



# Customer Priority System

**The Mission:** The mission of Punxsutawney Area Hospital is to provide high quality, cost effective primary health care and to coordinate care for patients requiring secondary and tertiary services.

**The Vision:** Punxsutawney Area Hospital will be valued as the highest quality community hospital in the region. As such, we will be your primary health care provider, committed to continuously improving services while containing costs.

*If you have concerns about your care or treatment and would like to talk to someone in leadership, please contact Katie Donald at 814-938-1827 or [kdonald@pah.org](mailto:kdonald@pah.org).*

- *To contact the DOH about any concerns, please call Complaints: 1-800-254-5164 or visit <https://www.health.pa.gov/>*