital Gift Shop is located adjacent to the main lobby and the James and Mary Louise Carpenter Surgical Center. The shop offers gift items, including Vermont crafts and products, spa and wellness items, greeting cards, candy, and stamps. The Shop is open Monday - Friday. You can reach the Gift Shop by phone at 802-888-8229. Proceeds from the gift shop, which is run by volunteers of the Copley Hospital Auxiliary, benefit the hospital.

## INTERNET

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

## PATIENT AND FAMILY WAITING AREAS

For your convenience, specific patient and family waiting areas have been designated for the Multi-Specialty Clinics in the Outpatient Services Center, the Robert S. Barrows Emergency Department, and the James and Mary Louise Carpenter Surgical Center. The waiting areas are within each of those departments. Television, magazines, and wireless access (WIFI) is available for your convenience. You may also choose to wait in the Café, located on the second floor.

## FOR FAMILY AND FRIENDS OF A SURGICAL PATIENT

If you are coming to Copley for surgery, we suggest that only one family member or friend accompany you on the day of your surgery. As soon as it is medically appropriate, your family member/friend/partner will be allowed to join you in the Post Anesthesia Care Unit (Recovery Area). If you leave the campus, please check-in at the Carpenter Surgical Center reception desk when you return. This reception desk is staffed Monday-Friday 8 am - 4:30 pm. After 4:30 pm, please use the phone at the Surgical Center Reception Desk to check-in.

Families can receive real time secure text messages and photo updates about their loved one's progress on the day of surgery. Our staff in the PreOp area, Operating Room, and Recovery Room can send updates throughout the patient's perioperative course. To download the free app go to 'EASE Application Messages' on your smartphone.

For confidentiality and patient care reasons, only one visitor will be allowed into the preoperative and post-anesthesia care areas at a time. We ask that all visitors silence their beepers and cell phones while visiting.





# GOING HOME

## DISCHARGE PLANNING

Our Patient and Family Services Department will work with you and your physician to evaluate your needs and plan for any services you may need once you are discharged (e.g. rehabilitation services, physical therapy, special medical equipment, etc.). Your doctor or nurse will also give you any instructions you may need about diet, activities, or resuming your normal routines. If you are unsure about on-going care following discharge, speak with your doctor, a member of your care team, or call Patient and Family Services at 888-8311.

## PATIENT SATISFACTION SURVEY

Patient satisfaction is important to us here at Copley, and we want to hear your thoughts about the care you received and the time you spent with us. Once you have left the hospital, you may receive a patient survey by mail, email, or phone. Please take a few moments to tell us about your experience here. We use these surveys to help improve the services we provide. You may identify yourself on the survey or you may take it anonymously. 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 including physical therapy, occupational therapy, speech and language pathology, and much more. Your doctor may

recommend various rehabilitation services to help you fully recover from your treatment.

## CARDIAC & PULMONARY REHABILITATION

Our comprehensive, twelve-week Cardiac Rehabilitation program is designed to improve your quality of life and help you reach a higher level of functioning following a heart attack, bypass surgery, stent placement, valve replacement, congestive heart failure, or other heart-related events that qualify. Our Pulmonary Rehabilitation 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

Step Up is an exercise program designed for seniors. Participants work out at their own pace, enjoying the benefits of improved mobility, muscle tone, an enhanced energy level, and reduced risk of injury. Your physician must sign a form stating you may participate in this program.

## BIG AND LOUD

The Big Program is designed to help individuals with Parkinson's Disease improve their motor functioning and balance, as well as promote faster walking and bigger steps, all of which help with activities of daily living. The Loud Program is designed for individuals with Parkinson's and other neurological conditions, and can help improve both



voice and speech. Both programs consist of 16 one-hour sessions over four weeks, including daily homework practice and daily carryover exercises.

## MAINTENANCE PROGRAM:

Once you've been discharged from one of our Rehabilitation programs, you will be offered the ability to continue exercising on your own (using our equipment) during designated times of the day on a self-pay basis. To qualify for a maintenance program, you must complete a rehab program at Copley, be able to exercise independently, and have a form signed by your physician stating that you are able to exercise at an independent level.

## WELLNESS CENTER

In addition to its rehabilitation programs, Copley offers a wide variety of free and low-cost programs and screenings, including:

- Child Birth Classes
- Life skills programs including CPR, First Aid and AARP Driver Safety Classes
- Nutritional Workshops

For information, call the hospital's Community and Wellness Center at 888-8249.

For more information about any of Copley's Rehabilitation Services, call 888-8303.



# PATIENT RIGHTS & RESPONSIBILITIES

You are a partner in the health care you receive. To that end, we believe you should be well informed and involved in any treatment decisions. We respect your personal preferences and values, and we encourage you to communicate openly with your doctors, nurses, and members of your care team.

Based on Copley’s values and mission, our board of directors, medical staff, and employees 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 in 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, and be provided with information on financial services, billing and collections practices.
- 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, 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.
- To 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.
- To inspect and obtain a copy of your health record (paper or electronic) as provided for in 45 C.F.R. § 164.524.
- To amend your health record, as provided in 45 C.F.R. § 164.526, by submitting a written request.
- To receive an accounting of disclosures made of your health information as provided by 45 C.F.R. § 164.526 and the HITECH Act.
- To 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.
- To keep appointments or call as soon as possible to cancel.
- To follow the established policies and procedures of Copley Hospital.



# COMPLAINTS OR GRIEVANCES

We work hard to ensure that every patient has a good experience at Copley Hospital. If you are unhappy with your care or treatment at any time during your stay; or if you have concerns related to your personal safety; please communicate your thoughts and concerns to:

- the person providing you with the service or a member of your care team;
- the department manager of the service involved or the nursing supervisor; or
- the Quality Management Department (802-888-8351).

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

## PHYSICIAN/PROVIDER COMPLAINTS:

**Board of Health and Board of Medical Practice – Vermont Department of Health**  
PO Box 70, Burlington, VT 05402-0070  
802-657-4220 Toll-free in Vermont: 800-745-7371

For complaints and general inquiries regarding physicians, physician assistants, anesthesiology, podiatrist and medical doctor.

**Department of Disabilities, Aging and Independent Living – Division of Licensing and Protection**  
103 South Main Street, Ladd Hall  
Waterbury, VT 05411-2306  
802-241-2345  
Toll-free in Vermont: 800-564-1612



**NURSING**  
**Secretary of State Professional Regulation**  
800-439-8683  
[vtprofessionals.org](http://vtprofessionals.org)  
For questions or concerns regarding nurses and nursing assistants.

**RADIOLOGY**  
**American College of Radiology**  
1891 Preston White Drive,  
Reston, VA 22091  
Fax: 703-648-9176  
[mamm-accr@acr.org](mailto:mamm-accr@acr.org)  
For questions or concerns regarding Mammography services

You may also request a copy of Copley Hospital's Patient Rights and Responsibilities Policy, which is informed by the Vermont Statute's Patient's Bill of Rights, 18 V.S.A. §1852. To obtain a copy, please contact:

**Privacy Officer, Health Information Management**  
Copley Hospital,  
528 Washington Highway,  
Morrisville, VT 05661  
802-888-8350

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

If you are on Medicare (either the Original Medicare Plan or another Medicare health plan), you have the right to:

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

If you believe that any of your rights under Medicare 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.

**Presentation of a complaint or grievance will not compromise your future access to care nor the quality of care provided.**

## CONFIDENTIALITY

We respect your right to privacy, and we make every effort to maintain confidentiality.

According to 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 provide information about you or your medical condition to anyone unless you or your next of kin have given us written permission in the form of a release. We must have a release signed by you or your next of kin in order 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 invoice for your care will come directly to you.

During your stay, you may request that your name not be included in the hospital directory. If you make this request, anyone who calls and asks for you will be told ‘We do not have a patient by that name listed in our 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.

EXCEPTIONS TO OUR RELEASE OF INFORMATION POLICY

In the event your admission to the hospital is a matter of public record (you are brought to the hospital by law enforcement, the fire department or emergency medical services), we simply confirm that you are currently a patient and we 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. The standardized descriptions for location would be: admitted, released, or transferred. If you do not want such information to be shared with the media, you must inform us of this in writing.

AGREEMENT TO CONDITIONS OF TREATMENT

When you register at the hospital for treatment, you will be asked to sign a form stating that you agree to several conditions of treatment, including:

- 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 that are necessary to help us understand and/or diagnose your medical problem and to give you the best care possible. Signing your name to the form also states that you agree to be responsible for paying your bills.

INFORMED CONSENTS

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 the risks, benefits, possible difficulties, and possible treatment options (if any); and that you understand them. By signing this consent document, you

verify that you have not been promised a certain result and that you have had your questions answered.

For special treatments (e.g. administering blood, HIV testing, surgery) you will likely 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. An Advance Directive 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. For more information about Advance Directives, please contact Patient and Family Services at 802-888-8311.

ORGAN DONATION

Patients 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.

HOSPITAL BILLS AND INSURANCE

At Copley Hospital, it is our mission to provide the highest quality of care regardless of your ability to pay. 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. You have this right regardless of whether you are covered by a medical insurance plan; are entitled to Medicare or Medicaid; or are able to pay. You will, however, be responsible for your bill.

If you receive medical care at Copley hospital, we will bill your insurance company provided you have supplied us with complete information. If you are unable to provide us with your insurance information, payment will be requested at the time of service. (We accept cash, personal checks, Visa, MasterCard, Discover and American Express). Copley also participates in the Medicaid Program. You can also pay your bill online at [copleyvt.org/patient-portal](http://copleyvt.org/patient-portal).





If you have questions about your bill; or if paying your bill will present a financial hardship, Copley offers a financial assistance program. Please contact Patient Financial Services at 888-8338 for more information. Accounts with unsatisfactory payment arrangements will be placed with a collection agency.

YOUR BILL

Your hospital bill will include charges for all of the services you received during your stay at Copley. Charges will be separated into two areas: 1) a basic daily rate, which includes your room, meals and nursing care; and 2) charges for any special services 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 during your stay, you may receive bills from doctors you never met in person. These bills are generally 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 them directly at the number printed on the statement you receive from them.

IF YOU ARE COVERED BY MEDICARE: BRING YOUR IDENTIFICATION CARD

If you are covered by Medicare, 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 (e.g. cosmetic surgery, some types of oral surgery, personal comfort items, hearing tests and others). We encourage you to understand what is covered and what is not covered before you receive treatment. If you are unsure, ask a member of your care team or contact Patient Financial Services. Remember: you are responsible for paying deductibles and co-payments.

IF YOU ARE COVERED BY MEDICAID

If you are covered by Medicaid, we will need to see a copy of your Medicaid card. Keep in mind that Medicaid will not pay, or will limit payment, on a number of services. For example, Medicaid will not pay for the cost of a private room unless your doctor says it is medically necessary.

IF YOU HAVE NO INSURANCE

If you are not covered by insurance, Copley’s Patient Financial Services staff can help you understand and/or apply for state-sponsored programs. We also have a financial assistance program for those who qualify. You can obtain a financial assistance application by calling 888-8336; or Patient and Family Services at 888-8311. See also Financial Assistance Program.

IF YOU HAVE HEALTH INSURANCE

If you are covered by health insurance, we will need to see a copy of your current insurance identification card at



the time you register. We may also need any insurance forms your employer or insurance company has given you. You will be asked to sign a Release of Information and Assignment of Benefits form, which will give your insurance company permission to pay the hospital directly for your care. If you have not signed the Release of Information and Assignment of Benefits form, your bill will be sent directly to you.

IF YOU ARE A MEMBER OF AN HMO OR PPO

If you are covered by an HMO or PPO, your health plan may have special rules you have to follow such as obtaining a second surgical opinion, getting pre-approval for certain tests or procedures, or submitting a co-pay, which we collect from you when you register. It is up to you to understand and follow your plan’s special rules. If you do not follow their procedures, you may be held responsible for all or part of your bill.

FINANCIAL ASSISTANCE PROGRAM

Copley’s Financial Assistance Program is a needs-based program that helps patients who either have no insurance or who still have large balances due after insurance payments have been made. To apply for financial assistance, 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. If you are approved, your bill will be changed or modified. Your application is good for six months.



## OTHER INSURANCE ASSISTANCE

### Health Care Administration

State of Vermont Department of Financial Regulation 1-800-964-1784

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

### Vermont Health Connect

[info.healthconnect.vermont.gov](mailto:info.healthconnect.vermont.gov)

### 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 (voice/TTY)

- assists with healthcare issues in Vermont (managed care or state plan)
- assists with denial of coverage for services provided while a patient
- can help you find a new provider if you're 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 Foundation/Philanthropy .....	888-8301
Gift Shop.....	888-8229
Laboratory Services .....	888-8340
Medical Records/HIM.....	888-8352
Multi Specialty Clinics.....	888-8372
Nursing Units	
Birthing Center.....	888-8304
Acute Nursing Care Unit .....	888-8355
Nutritional Services/Café .....	888-8123
Patient and Family Services.....	888-8311
Pharmacy.....	888-8375
Plant Operations .....	888-8315
Quality Management.....	888-8351
Radiology Department.....	888-8358
Rehabilitation Services .....	888-8303
Surgical Services (reception desk) .....	521-5225
Volunteer Services .....	888-8302
Wellness Programs & Health Education .....	888-8249

## TV CHANNEL GUIDE

2 WFF (FOX)	31 US
3 WCAX (CBS)	32 CSN
4 WVNY (ABC)	33 TNT
5 WPTZ (NBC)	34 NESN
6 VPT	39 DISNEY
7 TBS	40 FX
8 QCHECH	41 AMC
9 TLC	43 VH1
10 HSN	47 TRAVEL
11 BRAVO	48 FOOD
12 ESPN	49 HISTORY
13 ESPN 2	50 SYFY
14 WEATHER.COM	51 HGTV
15 PUBLIC ACCESS	52 COMEDY
21 CBC	53 CNBC
22 C-SPAN	55 E ONLINE.COM
23 SPIKE	56 HEADLINE NEWS
24 DISCOVERY	57 CARTOON NETWORK
25 MTV	59 SPEED
26 A&E	61 CNN
27 ABC FAMILY	62 TV LAND
29 LIFE	63 ANIMAL PLANET
30 NICKALODEON	69 FOX NEWS



**COPLEY  
HOSPITAL**

EXCEPTIONAL CARE. COMMUNITY FOCUSED.

528 Washington Highway, Morrisville, VT 05661

802-888-8888

[www.copleyvt.org](http://www.copleyvt.org)