



Dartmouth
Health

Mt. Ascutney Hospital
and Health Center

a Handbook

for Patients and Their Families





Welcome to Mt. Ascutney Hospital

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**Here, our mission is to improve the lives of those we serve.
Right now, we're here to serve you.**

We want your hospital experience to be as pleasant as possible. Your medical care, your personal comfort, and your rights as a patient are important to every member of our staff and administration. If you ever want more information about your treatment plan or the staff that will be caring for you, please ask your nurses. They will be happy to answer all of your questions.

Your nurses are part of a dedicated, professional team of providers and support staff who are committed to the highest quality of care. This team includes you. By working with you and your family, we can better identify problems, set goals, and

develop a coordinated plan for you. Throughout your stay, these goals, your care, and your progress are continually reviewed to ensure that your care is appropriate and effective.

Since our founding in 1933 by a group of local citizens who sought to bring high-quality hospital care to our community, Mt. Ascutney Hospital and Health Center has served that role with distinction and pride. We're a small hospital, which is a strength. This means more time with your providers, improved communication, and more time for you to get to know us.

We look forward to getting to know you.

General Information

Friends and families are part of the recovery process for our patients and we want them to be able to visit their loved ones. When considering visiting a patient please be aware that many of our patients are busy with therapy schedules or medical care. It is often most convenient for family and friends to visit at meals times and after 4 PM or on the weekends when there is less therapy. If you have any specific questions call the hospital and ask to speak to your patient’s care providers.

Visiting Hours*

Acute/Swing Care Units
8:00 am to 7:00 pm.

Rehabilitation Unit

We recognize that family members and friends are important components of a patient’s recovery. During a patient’s participation in acute rehabilitation, their schedules throughout the day are filled with therapy appointments to maximize their recovery. To ensure that the patient is available for a visit, we recommend that individuals call ahead to determine the patient’s availability.

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.

Guest Meals

We no longer offer guest meals. Visitors may eat in the cafeteria, but may not eat or drink outside of that area.

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.

Breakfast Hours

Monday – Saturday 7:30 am – 10:00 am

Lunch Hours

Monday – Friday 11:30 am – 1:30 pm
Saturday/Sunday 12:00 pm – 1:00 pm

Between meals, the cafe offers snacks and prepackaged meals. A vending machine is located by the Emergency Room for your convenience. For other after hours options, the “Simply to Go” cooler is stocked with snacks, dessert cups, entrées, soups, and sandwiches.

Spiritual Care

We offer Spiritual Care through our Chaplaincy Program to support the overall healing, health and well-being of patients, families and staff. Spiritual Care responds to the emotional and existential distress of all persons facing change or crisis – it is not necessarily religious in nature or limited to end-of-life care.

At Mt. Ascutney Spiritual Care is provided by our professionally trained staff Chaplain and also, when available, CPE chaplaincy interns, trained Spiritual Care volunteers, and volunteer Eucharistic Ministers. The Chaplaincy Program also welcomes the support of visiting clergy and will help make contact with a patient’s own clergy or faith community.

Our staff Chaplain provides Spiritual Care by accompanying people in their distress and emotional experience to help them discover how they might find hope, meaning and peace in their circumstance. When religion or spiritual practice are important, the chaplain can provide prayer, sacraments, devotional resources, ritual and occasional worship services. The Chaplain is aware of the diverse religious, spiritual and cultural needs of the people we serve and will make every reasonable effort to accommodate particular requests directly or through other resources.

All are welcome to use our chapel which is located in the main hospital corridor near the giftshop. It is a beautiful, quiet interfaith space that is open and available to patients, families and staff at all hours. Worship services are offered occasionally and will be listed on your patient calendar. Prayer requests are welcomed and may be entered in the chapel book to be held in prayer each week by the Chaplain.

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.

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 or if you wish to speak with someone about setting up a payment plan, please contact the Hospital’s Customer Service Department at (802) 674-7471.

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.

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.

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.

Wheelchairs

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

Video Surveillance

Video surveillance is used in public areas for your safety and the safety of our staff. We do not utilize video surveillance in any area where there is an expectation of privacy.

* Please check with staff or refer to our website at mtascutneyhospital.org for hours and up-to-date policies.

Quality & 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 healthcare 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 – MyMAHHC Portal

The Patient Portal is a tool that will allow you to have video visits with your providers, communicate with your Healthcare Team using securing messaging, and request or view upcoming appointments and request prescriptions renewals. Use the Patient Portal to view your most recent lab results, medical history, and update your address or 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 healthcare team know and they will assist you. Or visit mtascutneyhospital.org and click on the login to **myMAHHC** at the top right of the page under the search box.

Speak Up Campaign

Everyone has a role in making healthcare safe. That includes doctors, healthcare executives, nurses and many healthcare technicians. As a patient, you can make your care safer by being an active, involved and informed member of your Healthcare 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 healthcare 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 healthcare 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 & 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.
- 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 healthcare 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.
- 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 Healthcare Team.
- Assure that the financial obligations of your healthcare 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.





Swing Patient’s Bill of Rights

As a Swing Patient, you have certain rights and responsibilities specific to your level of care. We have outlines them as follows:

- Mt. Ascutney Hospital will inform you or your representative about your rights at the time you are admitted by issuing you or your representative this document. You will be asked to sign a form acknowledging that you received this information.
- We will ask you or your representative to sign a consent for treatment form accepting the responsibility of payment for your care.
- We will gladly give you or your representative information regarding your billing records upon request by yourself or your representative.
- If you or your representative want information concerning Medicaid or help in filling out Medicaid forms, a representative of the business office of Case Management will be glad to assist you.
- Your physician will tell you or your representative about your medical condition and will documents that this was done.

- You may participate in planning your medical treatment, planning for discharge, and may refuse to take part in experimental research.
- You may be transferred or discharged for medical reasons, for your own welfare, or the welfare of other patients. We must inform you and document all such action.
- You will be treated with consideration and respect, in full recognition of your personal dignity and individuality. You have the right to privacy and confidentiality in your treatment and in the care of your personal needs.
- You have the right to receive the care you need. You will not be subject to mental, verbal, or physical abuse. You will not be subject to chemical or physical restraints unless ordered by your physician for a specified and limited period of time, in order to protect you and others.
- You will not be required to perform any work for the hospital unless it is part of your therapeutic plan.
- Your personal medical records are confidential. You have the right to approve or refuse their release to people or organizations outside the hospital, except when you are transferred to another facility or when information is requested by a third party payer (an insurance company).
- You may choose your own friends. You may send and receive mail, unopened, unless your physician thinks it is not medically advisable. Your physician must document any restrictions.
- You may attend the social and religious groups of your choice, unless your physician thinks this is not medically advisable. Your physician must document any restrictions.
- You may have your own clothes and possessions as space permits.
- Married couples or your reciprocal beneficiary may share the same room, unless your physician thinks this is not medically advisable and documents this opinion. We assure your privacy when your spouse visits at your request.
- You have the rights to receive information on alternatives for your care and treatment.
- To the extent permitted by law, you have the right to refuse care or treatment, and to be informed of the consequences of that action. In the event of your refusal, the hospital shall be relieved of any further responsibility.
- You have the right to choose your own attending physician who is responsible for coordinating your care.
- If you have pain, you have the right to a professional assessment and management of pain.
- Whenever possible, guardians or parents have the right to stay with their minor children 24 hours per day. Whenever possible, agents, guardians, reciprocal beneficiaries or immediate family members have the right to stay with terminally ill patients 24 hours per day.
- You are encouraged to exercise your rights as a patient and as a citizen or resident of the United States. You may voice grievances and recommend changes to the staff of to outside representatives without reprisal or interference.
- We will provide notice and explanation if we need to relocate you within our facility.

As a patient you have the responsibility:

- To be considerate of other patients by respecting their privacy and limiting visitors;
- To observe safety regulations, including the non-smoking policy;
- To supply accurate information to appropriate personnel'
- To ask questions if medical instruction is not clear;
- To participate in and follow the treatment plan recommended by your physician. This includes cooperation with other health-care personnel who are implementing physician orders;
- To be respectful of staff

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 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 Road 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 mtascutneyhospital.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) 674-7393.

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

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:

KEPRO (the quality improvement organization for Vermont) at:

5700 Lombardo Center Drive, Suite 100
Seven Hills, OH 44131

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 healthcare 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 Chief Nursing Officer, at (802) 674-7224 or write to:

Chief Nursing Officer

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

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 healthcare environment. If you do not have an advance directive and are thinking about completing an advance directive as a loving gift to your family, MAHHC offers free individual sessions for assistance with this important document. Please call (802) 674-7483 to make an appointment. Sessions take place the second and fourth Wednesday of the month from 1-3pm. 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
- Wellness coaching in Pediatrics

- 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:
 - 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 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) 674-7245
- **Social Services/Case Management:** (802) 674-7144

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.

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:

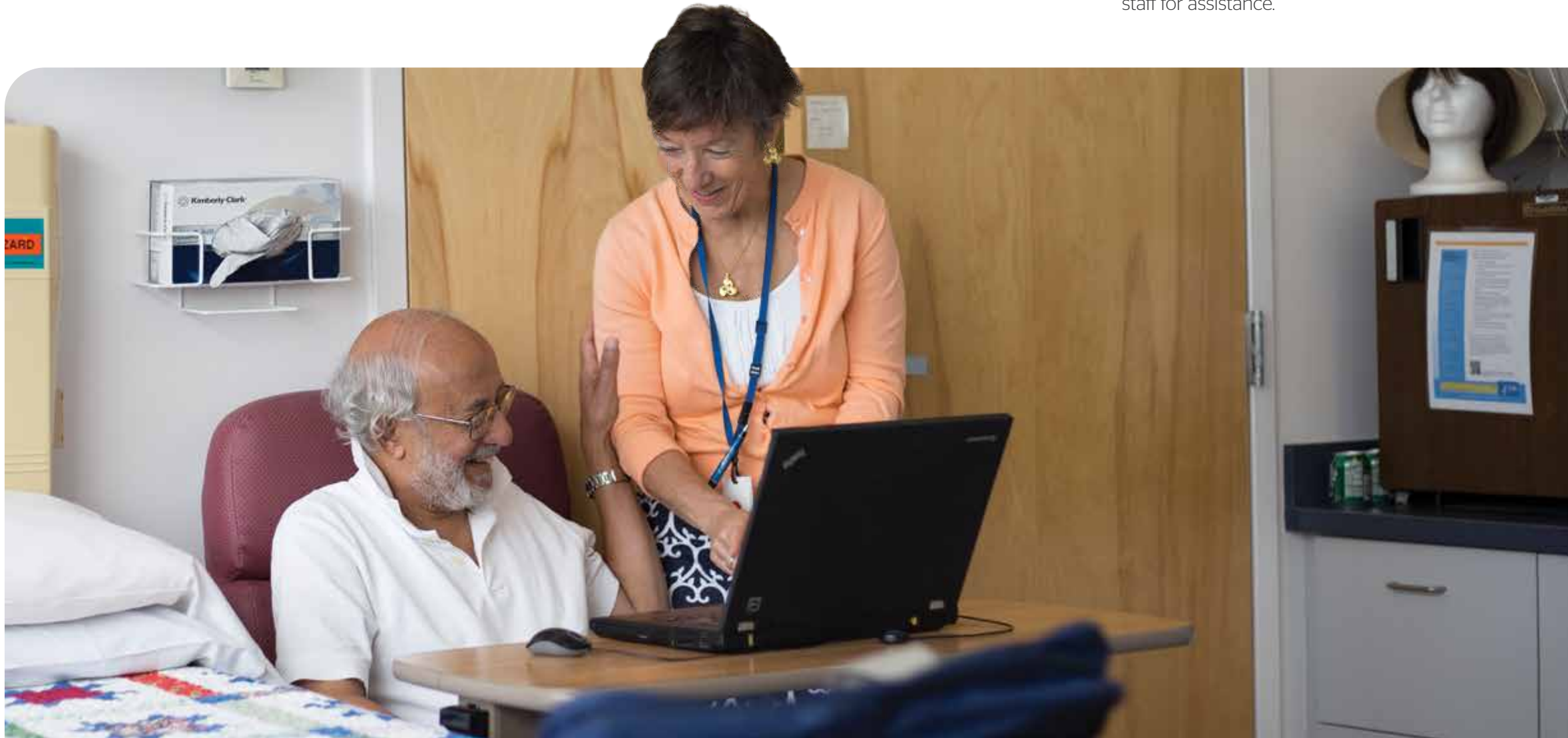
c/o Mt. Ascutney Hospital and Health Center
289 County Road
Windsor, VT 05089

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	WVBC-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	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	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 & 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 healthcare 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 healthcare providers and numerous other medical and support staff are committed to delivering the very best care to the people we serve.

289 County Road, Windsor Vermont 05089 | mtascutneyhospital.org

Latest Revision: **February 2023**