

Your Guide to
GUEST SERVICES
AT BAPTIST HOSPITAL

Should you need anything during
your stay, call Ext. 7888.

You put your family first.

SHOULDN'T YOUR FAMILY PHYSICIAN?

At Baptist Medical Group, our primary care physicians strive to make your family healthier by putting you at the top of our priority list. We provide prompt appointments, undivided attention and quality medical care. And all at multiple, convenient area locations. You're sure to find a caring doctor to meet your needs right in your neighborhood.

But don't just take our word for it. See for yourself at
BaptistMedicalGroup.org.



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THANK YOU FOR CHOOSING BAPTIST HOSPITAL

Patients are at the center of everything we do. We want you to experience a comfortable stay while in our care, and we want you to be aware of your rights as a patient. This guidebook is a resource for that information as well as the many convenient services we offer.



Scott Raynes
Senior Vice President
Baptist Health Care

Our Baptist Hospital team is here for one reason — to provide you with world-class care in a compassionate environment. We hold ourselves accountable to provide quality health care, and as a faith-based organization to do so with respect, courtesy and dignity. We honor a set of core values that are woven into our system’s culture: ownership, integrity, compassion and excellence.

To help ensure that we consistently improve our services, we provide phone surveys to randomly selected customers following their stays at our hospital. You may be contacted by our survey vendor, Press Ganey, and if so, we encourage you to participate.

Please know that your comments and questions are welcome at any time during your care. We hope we have answered all of your questions, but if not, don’t hesitate to ask your nurse or call 850.469.2319.

As the only not-for-profit and locally owned health care provider in the region, we have a personal interest in the health of you and your loved ones. We live in this community, and in a sense, are part of a big family! Thank you for choosing Baptist Hospital as your health care provider. Our goal is to always ensure a great health care experience for you and the ones you love.

Sincerely,

A handwritten signature in black ink that reads "Scott Raynes". The signature is written in a cursive, flowing style.

Scott Raynes, M.B.A., M.A.

Senior Vice President, Baptist Health Care

OUR MISSION

The Mission of Baptist Health Care is to help people throughout life's journey.

OUR VISION

The Vision of Baptist Health Care is to be *the* trusted partner for improving the quality of life in the communities we serve.

OUR VALUES

OWNERSHIP

Accountability, engaged, stewardship, responsive, committed

INTEGRITY

Honest, principled, trustworthy, transparent

COMPASSION

Empathetic, merciful, sensitive, kind, giving, forgiving, hopeful

EXCELLENCE

Safety, quality, distinguished, learning, improving

SERVICE

Welcoming, attentive, humble, respectful, exceeds expectations, collaborative



WE WELCOME YOU

The team members of Baptist Hospital want to make your stay as comfortable as possible. Your health and well-being are our top concerns, and our goal is to exceed your expectations. This guide is designed to answer your questions and ease the transition from home to hospital for both you and your visitors. If we forgot to mention something, or if you have additional questions, please call 850.434.4911. Our nurse administrators will answer your questions or find someone who can.

ADMITTING

Generally, patients are admitted to Baptist Hospital from 6 a.m. until 6 p.m. through the Admissions Center in the Baptist Medical Towers. After hours and on weekends, patients are admitted through the Emergency Trauma Center. Please look for the direct access blue phones located at the Medical Tower No. 2 and or emergency trauma entrances. A registrar will greet you and escort you to either your assigned room or to the admission area. Only physicians who are members of the medical team members can admit patients.

INSURANCE AND PHOTO IDENTIFICATION

You will need your insurance card and your personal photo identification when you are admitted. Information from your insurance card and photo ID will be included in your registration information. Your photo ID will be reviewed and scanned to ensure your medical identity remains protected. Admissions personnel will verify all of this required information each and every visit. You also will be asked to sign consent forms for treatment. A parent or guardian must sign consent forms for minors. Other required patient information can be provided at check-in.

Hospital policy states that patients must provide insurance information prior to or at the time of admitting. When no insurance information is available for a patient previously admitted to the hospital, team members will use past admitting history for the insurance information as long as the patient confirms this information is still correct.

New patients with no past hospital history will be admitted as “self pay” and provided with an insurance confirmation form to complete and return. When this information is received and confirmed, records will be updated to match current insurance information.

Upon admission or during your stay a financial representative will speak to you regarding your insurance coverage and your financial responsibility. A payment resolution will be made at that time.

PHYSICIAN ORDERS

Please bring your physician's admission orders when you check into the hospital.

HOSPITALISTS

During your stay, you may be seen by a hospitalist. These physicians provide inpatient care and communicate to your physician any important developments that may occur throughout your stay.

COURTESY PHONES

For your convenience, local calls can be made from courtesy phones located in lobby areas and throughout the hospital.

PRE-SURGICAL CENTER

When your physician's team members schedules your surgery, they usually will schedule a pre-surgical appointment for you. At this appointment, you will make all arrangements necessary for your surgery. You may talk with an anesthesia provider, sign surgical consents and insurance forms, and under go diagnostic tests and laboratory work ordered by your doctor including EKGs and X-rays. The pre-surgical nurse will discuss special instructions and provide information about your surgery. If you have any questions, please write them down and ask the nurse, or call the Pre-Surgical Center at 850.469.2152.

CRITICAL ASSESSMENT TEAM FOR PATIENTS AND FAMILY MEMBERS

The Critical Assessment Team or C.A.T. is a team of nurses and respiratory therapists trained to assist when there are signs that a patient may be getting sicker. The purpose of this team is to provide help BEFORE there is a medical emergency.

The Critical Assessment Team was adopted to address the needs of the patient in case of an emergency or when a resource is needed for immediate help. We are committed to providing the best care to our patients and take the concerns of family and loved ones seriously.

The Critical Assessment Team takes action very quickly (usually within 10 minutes) when something has changed with the patient's condition. The team may suggest (in collaboration with the doctor) laboratory tests, X-rays, medications or even moving the patient to a different nursing unit that can assist with the care to help the patient.

WARNINGS SIGNS THAT A PATIENT MAY BE GETTING SICKER:

- Change in the heart rate or respiratory (breathing) rate
- A drop in blood pressure (much lower than it has been)
- Changes in urinary output (much more or much less urine)
- Confusion or other changes in mental (thinking) status
- Something simply does not look or seem right with the patient

HOW FAMILY MEMBERS CAN HELP

- Ask the nurse taking care of your family member to look at the patient.
- Ask the nurse to call the Critical Assessment Team when there are warning signs that the patient is getting sicker.

or

- Dial “0” and ask the hospital operator to send the Critical Assessment Team to the patient’s location.

SPECIAL NEEDS PATIENTS

LANGUAGE SERVICES

To ensure effective communication with patients and their family/ companions who are LEP (limited English proficiency) or who are deaf, hard of hearing, vision impaired and/or blind, Baptist Health Care will provide the appropriate auxiliary aids and services free of charge. Auxiliary aids and services include, but are not limited to foreign language and sign language interpreters, teletypewriters (TTYs), written materials, telephone handset amplifiers, assistive listening devices, telephones compatible with hearing aids and closed captioned televisions. For assistance, please ask your nurse or request to speak with the house supervisor (ADON) by calling 850.434.4011.

PATIENT BILL OF RIGHTS

THE RIGHTS AND RESPONSIBILITIES OF OUR PATIENTS

Baptist Health Care, in order to foster better channels of communications, closer patient and hospital relationships and more efficient care, is pleased to share the following Bill of Rights for you and your family.

AS A PATIENT, YOU HAVE THE RIGHT TO:

- Be treated with respect and dignity as an individual.
- Receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation, or source of payment.
- Receive the appropriate level of care for your condition.

- Express your spiritual and cultural beliefs as long as they do not interfere with the care or comfort of others.
- Expect privacy while in the hospital and confidentiality of all information and records regarding your care.
- Feel secure about your health care program and be given information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.
- Be informed of the name and position of the doctor who will be in charge of your care in the hospital.
- Know the names, positions, and functions of any hospital team members involved in your care and, if you wish, refuse their treatment, examination, or observation.
- Be informed about the outcomes of care, including unanticipated outcomes.
- Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.
- Participate in decisions about your health care, having received all the information you need to give informed consent for any proposed procedure or treatment.
- Voice concerns regarding any issues you may have, including ethical issues, to the unit department head/or the house supervisor.
- Have, revise, or execute an Advance Directive (Living Will, Health Care Surrogate) and to have that directive honored.

Advance Directive: An advance directive is written or oral instructions you give relating to the providing of health care in the event you become unable to make your own decisions.

Living Will: A living will generally states the kind of medical care you want or do not want if you become unable to make your own decisions.

Health Care Surrogate: A health care surrogate is any person you designate to have authority to make health care decisions for yourself. You can cancel this document or change your selected surrogate at any time before you become incapacitated.

- Accept or refuse medical or surgical treatment, including forgoing or withdrawing life-sustaining treatment or withholding resuscitative services. Should you refuse, you will be told what effect this may have on your health. NOTE: If you refuse to accept certain treatments, the hospital will continue to seek to provide the very best care possible. However, this may have a significant impact on some insurance companies willingness to pay for your care.

- Refuse to take part in research. In deciding whether to participate, you have the right to a full explanation. If you refuse, the hospital will continue to seek to provide the very best care possible.
- Be informed of your visitation rights, including any clinical restrictions or limitations on such rights.
- Subject to your consent, to receive the visitors whom you designate, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend. You also have the right to withdraw or deny such consent at any time.
- Not have any restriction, limit, or otherwise denial of visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
- Have all visitors enjoy full and equal visitation privileges consistent with your preferences.
- Know about and participate in discharge plans.
- Understand hospital charges.
- Register a complaint about the quality of care without fear of reprisals.
- Appropriate assessment and management of pain.
- Further information and guidance.

AS A PATIENT, YOU HAVE A RESPONSIBILITY TO:

- Provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health; and to provide, upon admission, a copy of your Advance Directive, if you have one.
- Report any unexpected changes in your condition to the responsible medical care provider.
- Report whether you clearly understand each proposed course of action in your care and what is expected of you.
- Be responsible for your actions if you refuse treatment or do not follow your medical care provider's instructions.
- Assure that the financial obligations of your health care are fulfilled as promptly as possible.
- Follow hospital rules and regulations affecting patient care and conduct.
- Be considerate of the rights of other patients and hospital personnel, especially with regard to minimizing noise, refraining from smoking, and assuring the appropriate conduct of your visitors.
- Be respectful of the property of others.

No list of guidelines can ever fully describe the ideal relationship that should exist between you, the hospital, and our team members. Nor can this ideal ever be fully put into words. It exists in practice as a spirit of mutual trust, cooperation, and respect.

It is this spirit that we constantly try to foster. We hope the information provided in this Bill of Rights will give you greater insight into how the hospital seeks to achieve this aim and into how you can participate in advancing and sustaining it.

If you feel you would like to obtain further information about these rights and responsibilities or to express your point of view on any aspect of your health care program, please ask to speak to the nurse manager or house supervisor, or you may write or call a representative of administration.

Please note that if a patient is a minor and unable to make these determinations, this information applies to the parent or guardian, or if the patient is for any reason incapable of participating in the decision-making process regarding medical therapy, this information applies to the designated responsible adult or health care surrogate.

REGULATORY AGENCIES

FILING A GRIEVANCE OR COMPLAINT

If you have concerns about patient care and safety at Baptist Health Care, please notify a charge nurse, a unit manager or house supervisor. If your concerns have not been addressed to your satisfaction, please contact administration at 850.469.2319. If these patient care and safety concerns continue to remain unresolved, we encourage you to contact the Florida Agency for Health Care Administration at 2727 Mahan Drive, Tallahassee, FL, 32308, or call 1.888.419.3456. You may also contact DNV GL – Healthcare by email at hospitalcomplaint@dnvgl.com, by phone at 1.866.496.9647, or via their website at <http://dnvglhealthcare.com/patient-complaint-report>.

ABOUT YOUR STAY

YOUR PRIVATE ROOM

We want you to be happy with your room while staying with us. A hospital is the last place you want to be, but if you need that level of care, you want rest, quiet and privacy. At Baptist Health Care, we guarantee private rooms.

PERSONAL ITEMS

You are encouraged to bring your own sleep wear, robe, rubber-soled slippers and personal care items when you are admitted.

VALUABLES

If you have valuable items with you, we encourage you to send them home with a family member. Please do not leave them in your room. If, however, you have no choice but to keep the items with you, Baptist Hospital has a safe located in our emergency room. Patient care team members will help you store your items there if necessary.

PATIENT MEALS

Proper nutrition is an important part of the healing process. With that in mind, your physician will prescribe a diet plan for you. We will make every effort to meet your needs while remaining within the guidelines of that plan. A nutrition clerk will visit daily to assist with your meal choices. Each meal will have two options, if the standard options are unacceptable there are alternative selections you may choose from. Please understand, due to patient safety and ensuring the diet plan is followed, we discourage bringing outside food into the hospital. If you choose to have personal food brought in, Baptist Hospital cannot store it.

PATIENT MEAL TIMES

- Breakfast: 6 a.m. – 9 a.m.
 - Continental Breakfast: 9 a.m. – 11 a.m.
- Lunch: 11:30 a.m. – 2 p.m.
 - Late Lunch: 2 p.m. – 4 p.m.
- Dinner: 4:30 p.m. – 7 p.m.

Your nurse will tell you what time meals are served on your unit. After hours, light snacks and drinks are available on each unit.

PATIENT DELAYED MEALS

We will ensure you receive a meal as quickly as possible after your prescribed diet plan is ordered. If you miss the nutrition clerk due to tests or other procedures please call ext. 5102, and we will assist you with your menu selections.

NUTRITION CONSULTS

Registered dietitians are available to see you Monday through Friday, either by physician's order or at your request. Please notify your nurse if you wish to speak with a dietitian.

CONCIERGE SERVICES

The Comprehensive Services Department is here to provide an unparalleled level of service. One aspect of this department is the Concierge Desk. In addition to way-finding assistance, the Concierge can assist with the following:

- Postage stamps
- Letter and package delivery
- Flower order and delivery from the on-campus gift shop
- Restaurant recommendations
- Notary service
- Local hotel discounts
- Fax service
- Directions

All these services are available Monday through Friday, 7:30 a.m. to 8 p.m. Please contact the Concierge at 850.434.4162 if you have questions or informational needs.

NEWSPAPERS

GoldenCare members will receive their complimentary newspaper and meal ticket from the Concierge desk Monday through Sunday.

TELEPHONE SERVICE

Telephones are provided in all rooms except the critical care unit. Patients can receive calls in their rooms from 6 a.m. to 10 p.m. If patients do not wish to be disturbed, they can ask the operator or their nurse to turn off the phone.

LOCAL CALLS

Dial 9 plus the number.

Local calls can be made from the room at any time.

INCOMING CALLS

Family and friends can call directly into the patient's room by dialing 850.434.4(room number).

ROOM-TO-ROOM CALLS

Calls between rooms at Baptist Hospital can be placed by dialing "4" plus the room number.

LONG DISTANCE CALLS

Long distance calls must either be by credit card, collect or billed to a home number, if placed from the hospital room. To call long distance, dial "0" for the operator.

DIRECTORY ASSISTANCE

Call “0” for the hospital operator.

CELLULAR PHONES

Cell phones and other wireless communication devices are permitted in areas where they will not interfere with medical equipment. Communication devices are not allowed in intensive care areas, operating rooms, emergency rooms, labor and delivery, radiology and the laboratory. Signs are posted in areas where cell phones are prohibited.

COURTESY PHONES

For your convenience, local calls can be made from courtesy phones located in lobby areas and throughout the hospital.

TELEPHONE DIRECTORY

Administration	850.469.2319
Admitting	850.469.2060
Baptist Hospital Main Number	850.434.4011
Women’s Imaging	850.434.4054
Business Office.....	850.469.2000
Cancer Support Services	850.469.2224
CPR Education	850.434.4641
Diabetes Education/ Outpatient Nutrition Counseling.....	850.434.4747
Diagnostic Imaging.....	850.434.4917
Dietary/Nutrition Services	850.469.5102
Emergency Trauma Center	850.434.4811
Guest Services/Patient Complaints.	850.469.7888
Heart Center.....	850.469.2466
Housekeeping.....	850.434.4848
Laboratory.....	850.434.4831
Lactation Center	850.434.4567
Pastoral Care – Chaplain	850.469.2363
Towers Pharmacy	850.434.4540
Wound Care Center	850.434.4479

WAITING ROOM PHONE NUMBERS

For waiting room numbers call “0” for the operator from outside the hospital call 850.434.4011.

Hospital Operator..... 850.434.4011

From outside the hospital, call the operator to reach our-digit extension numbers.

WIFI

Baptist Health Care has about 400 antennas deployed system-wide to accommodate WiFi services at most facilities. Web users can access the Internet from almost anywhere within the Baptist Health Care System. Simply log in as a “Guest” when accessing the Internet from one of our campuses. The Guest network is a public WiFi network provided free of charge to patients, visitors and contractors.

TELEVISION SERVICE

Television service is provided free of charge as a courtesy of Baptist Hospital. Please be considerate of other patients by playing your television as quietly as possible and remembering to turn off your set at bedtime. If you have any problems with your television, please notify your nurse, or call ext. 5107 for the Television Services recording and leave a message with your name and room number.

HOW YOUR TV WORKS

Televisions are operated in patient rooms by using the buttons located on the bedside control you use for calling the nurse. The button marked “TV” is used to turn the set on, change channels and turn off the set.

TURN SET ON

Press the button marked “TV.”

CHANGE CHANNELS

Press the “TV” button to move from channel to channel. (The channel cycle will not go in reverse order.)

TURN SET OFF

Press and hold down the “TV” button. Your television will turn off automatically after cycling through approximately five channel changes.

TURN DOWN VOLUME

The volume control is a small knob located by the “TV” button, or on the side of the television control.

TELEVISION CHANNEL LISTING

Network	Channel	Network	Channel
CW (WFNA Mobile).....	7	BET.....	47
PBS (WSRE Pensacola).....	8	Bravo.....	48
CTN (WHBR Pensacola).....	9	CMT.....	49
Weather.....	10	Comedy Central.....	50
Travel.....	11	E!.....	51
TBS.....	12	Fox Sports Florida.....	52
WGN.....	13	MTV.....	55
ABC.....	14	PBS World (WSRE).....	57
Fox.....	16	ION TV.....	58
TNT.....	17	FX.....	59
Discovery Channel.....	18	FXX.....	60
HGTV.....	19	Golf Channel.....	61
Animal Planet.....	20	Hallmark Channel.....	62
ABC Family.....	21	Hallmark Movies & Mysteries.....	63
Lifetime.....	22	HSN.....	64
Food Network.....	23	Investigation Discovery.....	65
History.....	24	Nat Geo.....	66
ESPN.....	26	OWN.....	67
ESPN2.....	27	Palladia.....	68
CNN.....	28	Spike.....	69
CNBC.....	29	SyFy.....	70
msnbc.....	30	TCM.....	71
HLN.....	31	TLC.....	72
Fox News.....	32	TV Land.....	73
USA.....	33	Unimas.....	74
SEC Network.....	34	CSPAN.....	75
SEC Network 2.....	35	GSN.....	76
Fox Sports 1.....	36	Daystar (WDPM).....	77
NBC Sports.....	37	Fox Business.....	78
A&E.....	45	QVC.....	79
AMC.....	46	Me TV (WKGR DT).....	80

FOR YOUR COMFORT

PASTORAL SERVICES

CHAPLAIN'S OFFICE

The Department of Pastoral Services assists in the hospital's overall healing ministry by offering care for the spiritual welfare of patients and their families. We understand that being hospitalized can be a very stressful time for both patients and their families, and we are concerned about meeting your emotional and spiritual needs.

At your request, we will be glad to notify your pastor or minister when you are admitted. We also have chaplains available in-house 24 hours a day to address these needs. If you would like to speak with a chaplain, or if you have any special needs, please ask the patient care team members to contact the Department of Pastoral Services.

CHAPEL

The Gaston Memorial Chapel is located on the ground floor of the hospital and is open at all times for prayer and meditation. All faiths and denominations are welcome. Services are held for seasonal religious days. Signs are posted for special services, or you may call ext. 2363 for dates and times.

HOUSES OF WORSHIP

Bethel AME – 511 Woodland Dr. • 850.434.3881

Brentwood Assembly of God – 4901 N. Palafox St. • 850.432.0303

Christ Episcopal Church – 18 W. Wright St. • 850.432.5115

Ensley Church of the Nazarene – 8300 N. Palafox St. • 850.476.4458

First Baptist Church of Pensacola – 500 N. Palafox St. • 850.433.5631

First Presbyterian Church – 33 E. Gregory St. • 850.438.9619

Greek Orthodox Church of the Annunciation – 1720 Garden St. • 850.433.2662

Leonard Street Church of Christ – 2730 W. Leonard St. • 850.432.3727

Richards Memorial United Methodist Church – 2600 W. Strong St. • 850.433.3171

St. Michael's Catholic Church – 19 N. Palafox St. • 850.438.4985

Temple Beth-El Congregation – 800 N. Palafox St. • 850.438.3321

VOLUNTEERS

Baptist Hospital is blessed with dedicated men and women who volunteer their time to help our team members care for you. We are grateful to these people who unselfishly give many hours of their time for the well-being of our patients. Volunteers can be recognized by their royal blue uniforms and identification badges, and they escort patients and their families throughout the hospital

and provide assistance at the information desk. If you need assistance from a volunteer, or if you are interested in joining the volunteer program at Baptist Hospital, please call Volunteer Services at ext. 4935.

ENVIRONMENTAL SERVICES

We service your room once per day every day. The following is a list of duties your housekeeper provides:

- Empty trash.
- Damp wipe with disinfectant touch points such as door handles, light switches, telephone receiver, bed rails, tray table and nurse call/TV remote.
- Clean and sanitize restroom.
- Replenish toilet tissue, paper towels, soap and hand sanitizer.
- Sweep and mop floor.

If you need assistance with any of the following times, please call ext. 7888. Thank You!

PAIN MANAGEMENT

Pain is often a common and unfortunate part of a person's illness. Baptist Hospital supports and respects each patient's right to adequate pain management. While most pain is physical, we also recognize that pain and discomfort can be mental, emotional or spiritual which we also want to help manage. We have social workers, chaplains, and other health care professionals who are trained to address and assist in dealing with difficulties or hardships you may experience.

Our goal is to be attentive to your level of pain. If at any time during your hospitalization you experience discomfort or pain in any form or area of your life, please share this with our team members so we can quickly respond to this need.

NOISE

We strive to provide a quiet place for patients to heal. We apologize for the helicopter noise you may hear during your stay at Baptist Hospital. Baptist LifeFlight and other air ambulances provide rapid transport for patients in life-threatening situations to our facility.

While the noise can be disturbing, we hope you understand the vital mission of Baptist LifeFlight. Those of us who work here often offer up a prayer for the life Baptist LifeFlight may save each time it comes and goes. We invite you to join us in prayer when you hear the helicopter.

SAFETY AND SECURITY

Your safety is very important to all of us at Baptist Hospital, and we are working to make your stay with us a positive experience. You, as the patient, also can play a vital role in making your care safe by becoming an active, involved and informed member of your health care team. You are the center of the health care team. To help you stay involved, you are urged to consider the following:

INFORMED CONSENT

Read and understand any consent forms you are requested to sign. Ask questions! If you have concerns or are not sure what is being planned, you should ask your nurse, physician, or another member of your health care team. Speak up. If you have questions or concerns, or don't understand, ask again. You have the right to know and question all aspects of your care.

SMOKING POLICY

As a health organization Baptist Health Care recognizes the hazards of smoking and second-hand smoke.

To create a healthy environment for everyone who visits our campuses Baptist Health Care is "smoke free." This policy supersedes all previous smoke-free/tobacco-free policies at Baptist Health Care.

Smoking and second-hand smoke have the potential to impact treatment, including slowing medication absorption and healing. When you were admitted you were advised of Baptist Health Care's smoke-free campus policy. If you have concerns, please talk with your physician. Patients wanting to smoke can be provided with nicotine replacement therapy. Those who wish to go outside to smoke will be advised that leaving the unit to smoke is against medical advice.

Please help us support an environment of healing as well as a healthier community.

To learn more about our smoke-free policy, or more information on how to quit, please, visit BHCgoessmokefree.org.

IDENTIFICATION

Expect staff to introduce themselves. Look at their identification badges. If they don't introduce themselves, ask who they are and what their role is in your care plan.

A white wrist identification band will be given to you when you are admitted. Check the information on it to make sure it is correct. This will be used to positively identify you before you are given any medications, tests or procedures. If the band comes off, notify a member of your health care team so it can be replaced

immediately. At Baptist Hospital, we use two patient identifiers, your full name and your date of birth. Your health care team will ask you for this information many times during your stay, please help us keep you safe by providing this information each time.

Red armbands are used to identify patients with allergies. If you have an allergy, please inform the staff during the admitting process, or tell a member of your health care team.

SPEAK UP AND SHARE YOUR CONCERNS

Everyone has a role in making health care safe – including physicians, nurses, other health care staff and **patients**. Being an active and involved member of your health care team is an important way to make your care safer. To help prevent health care errors, patients are urged to follow the steps listed below.

- S = Speak up if you have questions or concerns. If you still don't understand, ask again. It's your body, and you have a right to know.
- P = Pay attention to the care you get. Always make sure you're getting the right treatments and medicines by the right health care professionals. Don't assume anything.
- E = Educate yourself about your illness. Learn about the medical tests you get and your treatment plan.
- A = Ask a trusted family member or friend to be your advocate (advisor or supporter).
- K = Know what medicines you take and why you take them. Medicine errors are the most common health care mistakes.
- U = Use a hospital, clinic, surgery center or other type of health care organization that has been carefully checked out. For example, accrediting organizations, such as DNV GL - Healthcare, visit hospitals to see if they are meeting health care quality standards.
- P = Participate in all decisions about your treatment. You are the center of the health care team.

MEDICATIONS

Please create a list of all medications you currently take and bring it with you when you are admitted to the hospital. Make sure to include any over-the-counter, herbal and vitamins. Reactions from mixing medications are a major cause of illness, so knowing what you take will help your team provide better care. Ask for information about your medicines in terms you can understand - both when your medicines are prescribed and when you receive them. If you bring medications from home, give these medications to your nurse. Your physician will be prescribing medications and closely monitoring their effects. It is important that you do not take any medications (including over-the-counter medications such as aspirin or Tylenol) unless these are prescribed by your doctor and given to you by your nurse. This is for your safety and to prevent possible adverse drug reactions. Please don't ignore this regulation. It could save your life.

Speak up if you think you are about to receive the wrong medication. Know your medications and when you should get them. You should be told about side effects that you may experience and why you are taking the medication. If you do not recognize a medication that you are given, ask the nurse to verify. If you are allergic to any medications, make sure that the nurse and doctor are aware and that the nurse places a red allergy band on you with your allergies noted.

ELECTRICAL

It is the policy of Baptist Hospital that all patients will be provided an environment free of electrical hazards. The use of unsafe, faulty electrical equipment could cause fire, shock hazards, tripping hazards, or unintentional circuit overloads. You may want to bring entertainment, grooming or other electrical appliances into the hospital. Certain devices are permitted, but the following rules must be followed to ensure your comfort and safety, as well as that of all of our patients. Inform a member of your health care team if you have an electrical device. All such items should be inspected by the hospital Plant Operations Department to insure compliance with the hospital's electrical safety policy. The following devices are prohibited: extension cords, heating pads or heating devices of any kind, including space heaters, heating blankets, curling irons, coffeepots and coffeemakers. Electric shavers and hair dryers are generally permitted. All line-powered devices (plug into an outlet with a cord) must be UL Listed and have an Underwriter's Laboratories (UL) label. Line-powered devices must be in safe condition, without evidence of wear, deterioration or repairs. They must be unplugged while not in use. Small battery-powered devices, such as clocks, radios and music players not including battery-chargers, are generally permitted. We encourage the use of earphones with radios and tape players. Please do not use devices that disturb other patients. Never use your electrical appliance around

water, and be careful to keep all cords away from traffic areas. If you notice any hospital electrical equipment that does not work properly (television, lights, etc.), please call Guest Services at ext. 7888. Permission to use a device, even if that device has been inspected by hospital personnel, is not a guarantee of safety. The hospital assumes no responsibility for any death, injury, damage, theft or other loss associated with any device brought into the hospital by a patient or visitor.

PREVENTING FALLS

At Baptist Hospital, our goal is to make your hospital stay as safe and pleasant as possible. To meet this goal, we have developed a falls prevention program that includes identification of patients at risk for falls and steps to prevent falls.

Patients who have certain illnesses, physical limitations, weakness or other medical conditions that increase the risk of falls will be identified by the placement of a green band on the wrist. This wrist band alerts everyone involved in your care throughout the hospital that you are at risk to fall.

We need your help to safeguard against falls. Please follow these guidelines while you are in the hospital:

- Ask the nurse or physical therapist if you can be out of bed or to the bathroom alone. Please follow their instructions for your safety.
- Ask for help before getting out of bed if you feel dizzy, weak or if you need help managing IV poles or other equipment.
- Tell the doctor or nursing team members if you have a history of falls.
- Wear non-skid slippers when getting out of bed. If you do not have these, ask the nursing team members, they will be happy to provide you with a pair of non-slip socks.
- Keep your bedside free of clutter and items on the floor.
- Use the call bell in the bathroom, if you need assistance getting back to bed.

PERSONAL ITEMS

Be extremely careful with small personal items such as glasses, dentures, and hearing aids. Keep them in your nightstand when they are not in use. Never wrap dentures or rings in tissue or a washcloth, and don't put them on your meal tray. They may accidentally be thrown away. Ask your nurse for a denture cup. Rings and other valuables should be sent home or put in the hospital safe until your discharge.

INFECTION PREVENTION

Hand washing is an important way to prevent the spread of infections in hospitals. Since you are the most important part of your health care team, do not be afraid to remind all members of your team about washing their hands before working with you. Research has shown that when patients question their care providers about hand washing, team members did so more often and used more soap.

FOR YOUR VISITORS

IMPORTANT MESSAGE FOR VISITORS

Visits from family, friends and clergy are essential to the healing process. For that reason, we offer open visitation hours.

Daytime visiting hours are from 8 a.m. to 9 p.m. For visits between the hours of 9 p.m. and 8 a.m., please check in at the security desk located in our emergency department. The emergency department entrance faces E Street. Also, during the overnight hours, visitors are asked to enter and exit through the emergency department.

Please help us maintain a safe and restful environment for patients and visitors by honoring the following requirements:

- All children under of the age of 12 must be accompanied by an adult at all times.
- It is important that visiting children be free from fevers, colds, sore throats and other ailments, and that they have not recently been exposed (within 21 days) to chicken pox, measles, rubella or mumps. Please discuss any special arrangements you may need with the patient care staff.
- Wash your hands before and after entering a patient room.
- To avoid tiring patients, we ask that visitors limit the length of their visit as well as the number of people visiting at one time.
- To prevent disturbing the other patients, we ask that all visitors be as quiet as possible. If you are wearing hard-soled or high-heeled shoes, please walk quietly.
- Anyone suffering from a fever, upper respiratory infection or other illness should not visit hospital patients. Instead, we encourage them to leave a note for the patient at the concierge desk, or talk with the patient by telephone.

INTENSIVE CARE VISITING HOURS

In our critical care units we aim to provide a specialized humanistic approach in caring for the critically ill patient. We must have cooperation from families to achieve this level of care.

Guidelines for Visitation in Critical Care:

- Children under 12 years of age will not be permitted to visit patients in critical care unless specific permission has been agreed upon by the charge nurse and/or nursing supervisor.
- During visitation it may be necessary for the nurse to request that visitors leave the unit when:

- Personal or emergency care is being provided
- Private conversations between patient and/or caregivers is necessary
- Invasive procedures are being performed
- A patient requires uninterrupted rest time
- Only two visitors at a time are allowed in the patient room.
- All visitors must wear personal protective equipment when it is necessary to protect both themselves and the patient.
- All visitors are also asked to comply with the general hospital visitation guidelines.

LABOR AND DELIVERY VISITING HOURS

Support persons are encouraged to assist moms throughout the labor and delivery process. Others can visit at the discretion of the patient, physician or nurse. Expectant families can complete a birth preference list prior to delivery to list their needs and desires regarding visitors. Siblings are welcome to visit mom as well.

MOTHER-BABY UNIT VISITING HOURS

Open visitation hours and the wishes of the patient apply to Baptist Hospital's Mother-Baby Unit. Expectant families can complete a birth preference list prior to delivery to list their needs and desires regarding visitors. Siblings are welcome to visit mom as well.

Day time visiting hours are from 8 a.m. - 9 p.m. For visits between the hours of 9 p.m. and 8 a.m., please check in at the security desk located in our emergency department. The emergency department entrance faces E Street. Also, during the overnight hours, visitors are asked to enter and exit through the emergency department.

OVERNIGHT GUESTS

Patients can sometimes benefit from having a friend or family member spend the night. Please discuss your needs with the patient care team members.

GUEST TRAYS

Guest trays are available for only \$4 per meal for visitors of inpatients in all units except critical care units. Guests can purchase meal trays in the hospital cafeteria – the Baptist Bistro. You will receive the “Chef’s Feature” meal. The guest tray will be delivered at the time of patient meal service. If you are unable to make it to the Baptist Bistro, please call ext. 5102 and a menu hostess will assist you.

BAPTIST HOSPITAL BISTRO CAFE

Enjoy a variety of selections offered from the grill, deli, hot food, Simply to Go, soup and salad bar in the Baptist Hospital Bistro Cafe located on the Hospital's ground

floor. Tasty snacks include cakes, pies and fresh baked cookies. Hot food meal specials are available daily for our visitors and team members.

Hours of operation are:

6 – 10 a.m.	Breakfast (hot food selections)
11 a.m. – 2 p.m.	Lunch (hot food selections)
2 – 4:30 p.m.	Lunch (soup, sandwich, salad bar and grill)
4:30 – 7 p.m.	Dinner (hot food selections)
7 – 11 p.m.	Dinner (soup, sandwich, salad bar and grill)
Midnight – 2 a.m.	Moonlight (hot food selections)

BAPTIST MEDICAL TOWERS DINING

THE QUALITY CUP COFFEE BAR

“We Proudly Brew” Starbucks® at The Quality Cup coffee bar located in the Baptist Medical Towers lobby. This famous brand of java is served Monday through Friday from 7 a.m. to 5 p.m.

Menu includes latte, cappuccino, espresso, assorted coffee blends and a selection of fine teas, pastries, biscotti and other tempting edibles.

SUBWAY®

Enjoy freshly baked bread, healthy salads, sub sandwiches and snacks. Select from a list of value meal deals.

Monday - Friday 6 a.m. - 8 p.m.

To phone ahead call in your order to 850.438.5334.

VENDING MACHINES

Full-service food and beverage vending machines are located in the waiting rooms on each floor.

HOTELS AND MOTELS

Courtyard by Marriot/Pensacola Downtown – 700 E. Chase St. • 850.439.3330

Crowne Plaza Grand Hotel – 200 E. Gregory St. • 850.433.3336

Days Inn – 710 N. Palafox St. • 850.438.4922

Hampton Inn (Pensacola Airport/Cordova Mall Area) – 2187 Airport Blvd. • 850.478.1123

Hilton Garden Inn (Pensacola Airport/Medical Center) – 1144 Airport Blvd. • 850.479.8900

Home Stay Lodge – 6305 Mobile Highway • 850.941.2737

New World Inn – 600 S. Palafox St. • 850.432.4111

Residence Inn (Pensacola Downtown – 601 E. Chase St. • 850.432.0202

Sole Inn and Suites – 200 N. Palafox St. • 850.470.9298

SpringHill Suites (Pensacola Beach) – 24 Via de Luna • 850.406.7885

**Mention that you have a loved one at Baptist Hospital for a discount.*

AUTOMATIC TELLER MACHINE

For your banking convenience, an ATM is located on the ground floor of the main hospital near the cafeteria. A second ATM is located in the main lobby of Baptist Medical Towers.

GIFT SHOP

Visit our Gift Shop locations at the main entrances of both Baptist Towers and Baptist Hospital locations. Shop for flowers, gift items and merchandise that may be helpful following a physician visit or medical procedure. Call 850.434.4886 for hours of operations.

PATIENT AND GUEST PARKING

Free parking for patients and visitors is available 24 hours a day, seven days a week on the west side of the hospital's main entrance on Moreno Street. Handicap parking is available at the front section of all parking lots. A security officer is on duty in the visitor's parking lot to assist our guests.

VALET PARKING

For your convenience, courtesy valet parking is available at the main Baptist Hospital entrance and at Baptist Towers Monday through Friday, 7 a.m. to 6 p.m. After hours, car keys left with the valet parking attendants can be picked up from the security department by calling 850.434.7790 or at the emergency department desk.

SECURITY ESCORT

A 24-hour security escort to your vehicle is available by calling ext. 4717.

TAXI SERVICE

Choice Taxi: 850.929.1806

Metro Cab: 850.433.9999

Yellow Cab: 850.433.3333

For additional listings, please consult the telephone book.

FINDING YOUR WAY AT BAPTIST HOSPITAL

GROUND FLOOR

Administration
Baptist Bistro
Baptist Heart & Vascular Institute
Gaston Chapel
Gift Shop Kiosk
Concierge
Laboratory
Nuclear Medicine
Patient Discharge
Registration
Valet

FIRST FLOOR

1 West Renal Care Unit
Cath Lab
Electrophysiology Lab
Emergency Room
ICCU Waiting Room
Intensive Cardiac Care Unit (ICCU)
– Open Heart
Medical Meeting Rooms
Pre and Post Procedure Area
(Peri-Operative Unit)
Radiology: X-Ray, MRI, CT
Recovery Room (PACU)
SINU Waiting Room
Surgery Operating Room/
Surgery Waiting Room
Surgical Intensive Nursing Unit
(SINU)

SECOND FLOOR

Gastroenterology &
Bronchoscopy/Lithotripsy Suite
Orthopaedics and Neurological
Patient Rooms (2 East)
Physical Medicine: Occupational
Therapy, Physical Therapy
Surgical and Bariatric Patient
Rooms (2 West)

THIRD FLOOR

Labor/Delivery
Mother-Baby Patient Rooms (3 East)
Newborn Nursery
Oncology Library
Oncology Patient Rooms (3 West)
Prenatal Classroom

FOURTH FLOOR

Acute Dialysis Unit (ADU)
Cardiac Patient Rooms (4 West)
Medical Patient Rooms (4 East)
Pensacola State College Classroom
Progressive Care Unit (PCU)
Respiratory Therapy

BAPTIST TOWERS GROUND FLOOR

Cardiac Rehab
Quality Cup Coffee Shop
Gift Shop
Guest Services
Kugelman Cancer Center
MRI
Pre-Surgical Testing
Outpatient Registration & Lab
Subway
Surgical
Towers Lobby
Towers Pharmacy
Weight-Loss Center
Wound Care & Hyperbaric Medicine

If you need assistance in finding your way to your desired location, please ask a volunteer or staff member for help.

DISCHARGE INFORMATION

You will receive instructions prior to leaving the hospital. The nurse will give you these instructions in writing. Ask questions if you don't understand. Have a family member present to help recall what was said.

Make sure you can read the handwriting on any prescriptions or papers given you by your health care team. Take notes, and specifically find out when to see the doctor again, what medicines you should be taking at home, and whether or not you will be having someone come to your home for treatments or therapy. Once you get home, review the materials the doctor gave you. If you can't remember something, or if you don't understand your notes, call the office and speak to a member of your health care team. If something is confusing or does not seem right, call your doctor's office for advice.

Follow your discharge instructions. Take the full course of medication and make sure you follow the prescribed diet or exercise routine. Follow up with your doctor on test results, reactions to medication, or any complications or worsening of your condition.

BILLING

Following your discharge from Baptist Hospital, a statement will be sent to both you and your insurance company. Your insurance company will pay according to your specific benefit plan.

The amount listed on the statement as "Patient Balance Due" is payable upon receipt of the bill. Your statements will be updated periodically as insurance payments are received. The hospital bill does not include the fees charged by physicians or fees charged for professional services such as those of anesthesiologists, radiologists or pathologists. Each of these physicians will send a separate bill for their professional services.

TOWERS PHARMACY

The Towers Pharmacy is available to fill your prescriptions. A variety of personal need items also are available for purchase. Hours of operation are:

Monday - Friday 8:30 a.m. - 6 p.m.

Saturday 9 a.m. - noon

Sunday Closed

Call ext. 4549 (from outside Baptist Hospital 850.434.4549)

Delivery available locally

PATIENT SATISFACTION

At Baptist Hospital, we strive to provide every patient with exceptional service during their stay. If you are experiencing problems in any area, please call Guest Services at ext. 7888 and let us know so we can correct the problem. Following your stay with us, you may receive a survey by direct mail, email or text message from an independent surveyor, Press Ganey, asking about your experience today. Your confidential feedback will be used by Baptist Health Care to continually provide excellent patient care.



NEED A PHYSICIAN?

Call Baptist Medical Group. This network of doctors teamed together with Baptist Health Care to provide the absolute best in health care services for the community – the Greater Pensacola area. A trusted network of specialists and primary care physicians serve the communities of Pensacola, Pace, Perdido, Gulf Breeze, Navarre, Atmore, Jay and more. To learn more about our physicians, practices and specialties, visit BaptistMedicalGroup.org or call 850.437.8600.

MEMBERSHIP PROGRAMS

GET HEALTHY PENSACOLA!

Get Healthy Pensacola! is a community-wide membership rewards program that encourages people to participate in healthy activities such as health screenings and exercise. Started in 2001, GHP rewards healthy lifestyle choices with prizes such as gym memberships, tote bags, tickets to local events and more. Members receive a bimonthly wellness newsletter with a listing of the programs we are currently offering. Each month we provide programs at the various locations around town that help you stay focused on being healthy. Cost to join is \$10 for a lifetime membership. Visit GetHealthyPensacola.com or call 850.469.2447.

GOLDENCARE

GoldenCare is a free community service program providing health-related activities and seminars for adults older than 50 years of age. Special services and discounts for members include a parking decal and reserved parking for Baptist Medical Towers' patient parking lot and a bimonthly newsletter. Monthly educational seminars are offered at Baptist Hospital as well as at five other Baptist Health Care facilities. To join GoldenCare, call 850.469.2356 for an application or go to eBaptistHealthCare.org/GoldenCare.

PATIENT PORTAL—FOLLOW MY HEALTH

You can manage your health information using the Baptist Health Care Patient Portal. A Follow My Health account will give you online access to check your personal records, view test results and request prescription refills. Follow My Health also lets you send and receive secure online messages to your physician's office. You will receive an email from us following your stay that will allow you to create your account. For support and information, call 1.888.670.9775 or email support@followmyhealth.com.



BAPTIST

Health Care Foundation

THANKING CAREGIVERS AND FRIENDS

We are pleased to regularly receive letters from patients and their loved ones acknowledging staff members for the compassionate care they provide. If you would like to extend special thanks in recognition of your caregivers, please consider making a donation to the Baptist Health Care Foundation in their honor. You also can make a donation in the name of a personal caregiver, loved one or patient.

Caregiver names: _____

Tell us about your caregivers

Your caregivers will receive a letter telling them about your gift.

(continued on back)

I WOULD LIKE TO MAKE A DONATION.

To make a donation, please complete and return the form below and call the Foundation office at 850.469.7906; or fax the form to 850.469.7895. For online donations, visit BaptistHealthCareFoundation.org. or mail to Baptist Health Care Foundation, P.O. Box 17500, Pensacola, FL, 32522-7500.

Please print

Your Name _____

Address _____

City _____

State _____ Zip _____

I have enclosed my contribution of: \$ _____

My check is enclosed

Please charge my MasterCard VISA Discover Amex

Card Number _____

Signature _____

A COPY OF THE OFFICIAL REGISTRATION AND FINANCIAL INFORMATION MAY BE OBTAINED FROM THE DIVISION OF CONSUMER SERVICES BY CALLING 1-800-435-8352 TOLL FREE WITHIN THE STATE. REGISTRATION DOES NOT IMPLY ENDORSEMENT, APPROVAL, OR RECOMMENDATION BY THE STATE. THE REGISTRATION NUMBER ASSIGNED TO BAPTIST HOSPITAL BY THE FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES IS SC 0606. BAPTIST HOSPITAL DOES NOT USE A PROFESSIONAL SOLICITOR OR PROFESSIONAL FUNDRAISING CONSULTANT FOR THE PURPOSES OF SOLICITING FUNDS.

BAPTIST URGENT & WALK-IN CARE

Quality medical care without an appointment

- Minor Illnesses
- Minor Injuries
- School Examinations
- Sports Physicals
- Routine Immunizations
- Laboratory Tests
- Prescriptions
- Imaging
- Specialist Referral
- Patients Ages 1+ Welcome

To find a Baptist Urgent & Walk-in Care location near you, visit **BaptistUrgentCare.org**.



BAPTIST
MEDICAL GROUP



Baptist Hospital
1000 West Moreno St.
Pensacola, FL 32501
850.434.4011