



*In alliance with
The University of Vermont*

Health Access Program

Fletcher Allen Health Care has a Health Access Program which provides:

- Personal assistance in obtaining ongoing health care with a doctor at reduced cost or free
- Assistance with affordable medications
- Information and access to community resources and state programs
- Assistance with managing health concerns: case management, coordination of care, communication with health providers, etc.
- Outreach

**Call 847-6984; leave a message
The program coordinator will
return your call,
Monday through Friday**

Patient Assistance Program

Your ability to pay for services should not prevent you from receiving the medically necessary care you need. Fletcher Allen Health Care can help you. We have a financial assistance program in place. If you qualify, your care may be available at a reduced cost or free. To apply for financial assistance, or to make budget arrangements, please call Patient Financial Services at (802) 847-8000, or toll-free at (800) 639-2719.

**Telephone hours are
8:00 am to 4:15 pm
Monday through Friday**

Information and applications are available by phone, or by stopping at our business offices at the Medical Center, UHC, Fanny Allen and One Burlington Square Campuses. Applications may also be available at your FAHC Physician's Office.



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Special Services for Patients

Language

Sign and spoken language interpreters are available for people receiving care at FAHC.

- Patient and Family Services, (802) 847-5826 Monday through Friday, 8:30 am to 5:00 pm
- Phone the hospital operator to speak with the on-call social worker for all other times at (802) 847-0000

Transportation

Special Services Transportation Agency (SSTA)

is a private, non-profit organization that serves Chittenden County elder and disabled residents with transportation needs.

- SSTA, (802) 655-7880

Advocacy

Multiple advocacy avenues are available.

- Patient Relations at Fletcher Allen, (802) 847-3500
- Chittenden County Residents:
Champlain Valley Agency on Aging, (802) 865-0360
- Outside Chittenden County:
Agency on Aging, 1-800-642-5119
- Health Care Ombudsman Program:
Free statewide program to help Vermonters resolve problems and complaints with their health insurance. (802) 863-2316 or 1-800-917-7787

End of Life

Information on advanced directives, advanced care planning, and other decisions involving medical care choice near end of life.

- Fletcher Allen Clinical Ethics Consultation Service (802) 847-2000
- Fletcher Allen Health Care, Patient and Family Services, (802) 847-3553
- Vermont Ethics Network, (802) 828-2902
- E-mail at VEN@bishca.state.vt.us

Mobility

Information on equipment to assist with mobility.

- Community Mobility Needs: Agency of Aging & Disabilities, (802) 241-2431

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