

Dartmouth Hitchcock Nashua
Endoscopy

D-H Mission Statement: We advance health through research, education, clinical practice and community partnerships, providing each person the best care, in the right place, at the right time, every time. Approved and adopted April 2007

D-H Vision: Achieve the healthiest population possible, leading the transformation of health care in our region and setting the standard for our nation.

Patient Relations/ Satisfaction: Our patients may receive a customer satisfaction survey at home after an outpatient appointment. We would appreciate your taking the time to complete the survey and mailing it back to let us know about your experience at Dartmouth-Hitchcock.

At Dartmouth-Hitchcock, our goal is to provide patient and family centered care that is coordinated, effective, efficient, compassionate and safe.

Compliment or Complaint Process: To share a compliment or concern about the care you have received from a doctor, nurse or any other staff at Dartmouth-Hitchcock, we encourage you to first bring your compliment or concern to the attention of the Department Manager in the area where you are receiving care or service to try to resolve your problem. All concerns will be addressed in a supportive and respectful way.

Important Phone Numbers: You may also contact the following persons/departments for assistance:

- Dartmouth-Hitchcock Nashua: (603) 577-4000
- Patient & Family Relations: To share compliments or concerns, call (603) 577-4026
- Medical Records: (603) 577-4030
- Billing Questions: (800) 238-0505
- General (non-medical) questions: email dhanswers@hitchcock.org . Please do not ask for medical advice via email.
- NH Department of Health and Human Services
Health Facilities Licensing Unit
129 Pleasant St., Concord, NH 03301
Telephone: (603) 271-3021
E-mail: Bureau of Health Facilities Administration