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Sent on: Tuesday, November 7, 2023 6:48:01 PM

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Subject: Public Comment: Community Engagement: Hospital Sustainability and Act 167 2023-11-07T18:47:59Z

A new GMCB Public Comment has been received.

Submit Time: 11/7/2023 6:47:59 PM

Name: Carol L. Ferrante

Affiliation:

Town/City: Wolcott

Topic: Community Engagement: Hospital Sustainability and Act 167

Comment: I have been a community member for the last 34 years in the home my husband I built and raised our family. One of the considerations in building where we did was the close proximity to Copley Hospital which is 4 miles from my home. We have never lived more than 5 miles from our local hospital. My personal experience in seeking and receiving healthcare in Vermont has been, keep it local when at all possible. My family has relied on the personal care that they have received through the years at Copley Hospital. For my daughter, that was recognized as a 4-year-old who would easily dehydrate when battling a virus. The first time it happened she 2 and was rushed to Copley and was admitted. Subsequent times we knew what to watch for and were able to treat her in the ED. But this one time when she was 4, we were on Long Island visiting family. We had to head to the ED there. Our prior local hospital. When your 4-year-old tells you that they want to leave and go to our hospital instead, you know the care that they have received back home is different and special. Through the years, my son also a patient of the ED, stiches and a broken wrist. My husband a broken leg and kidney stones, work related injuries, all landing him in our ED. Not to mention the outstanding Orthopedic care they have all received throughout the years, ORIF of the wrist, 3 ACL repairs, 2 knee scopes, an ankle repair, soon a total knee replacement, 3 finger surgeries, carpal tunnel release and 2 rotator cuffs all this care received by various members of my family of four. Other services, Cardiology, neurology, both utilized by our family. General Surgery, happy to say we have not needed their services but so fortunate to have this talented group at Copley. OBGYN, I hear such lovely things from my daughter's friends who still live in our community about their experiences. Well, you just need to look at Copley Hospitals website to see all the unique programs this community hospital is able to offer in some fashion even via telemedicine. Some issues in receiving care: Same day appointments at a Primary Care Offices are sometime hard to come by. Finding a Dentist that is able to take new patients is our community comes with a long wait right now. Please support specialty care growth as the wait times for specialty care throughout the state is much too long. I was given a referral for a neck injection, and it took the specialty practice outside our community 7 months to call me to set up an appointment. I hear from people in our community who have dermatology issues that they won't even call to try to make an appointment because of the wait times. Our experiences could be improved if the state would have put all the hospitals on the same electronic health record system. Just image that your medical record follows you around the state with the administrative burden of looking up records on VITL (I understand not everyone sends to them) so we have to spend time filling out record releases. Who wants to keep filling out the same kind of forms and answering the same questions all the time? Shouldn't this be easier? A small

community hospital should never be underestimated in their value to the communities that they serve. Please support Copley Hospital in a way so that they can thrive and continue to care for us.

Post Comment: Yes