

# A Handbook for Patients and Their Families





## *Welcome to* Mt. Ascutney Hospital

At Mt. Ascutney Hospital and Health Center, we are proud to be a small, community-based hospital committed to improving the lives of those we serve. Mt. Ascutney was founded in 1933 through the efforts of local citizens determined to keep a hospital and high-quality medical care in the community. Since that time we have continued to achieve this mission through our commitment to excellence and in partnership with our community to provide you and your family the best of care, close to home.

We intend to make your hospital experience as pleasant as possible. Your medical care, personal comfort and rights as a patient are important to every member of the hospital staff and administration. If at any time you'd like more information about your treatment plan or the staff that will be caring for you, just ask your nurses. They will be happy to explain who the staff are and what they will be doing for you specifically. Please let us know if there is anything we can do to serve you better.

Our dedicated, professional staff works as a team to ensure the highest quality of care. By working with you and your family, we can better identify problems, determine goals and develop a coordinated care plan. Throughout your hospitalization, these goals, your care and your progress are continually reevaluated. This team approach creates the best opportunity to coordinate care for you during your hospitalization.



## General Information

### Visitation

#### Acute/Swing Care Units

Visiting Hours are from 10:00 am to 8:00 pm.

We ask patients to limit the number of visitors at any one time and to observe any special instructions concerning patients' welfare and comfort. Visitors are asked to respect the posted visiting hours. Visiting hours may be extended in certain circumstances.

#### Rehabilitation Unit

Visiting Hours in the Rehabilitation Unit are from 12 noon until 8:00 pm for immediate family; 4:00 pm until 8:00 pm for other visitors. We do ask that you understand that patients in this unit may have rigorous therapy schedules, which is why we limit visiting hours so patients can receive the needed therapies.

### Café Hours and Nutrition Services

We take pride in offering a wide variety of meals that are tailored to your nutritional needs and preferences.

#### Bringing In Your Own Food

Food and beverages brought in from home or a restaurant should be reviewed by your nurse to make sure they are within the dietary guidelines set by your physician.

## General Information, continued

### Guest Meals

Guests may order a standard meal of the day and have it delivered to your room along with your own food tray. Guests prepay \$5 for a meal; please ask your nurse for assistance.

### Selecting Your Meals

Menus are provided to you for the following day. Please complete them daily. Select the menu items you prefer by circling your choice for all three meals. You may write "small portions" if you prefer, and write "x2" for larger portions. Your choices will be entered into the computer. If your personal menu has not been completed, you will receive the standard meal for that next day. Our dietary technician is available to assist with questions about your menu. Please ask your nurse if you need assistance.

### Café Hours

- Breakfast ..... Monday – Saturday 7:30 am – 10:00 am
- Lunch ..... Monday – Friday 11:30 am – 1:30 pm  
Saturday/Sunday 12:00 pm – 1:00 pm
- Dinner ..... Monday – Friday 5:30 pm – 7:00 pm

Between meals, the café offers snacks and prepackaged meals. A vending machine is located by the Emergency Room for your convenience.

### Chapel

For many patients, the fulfillment of spiritual need is an integral part of the healing process. Led by qualified spiritual leaders with skills and sensitivity specifically oriented to hospital ministry, the Chaplaincy Program is designed to support the spiritual needs of patients, families and staff with creativity, integrity and confidentiality.

### What We Can Offer

- A link to your own faith community
- Someone to listen, pray, or share a long day with
- Sacramental ministry
- Meditation, prayer and devotional resources
- Worship opportunities

We offer a staff of volunteer chaplains from a range of spiritual traditions. If you would like a chaplain to stop by, please ask your nurse to make arrangements.

The chapel is located in the main hospital corridor and is open daily around the clock. All visitors are welcome and prayer requests may be entered in the chapel book.

## General Information, continued

### Telephone and Wi-Fi

The hospital provides a phone in each patient room. Instructions for use of the phone options and wireless access are listed on page 19 of this brochure or you may ask your nurse for further assistance.

### Smoking Policy

In support of our hospital's dedication to promoting good health for our patients, employees and community, smoking is prohibited in the building or anywhere on the grounds of Mt. Ascutney Hospital and Health Center. We thank you and your visitors for respecting our "no smoking" policy. If you would like help to quit smoking, the hospital offers a Tobacco Cessation program. Please ask your nurse for information about this program.

### Gift Shop and Books

The Lobby Stop gift shop is located in the hospital's main lobby and is operated by the Mt. Ascutney Hospital Auxiliary. The Lobby Stop has a variety of cards, gifts, books and candy. Previously enjoyed books are also available for purchase just outside the Lobby Stop and in our Rehabilitation Unit. We can also assist you with borrowing from our local public library. Please ask your nurse for details and we will do our best to accommodate your special requests.

### Valuables

We cannot be responsible for property left in your room, although every precaution is taken to ensure its security. Valuables should be sent home with family. However, if this is not possible, ask your nurse to lock your valuables in the safe on your unit.

### Activities

We offer a variety of leisure and recreational activities during your stay, including games, puzzles, crafts, movies and music. Please ask your nurse for details on times and locations.

### Financial Policies/Understanding Your Bill

If you have any questions during your hospitalization about your hospital bill, please contact your case manager. Once you have been discharged, all questions about your hospital bill should be directed to the Hospital's Customer Service Department at (802) 674-7471. Please have your insurance card with you when you call. If you wish to speak with someone about setting up a payment plan, please call (802) 674-7319.

### Wheelchairs

There are wheelchairs available at the main entrance and at other locations throughout the hospital. Please ask any staff member for assistance.

### Pet Visits

In many cases, with prior approval, your dog or cat may be able to visit to provide companionship and comfort during your stay. Please ask about our policy.



## Quality and Safety

### NCQA Recognition

Mt. Ascutney Hospital and Health Center is proud to be recognized by the National Committee for Quality Assurance (NCQA) as a Patient Centered Medical Home. MAHHC has received the highest level of recognition demonstrating excellence in meeting all of the standards which include patient centered access, team-based care, population health management, care coordination and care transitions, care management and support, performance measurement and quality improvement.

At both MAHHC and Ottauquechee Health Center, we assume the responsibility for coordinating patient care across multiple settings. Extended hours are offered at OHC on Thursday evenings and Saturday mornings. MAHHC clinic staff may arrange care outside typical daytime schedules. We are available to provide care and clinical advice both during regular hours and when the office is closed. After-hours advice and support is available for MAHHC patients by calling (802) 674-7300 and for OHC patients at (802) 674-3030. To be effective, the practice maintains a comprehensive electronic medical record which contains information about medications, specialty care, medical history, health status, test results, self-care information and recent hospitalizations or ER visits. Patients receive a new patient packet to assist in the transferring of records from a former provider to our practice. The community health team acts as a point of contact for assistance in this process. Patients can help coordinate their care by remembering to inform the medical team about services and medications received by outside specialists.

The care team at MAHHC provides access to evidence-based care, patient/family education and self-management support. We have integrated mental/behavioral health services within our Patient Centered Medical Home. We provide equal access to all patients regardless of their source of payment. We also assist uninsured patients to obtain insurance coverage working with the Windsor Community Health Clinic that is embedded in our Patient Centered Medical Home.

### Sharing of Information

Mt. Ascutney Hospital and Health Center uses an Electronic Health Record (EHR), known as eChart, to keep track of your medical information. The information can be viewed, updated and shared electronically among your providers, helping them coordinate and manage your health care more effectively and efficiently.

eChart can only be accessed by Mt. Ascutney Hospital physicians and other medical staff who need it to care for you, such as nurses, therapists and lab technicians. You authorize these providers to access your information when you are admitted to Mt. Ascutney Hospital and national HIPAA standards are followed to ensure that your privacy is protected and your patient information is secure.

### Patient Portal — My MAHHC Portal

The Patient Portal is a tool that will allow you to communicate with your Health Care Team using secure messaging, request and view appointments, request prescription renewals, view your most recent lab results, your medical history and update your address and insurance information.

### Sign Up

If you are interested in getting more information about or enrolling in the Patient Portal, please let a member of your health care team know and they will assist you.

### Speak Up Campaign

Everyone has a role in making health care safe. That includes doctors, health care executives, nurses and many health care technicians. As a patient, you can make your care safer by being an active, involved and informed member of your health care team.

**S**peak up if you have questions or concerns. If you still do not understand, ask again. It is your body and you have a right to know.

**P**ay attention to the care you get. Always make sure you are getting the right treatments and medicines provided by the right health care professionals. Do not assume anything.

**E**ducate yourself about your illness. Learn about the medical tests you get and your personalized treatment plan.

**A**sk a trusted family member or friend to be your advocate, advisor or supporter.

**K**now what medicines you take and why you take them.

**U**nderstand all of your follow-up care and instructions.

**P**articipate in all decisions about your treatment.

### Staff Identification

All staff are required to wear identification badges while on our campus. Check the badge photo and know your caretakers. Please ask any person attempting to care for you for identification if you do not see a badge.

### Infection Prevention is in Your Hands!

Hand hygiene—the simplest, most effective prevention of infection.

- All health care providers are required to wash or sanitize their hands before and after seeing each patient. If you do not see them wash, please ask them to do so.
- Make sure all visitors wash their hands before and after visiting as well.
- Wash your hands frequently. Wash before and after leaving your room, before having a meal and after using the bathroom.

### Medication Safety

- Provide your nurse with a complete list of your current medications and supplements.
- Make sure your nurse checks your identity, asking your name and date of birth, before you receive any treatment or medication.
- Your nurse will also scan your identification band and your medications to be sure these are your correct medications.
- Ask your nurse for a list of medications that you are taking in the hospital.
- If you don't recognize a medication, ask your nurse to double check it before you accept it.
- If you have a medication allergy, we will ask you to wear a red bracelet as an alert to staff.

### Falls Prevention

- Always ask for help from a nurse when getting in and out of a bed or chair.
- Always ask for assistance when obtaining items that are out of your reach.
- Always wear non-skid socks or slippers when out of bed.
- You may be asked to wear a yellow bracelet to alert staff that you may need assistance while you are up.
- Keep your call button and eyeglasses within reach.
- Do not attempt to climb over your bed rails.





## Your Rights and Responsibilities

### Patient Bill of Rights

#### Vermont Bill of Rights for Hospital Inpatients

Vermont law includes specific rights for patients who are admitted as inpatients.

Your rights as an inpatient include the right to:

- Receive considerate and respectful care at all times and under all circumstances with recognition of your personal dignity.
- Have an attending physician who is responsible for coordinating your care. Your right includes knowing your attending physician's name.
- Obtain, from the physician coordinating your care, complete and current information concerning diagnosis, treatment, and any known prognosis in terms you and/or your support person can reasonably understand.
- Receive information from your physician that is necessary to give informed consent prior to the start of any procedure or treatment, or both, unless it is an emergency. You also have a right to know if any medically significant alternatives for care or treatment exist.
- Respect for your privacy. This right includes the right to have a person of your own sex present during an exam and the right not to remain disrobed any longer than is required. You have the right to wear your own clothes except when they interfere with your medical care.

### Your Rights and Responsibilities, continued

- Refuse treatment to the extent permitted by law and to be informed of the medical consequences of refusing treatment.
- Expect that all communications and records pertaining to your care shall be treated as confidential unless you give us permission or as otherwise permitted by law.
- Expect that you will have access to our resources. Your rights include, if physically possible, a transfer to another room or place if another person in that room or place is disturbing you by unreasonable actions. When medically permissible, you may be transferred to another facility only after receiving complete information and explanation concerning the needs for, and alternatives to, such a transfer.
- Know the names of the people that are providing your care and what they do. This includes your right to know of the existence of any professional relationship among individuals who are treating you, as well as the relationship to any other health care or educational institutions involved in your care.
- Know if any part of your care would involve research. You can always refuse to participate in research.
- Expect reasonable continuity of care and the right to be informed by your attending physician of continuing health requirements following discharge.
- Receive an understandable and specific hospital bill.
- Know what hospital rules and regulations apply to your conduct as a patient.
- Whenever possible, guardians or parents have the right to stay with their children 24 hours per day. Whenever possible, visitors identified by patients may stay with terminally ill patients 24 hours a day.
- Have an interpreter if a language barrier or hearing impairment presents a continuing problem to your understanding of the care and treatment being provided.
- Receive professional assessment of pain and professional pain management.
- Be informed in writing of the availability of hospice services and the eligibility criteria for those services.
- Know the number of nursing staff working on your unit and the number of patients.

#### Vermont Patient's Bill of Rights for Palliative Care & Pain Management

Vermont law includes specific rights for patients with terminal illness, pain and chronic conditions to make informed decisions.

Your rights include the right to:

- Be informed of all evidence-based options for care and treatment, including palliative care, in order to make a fully-informed choice.

## Your Rights and Responsibilities, continued

- Be informed of all available options related to terminal care if you have a terminal illness; and to be able to request any, all, or none of these options; and to expect and receive supportive care for the specific option or options available.
- Request or reject the use of any or all treatments in order to relieve your pain.
- Receive competent and compassionate medical assistance in managing your physical and emotional symptoms if you have a chronic condition.

### **As a Patient in This Hospital, You Have the Responsibility to:**

- Keep your appointments or phone the Hospital when you cannot.
- Be considerate of other patients by respecting their privacy and limiting your visitors.
- Observe safety regulations including tobacco-free environment and weapons policies.
- Supply accurate information to appropriate personnel and report unexpected changes in your condition to your doctor.
- Ask questions if instructions are unclear.
- Participate in your treatment plan as recommended by your health care team.
- Assure that the financial obligations of your health care are fulfilled as promptly as possible.
- If you have any questions about your rights and responsibilities, ask your physicians, nurse, social worker, case manager, or other hospital representative.

### **Eligibility for Hospice Care**

Hospice services are designed to provide care for patients at the end of life and support for their families.

Eligibility for hospice care at Mt. Ascutney Hospital and Health Center is determined by a physician's diagnosis of a terminal illness with a prognosis of six (6) months or less.

Patients are welcome regardless of age, color, creed, national origin, race, religion, sex, sexual orientation or your diagnosis. Your health insurance may determine the benefits and payments for hospice services. Please check with your insurance company to understand covered services or ask your case manager.

Hospice care at Mt. Ascutney Hospital and Health Center is provided in our Acute Care Unit. Our hospice services include pain and symptom management, spiritual support, recreational therapy, coordinated care planning, and all the resources of the hospital. Additionally, our hospice services have been enhanced by the

## Your Rights and Responsibilities, continued

creation of a Hospice Suite, made possible through the support of generous friends of the Hospital. This larger Hospice Suite enables our hospice patients' last days to be more family oriented and comfortable.

Please contact your physician, nurse or case manager for more information about our hospice care.

### **Complaint Policy**

Mt. Ascutney Hospital and Health Center takes all complaints seriously. Complaints are viewed as an opportunity to learn from our patients' experiences and make systematic improvements. Patients, visitors and family members can submit complaints in a number of ways:

- Verbal and/or written to any member of MAHHC staff at 289 County Rd Windsor VT 05089.
- Verbal and/or written to any member of MAHHC Quality Management/ Board of Trustees or Administrative staff at 289 County Rd Windsor VT 05089.
- Written using the contact us form on the Hospital website at [www.Mt.AscutneyHospital.org/contact-us](http://www.Mt.AscutneyHospital.org/contact-us).

If you are not satisfied with the response you receive from the department manager, you may contact the Quality Management Department directly at (802) 674-7248.

If you feel the need to speak with someone outside of Mt. Ascutney Hospital and Health Center, you can contact the following state agencies:

### **Department of Disabilities, Aging, and Independent Living (DAIL)**

Division of Licensing and Protection  
HC 2 South  
280 State Drive  
Waterbury, VT 05671-2060  
(802) 241-0480 or fax: (802) 241-0343

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

Vermont Department of Health  
P.O. Box 70  
Burlington, VT 05401-0070  
(802) 863-7280

### **Vermont Board of Nursing**

81 River Street  
Montpelier, VT 05609-1104  
(802) 828-2396

## Your Rights and Responsibilities, continued

### **Vermont Disability Rights**

141 Main Street, Suite 7  
Montpelier, VT 05602  
(802) 229-1355  
(800) 229-1359

### **Vermont Health Care Ombudsman**

P.O. Box 1367  
Burlington, VT 05401  
(800) 917-7787

### **For Medicare Patients Contact:**

#### **Livanta (the quality improvement organization for Vermont) at:**

9090 Junction Drive, Suite 10  
Annapolis Junction, MD 20701

#### **Helpline Phone Number (complaints and appeals):**

(866) 815-5440 (toll-free)  
TDD (866) 868-2289  
Fax: (844) 420-6671

#### **Medicare Hotline:** 800-633-4227

### **Physician Aid in Dying**

At this time, as allowed by Act 39: Patient Choice at the End of Life, Vermont's Physician Aid in Dying (PAD), Mt. Ascutney Hospital and Health Center has opted to continue our facility exemption. A patient requesting the Act 39 option is honored only on an outpatient basis, after deep discussion of end of life and terminal care options and following the legally required protocol.

### **Protection from Abuse, Neglect and Exploitation**

Abuse, neglect and exploitation of a vulnerable adult are unlawful behaviors. It is also unlawful for a health care provider to retaliate against a person for filing a report of abuse, neglect or exploitation, or for cooperating in an investigation about a reported incident.

### **How to Make a Report of Suspected Abuse, Neglect or Exploitation:**

To make a report, call the Director of Patient Services, at (802) 674-7224 or write to:

#### **Director of Patient Care**

Mt. Ascutney Hospital and Health Center  
289 County Road  
Windsor, VT 05089

## Your Rights and Responsibilities, continued

Reports can also be made to the State of Vermont Department of Disabilities, Aging, and Independent Living (DAIL) by contacting the Division of Licensing and Protection, Adult Protective Service (APS) at (800) 564-1612, or by writing to the Division at:

#### **Division of Licensing and Protection, Adult Protective Service (APS)**

HC 2 South  
280 State Drive  
Waterbury, VT 05671-2060  
(802) 241-0480 or fax: (802) 241-0343

### **Advance Directives**

Mt. Ascutney Hospital and Health Center encourages all capable adult patients to complete an Advance Directive. This is a legal document that lets you state in writing your wishes for medical care if you are physically unable to tell us. If you do not have a directive on file with us, please ask for our Advance Directives brochure. It is important to take the time you need to think about your preferences and to discuss them with your doctor and those close to you.

If you would like to discuss Advance Directives further, contact Case Management at Mt. Ascutney Hospital and Health Center at (802) 674-7144.

Completed Advance Directive forms may be sent to:

#### **Health Information Management**

Mt. Ascutney Hospital and Health Center  
289 County Road  
Windsor, VT 05089

### **Ethics Consult Service**

Modern healthcare has given us many different options for treatment, which sometimes creates difficult decisions for patients, families and the other members of their care team. The Ethics Committee is available for support as you and your team deal with the complex issues to today's health care environment. Please ask for a copy of our Ethics Consult Service brochure, or ask any member of your care team for assistance in requesting an ethics consult.





## After Your Stay—Resources and Support

Mt. Ascutney Hospital and Health Center's mission is to improve the lives of those we serve. As such, we strive to not only serve you here during your stay with us while ill or injured, but to extend our efforts into the community to support your overall health and well-being during recovery and whenever you may need us in the future. We have a Community Health Team who is able to help you transition safely from the hospital to your home. Below are just a few of the support services and programs that you may find helpful. Please keep this handbook after your discharge, as a convenient reference tool.

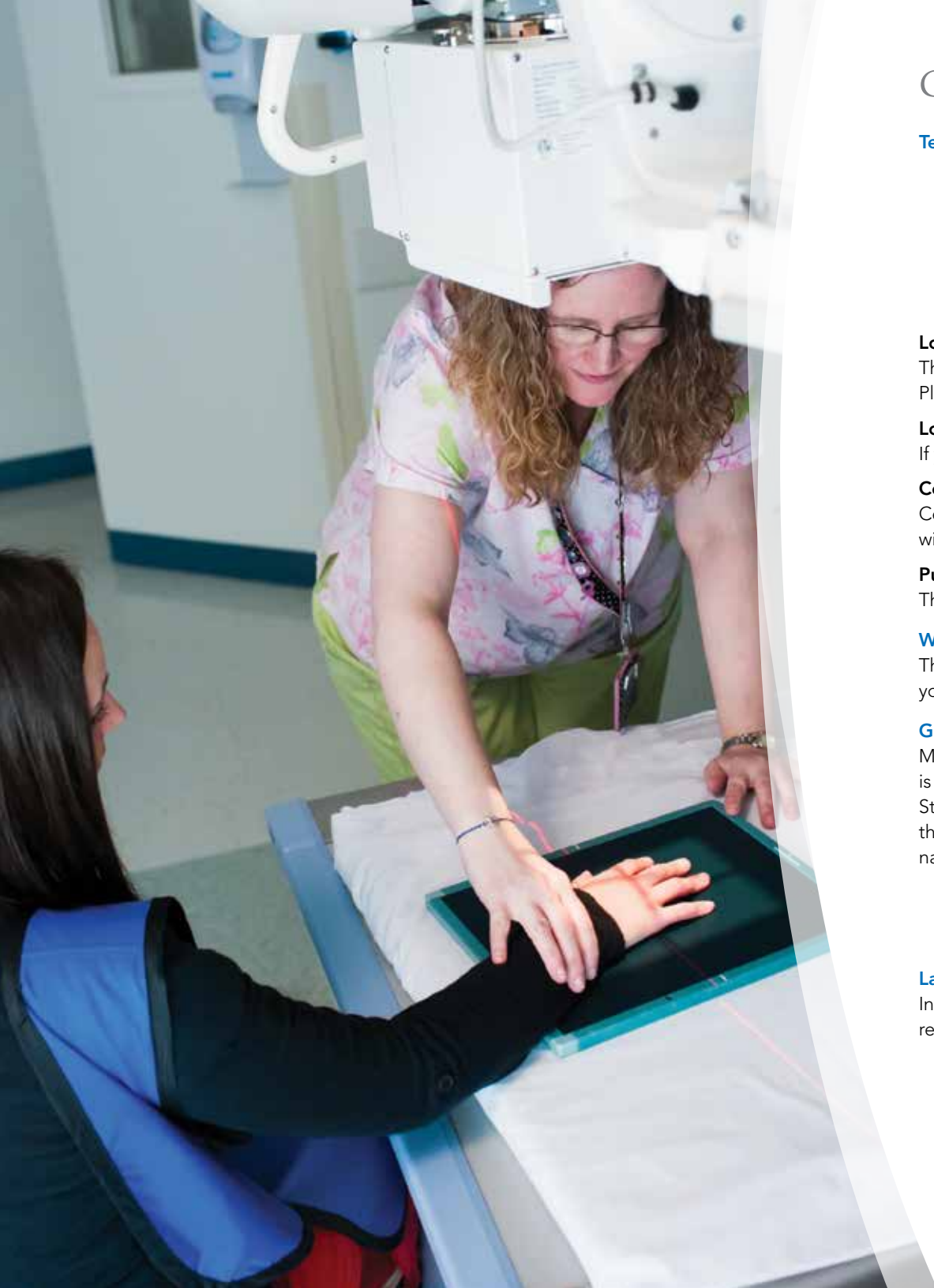
### Established community service agencies:

- Windsor Connection Resource Center—providing you with access to a wide array of health and human service agencies through this one facility, located at 1 Railroad Avenue, in downtown Windsor.
- Windsor Community Health Clinic—free clinic for uninsured and underinsured individuals and families, which offers medication and dental vouchers.
- Interagency Care Management—Our Community Health Team works closely with other agencies and organizations on your behalf.

### Programs to improve wellness:

- The Healthier Living Workshop—Support for those living with Chronic Disease
- Diabetes Support Group
- The Wellness Recovery Action Planning (WRAP)—Mental health skills building for adults and teens
- Pain Management Workshop for Chronic Pain
- Tobacco Cessation—Groups and One-on-One Counseling
- Wellness coaching in Pediatrics
- Dental health improvement
- Oral risk assessments and fluoride varnish applications
- Ongoing programs to prevent and reduce the risk of:
  - Childhood obesity
  - Underage drinking
  - Prescription drug abuse
  - Underage tobacco, marijuana and other drug use
- Ongoing programs to promote health and address the needs identified in our Community Health Needs Assessment:
  - Nutritional counseling
  - Weight management groups
  - Access to the Miller Therapeutic Pool

Mt. Ascutney Hospital is continually looking for ways to add to and enrich such offerings to our community, so we invite you to visit our website frequently for program and services updates at [www.MtAscutneyHospital.org](http://www.MtAscutneyHospital.org), and click on our Community Services tab, or call us at (802) 674-6711 for contact information for these programs.



## Communication Services

### Telephone Services

- **Main Switchboard**, for all general and patient inquiries: (802) 674-6711
- **Main Hospital Fax**: (802) 674-7155
- **Health Information Management (Medical Records)**: (802) 674-7246
- **Nutritional Services/Cafe**: (802) 674-7101
- **Social Services/Case Management**: (802) 674-7144

### Local Phone Calls

There is no charge for local calls from your bedside phone. Please dial 9 for an outside line.

### Long Distance Calls

If you need to make a long distance call, please speak with your nurse.

### Cell Phones

Cell phone usage is allowed except in certain areas that are marked with clear signage.

### Public Phones

There is a public pay phone located in the main lobby, near the ATM.

### Wi-Fi

There is a guest network available for our patients, for your convenience during your stay with us at Mt. Ascutney Hospital, called MAHHC-Guest.

### General Mail/Deliveries

Mt. Ascutney Hospital and Health Center shall promptly deliver any mail that is received for our patients. Mail is received from the post office once a day. Stationery and accessories for sending and receiving mail are available through the Gift Shop and at the switchboard. Mail and flowers can be sent in the patient's name to:

c/o Mt. Ascutney Hospital and Health Center  
289 County Road  
Windsor, VT 05089

### Language Services

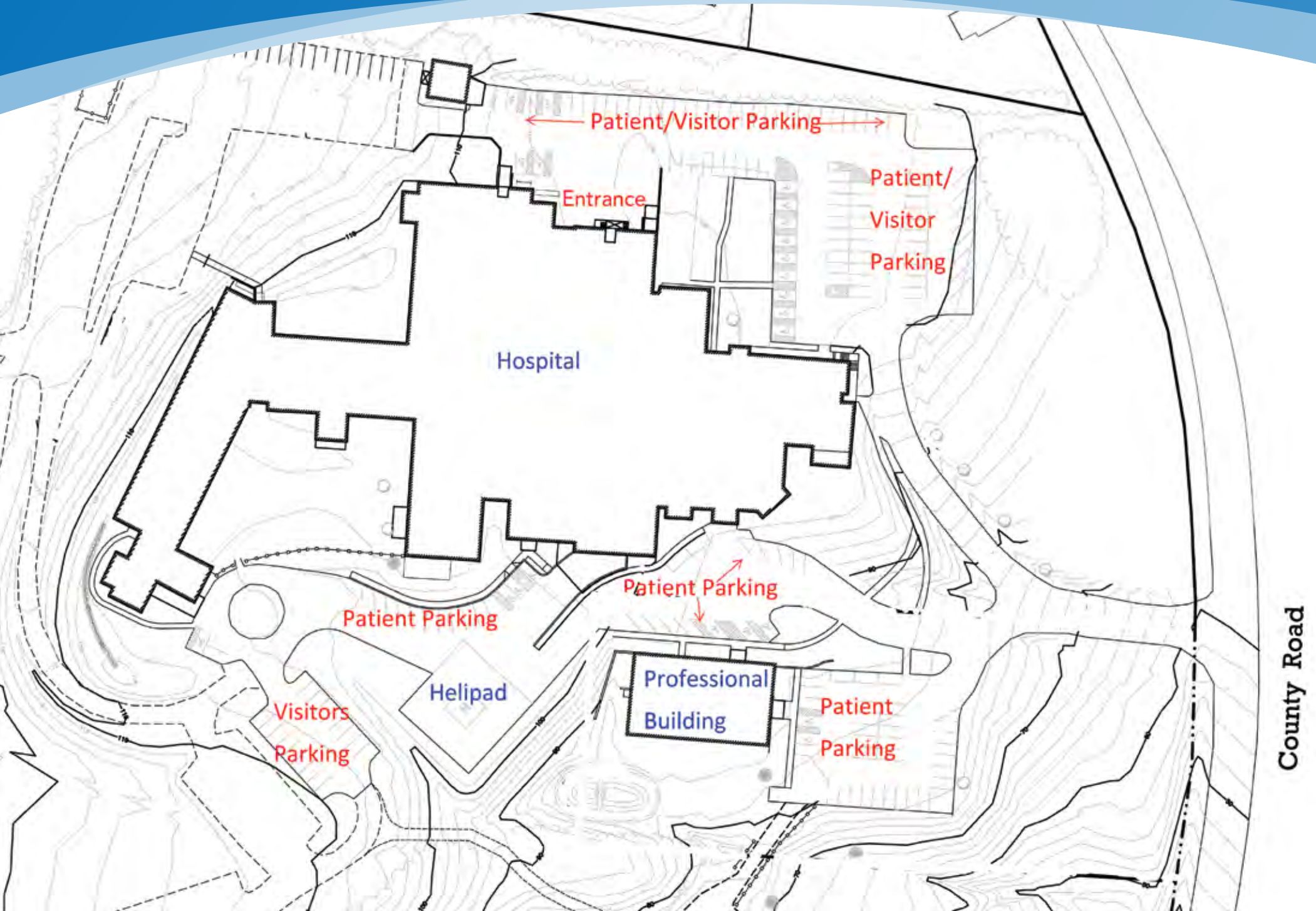
Interpretation services are available for languages other than English and for those requiring sign language. Please just ask any clerical or clinical staff for assistance.

## Television Channel Guide

1	Xfinity TV	Movies
2	Vermont Public TV (PBS)	Children & Family
3	WCAX-3 (CBS)-Burlington	News & Info
4	WBZ-4 (CBS)-Boston	News & Info
5	WCVB-5 (ABC)-Boston	News & Info
6	QVC	Lifestyle
7	WHDH-7 (NBC)-Boston	News & Info
8	Public Access	Local
9	WMUR-9 (ABC)-Manchester	News & Info
10	PEG Access	Local
11	WEKW-11 (PBS)-Keene	Children & Family
12	WFFF-44 (FOX)-Burlington	News & Info
13	WNNE-31 (NBC)-Hanover	News & Info
14	WBIN-50 (My TV)-Derry	News & Info
15	NECN	News & Info
16	WSBK-38 (IND)-Boston	News & Info
19	HSN	Lifestyle
20	WVVK-CA2 (RSN) Brattleboro	News & Info
21	C-SPAN	News & Info
28	Tru TV	Lifestyle
29	CNN	News & Info
30	CNN Headline News	News & Info
31	The Weather Channel	News & Info
33	ESPN	Sports
34	ESPN 2	Sports
35	Comcast Sports Net	Sports
36	NESN (New England Sports Network)	Sports
37	Speed Channel	Sports
38	EWTN	Lifestyle
39	Hallmark	Movies
40	ABC Family	Children & Family
41	Comedy Central	Lifestyle
42	Cartoon Network	Children & Family
43	Nickelodeon	Children & Family
44	TV Land	Children & Family
45	Disney Channel	Children & Family
49	TLC (The Learning Channel)	News & Info
50	The Discovery Channel	Children & Family
51	Travel Channel	Lifestyle
52	History	News & Lifestyle
53	Food Network	Lifestyle
54	HGTV (Home & Garden)	Lifestyle
55	Animal Planet	Children & Family
57	CMT	Lifestyle
58	MTV	Music
59	VH1	Music
61	Spike TV	Lifestyle
62	TBS Superstation	Children & Family
63	USA	Lifestyle
64	TNT	Lifestyle
65	Lifetime	Lifestyle
67	A&E	Lifestyle
68	AMC	Movies
69	Bravo	Movies
70	E!	Lifestyle
71	Sci Fi	Lifestyle
72	FX	Lifestyle
74	TV Guide	Help & Services
80	WNMN-RETRO	Lifestyle
89	Shop NBC	Lifestyle



# Hospital Map and Parking



Mt. Ascutney Hospital and Health Center is committed to providing high-quality, personalized care to improve the lives of those we serve in the Windsor and Woodstock communities, and in the surrounding areas of Vermont and New Hampshire and beyond.

**More personal attention.**

We take the time to listen and to pay attention to your specific concerns and needs.

**More specialized services.**

We offer a range of services and programs to meet the primary and specialty care needs of our community and partner with other health care organizations to deliver highly specialized services.

**More capacity for healing.**

Mt. Ascutney Hospital includes acute and swing care units providing medical and surgical care, and inpatient and outpatient Rehabilitation Center offering patient-focused physical medicine and therapy. Our Emergency Department is open 24-hours, every day of the year.

Our team of experienced and dedicated health care providers and numerous other medical and support staff are committed to delivering the very best care to the people we serve.

**Our Services and Programs Include:**

- Cardiac Rehabilitation
- Complementary and Alternative Medicine
- Dermatology
- Diabetes Education
- Emergency Medicine
- Family Practice
- Gastroenterology
- General Surgery
- Hospice Care
- Hospital Medicine
- Infusion Therapy
- Internal Medicine
- Nutrition Counseling
- Pain Management
- Palliative Care Pediatrics
- Physiatry
  - Physical Medicine & Rehabilitation
- Physical & Occupational Therapy
- Podiatry
- Primary Care
- Psychiatry
- Pulmonary Rehabilitation
- Radiology Rheumatology
- Surgical Services

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A Dartmouth-Hitchcock Affiliate