Your Guide to GUEST SERVICES
AT GULF BREEZE HOSPITAL

Serving you for more than 30 years

Should you need anything during your stay, call 850.934.2000.
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.
THANK YOU FOR CHOOSING GULF BREEZE HOSPITAL

Our sole purpose is to provide you with the best possible care. We are here to serve you and to care for you and your needs. Our focus is you and our goal is to ALWAYS meet your needs compassionately and efficiently.

All Baptist Health Care campuses are totally smoke free indoor and outdoors. Smoking is absolutely prohibited. We strictly enforce this to support a healthier environment for patients, families and staff.

We will initiate planning for your discharge needs on the day you are admitted. You should expect to leave the hospital by noon the day your physician discharges you.

Gulf Breeze Hospital has partnered with Press Ganey to conduct patient satisfaction surveys via direct mail, email or text message. Your feedback is very valuable to Gulf Breeze Hospital. We continually strive to enhance our services.

Gulf Breeze Hospital is grateful for your feedback. If you have any questions about the survey process or your stay with us, please let a staff member know your thoughts or call either of us at 850.934.2100. We welcome your input. We are here to serve you. We will not let you down.
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, mericful, sensitive, kind, giving, forgiving, hopeful

EXCELLENCE
Safety, quality, distinguished, learning, improving

SERVICE
Welcoming, attentive, humble, respectful, exceeds expectations, collaborative
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WELCOME TO GULF BREEZE HOSPITAL

WE WELCOME YOU

The staff of Gulf Breeze Hospital wants to make your stay with us 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 feel free to share your concerns by calling 850.934.2000, ext. 2311. Our nursing house supervisor will answer your questions or contact you to someone who can help.

We want to always provide you with very good care.

If you have needs or concerns regarding food, housekeeping, the comfort of your room (noise level, TV call button, lights, bed, etc.), please call the appropriate department listed below for assistance.

If you would like someone to assist with your emotional or spiritual needs, please call the house supervisor.

House Supervisor ............................................... ext. 2311
Food Services ..................................................... ext. 2084
Plant Operations (maintenance) ......................ext. 2164
Environmental Services (housekeeping)..... ext. 2088

FINDING YOUR WAY AT GULF BREEZE HOSPITAL

FIRST FLOOR  (SEE MAP ON PAGE 6)
Administration
Auxiliary (Volunteer Office)
Business Office (Admitting)
Cafeteria
Cardiopulmonary (Respiratory)
Emergency Department
Gift Shop
Human Resources
Lab
Lost and Found (Auxiliary Office)
Medical Records
Outpatient Registration/Testing
Radiology
Surgical Pre-Assessment
Surgical Services
 (Outpatient Surgery, GE Lab, and Operating Room)

SECOND FLOOR  (SEE MAP ON PAGE 7)
Case Management
Chapel (Prayer Room)
Patient Rooms
 Intensive Care Unit (ICU)
 Medical/Surgical Unit 2 East
 & 2 East Annex
 Medical/Surgical Unit 2 West
Pharmacy
Physical Therapy (Inpatient)
Women’s Imaging Center
Wound Care/Diabetic Education
TELEPHONE DIRECTORY (AREA CODE 850)

Administration .................................................................934.2100
Admitting .................................................................934.2011
Baptist HealthSource (Physician Referral) .........................434.4080
Baptist Hospital Main Number ..............................................434.4011
Cardiopulmonary (Respiratory) ...........................................934.2190
Case Management .........................................................934.2068
Business Affairs Office ..................................................934.2010
Chaplain .................................................................934.2311
Diagnostic Imaging (X-Ray/Radiology) .............................934.2121
Dietary/Nutrition Services ...............................................934.2084
Emergency Department ..................................................934.2111
Environmental Services (Housekeeping) .........................934.2088
Hospital Operator “0” or ..................................................934.2000
Laboratory .................................................................934.2140
Patient Concerns .............................................................934.2311
Plant Operations (maintenance) .......................................934.2164
Social Worker .................................................................934.2044
Volunteers .................................................................934.2106
Women’s Imaging .........................................................934.2168

ADMITTING

Generally, patients are admitted to Gulf Breeze Hospital from 7:30 a.m. until 4:30 p.m. through the admitting/business affairs office. After hours and on weekends, patients are admitted through the emergency department registration area. Only physicians who are members of the medical staff can admit patients to Gulf Breeze Hospital. When you are admitted, you will be issued an identification armband to be worn around your wrist during your stay with us. For your safety, please do not remove this identifier. Let your nurse know if it needs to be corrected or replaced.

INSURANCE

You will need your insurance card when you are admitted. Information from this card will be included in your registration information. Admissions personnel will verify any information that is not on file. You also will be asked to sign consent forms for treatment. A parent or guardian must sign consent forms for minors. Hospital policy states that patients must provide insurance information at the time of admission. When no insurance information is available but the patient has been previously admitted to the hospital, staff will use past admitting history
for the insurance information as long as the patient confirms this information is still correct.

Patients with no insurance information or no health benefit coverage will be admitted as “self-pay.”

**PALLIATIVE CARE: SUPPORT, COMFORT, COMPASSION**

Palliative care is specialized medical care for people with serious illnesses. It is patient-centered and addresses the patient’s needs within the context of family and community. The goal is to improve quality of life for both the patient and the family.

Palliative care is provided by our team of doctors, nurses and other specialists who work together with a patient’s other doctors to provide an extra layer of support. It is appropriate at any age and at any stage in a serious illness and can be provided along with curative treatment.

The staff of Gulf Breeze Hospital wants to make sure that you and your family are supported as you cope with serious illness. We have healthcare professionals who are educated in communicating with patients and their families about the issues they face. Our hope is that you will feel comfortable with our resources and our expertise and will call on us at any time.

**GULF BREEZE HOSPITAL HOSPITALISTS**

Our hospitalists are physicians on staff at Gulf Breeze Hospital who are exclusively devoted to caring for patients while they are in the hospital. They work with your primary care physician and specialists to provide skilled and compassionate care throughout your hospital stay.

**COORDINATING CARE**

Our hospitalists are board-certified and are experts in caring for patients while in the hospital. Hospitalists are available to care for patients in the hospital seven days a week and 24 hours a day. Our physicians assess and treat your medical condition, coordinate your hospital care and may also consult with specialists to assist in your care if needed. When you are discharged from the hospital, our hospitalists will transition medical care back to your primary care physician who will then resume your on-going outpatient care and treatment.

**SHARING A GOAL**

As employed on-staff physicians, our hospitalists are part of the larger Baptist Health Care system.
The mission of Baptist Health Care is to provide superior service based on Christian values to improve the quality of life for people and communities served. We are proud to offer the hospitalist program that provides excellent service, compassionate care and commitment to improve the quality of life for all of our patients.

YOUR ROOM
We want you to be happy with your room while staying with us. Please let your nurse know if you need special communication services like TDY, closed caption television, sign language or translator services. Call the house supervisor at ext. 2311 for any concerns or needs with your room.

NOISE
Every effort is made to contain noise in and around patient rooms. We realize that the sounds of a hospital are unfamiliar to most and while we can not eliminate all noises in patient care areas we will do our best to keep noise to a minimum. Ear plugs are available upon request to aid in your relaxation.

PERSONAL ITEMS
Please 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 these items in your room. If, however, you have no choice but to keep the items with you, we can secure your valuables in our safe during your stay. Patient care staff will help you store your items if necessary. The hospital is not responsible for valuables left in the patient room.

COURTESY PHONES
For your convenience, local calls can be made from courtesy phones located in lobby areas and throughout the hospital. Dial “9” for an outside line. Long distance calls may be made either 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.

PRE-SURGICAL CENTER
When your physician’s staff schedules your surgery, they usually will schedule a pre-surgical appointment for you. During this appointment, you will make all the necessary arrangements for your surgery. You will talk with an anesthesia staff member, sign surgical releases and insurance forms and undergo all 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 850.934.2063.

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 850.934.2311.

ORGAN AND TISSUE DONATION
Donation of organs and tissue provide hope to seriously ill or injured persons and their families. LifeNet Health and Life Quest Organ Recovery Services to manage organ and tissue donations. If you already have a donor card, it is important that your family is fully informed of your wishes. For more information on becoming a donor, visit donatelifeflorida.org.

PATIENT BILL OF RIGHTS

THE RIGHTS AND RESPONSIBILITIES OF OUR PATIENTS
To foster better channels of communication, closer patient/hospital relationships and more efficient care, Baptist Health Care presents the following Bill of Rights for you and your family.

AS A PATIENT YOU HAVE THE RIGHT TO:
1. Be treated with respect and dignity.
2. Receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation, or source of payment.
3. Receive the appropriate level of care for your condition.
4. Express your spiritual and cultural beliefs as long as they do not interfere with the care and comfort of others.
5. Expect privacy while in the hospital and confidentiality of all information and records regarding your care.
6. Feel secure about your healthcare program and be given information concerning diagnosis, planned course of treatment, alternatives, risks and prognosis.
7. Be informed of the name and position of the doctor who will be in charge of your care in the hospital.
8. Know the names, positions and functions of any hospital staff involved in your care, and, if you wish, refuse this treatment, examination or observation.

9. Be informed about the outcomes of care, including unanticipated outcomes.

10. Receive consideration and respectful care in a clean and safe environment free of unnecessary restraints.

11. Participate in decisions about your health care, having received all the information you need to give informed consent for any proposed procedure or treatment.

12. Voice concerns regarding any issues you may have, including ethical issues, to the unit department head or house supervisor.

13. Have, revise, or execute an advanced 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 you if you become incapacitated or unable to make decisions for yourself. You can cancel this document or change your selected surrogate at any time before you become incapacitated.

14. Accept or refuse medical or surgical treatment, including foregoing 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.

15. 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.

16. Know about and participate in discharge plans.

17. Understand hospital charges.

18. Register a complaint about the quality of care without fear of reprisal.


20. Further information and guidance.
AS A PATIENT, YOU HAVE THE RESPONSIBILITY TO:

1. 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.

2. Report any unexpected changes in your condition to the responsible medical care provider.

3. Report whether you clearly understand each proposed course of action in your care and what is expected of you.

4. Be responsible for your actions if you refuse treatment or do not follow your medical care provider’s instructions.

5. Assure that the financial obligations of your health care are fulfilled as promptly as possible.

6. Follow hospital rules and regulations affecting patient care and conduct.

7. 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.

8. 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 staff. Nor can this ideal ever fully be 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 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.

FILING A GRIEVANCE OR COMPLAINT: You have the right to report a complaint to the state agency that has oversight of the hospital. In Florida, contact the Agency for Health Care Administration at 1.888.419.3456 or The Joint Commission at 1.800.994.6610.
ABOUT YOUR STAY

YOUR MEALS
Meals served to you during your stay in the hospital will be nutritious and appetizing. Your physician has prescribed a diet plan especially for you, and we will make every effort to meet your individual needs based on this plan.

You will receive a daily menu from which to make your selections. While we have created a restaurant-style menu, it is sometimes necessary to make substitutions to your selection to follow your physician-ordered diet plan. We will make every effort to contact you prior to making any changes to your choices. We will provide you with an explanation of why we are making the change and allow you the opportunity to make a new selection.

Your nurse will tell you what time meals are served on your unit and your tray will arrive on the unit at designated meal times. It will be served to you by the dietary staff. When you are finished with your meal, the patient care staff will remove your tray.

The patient care staff will gladly assist you with a snack between meals. Juice, milk, cereals, soup, crackers and soft drinks are available on the patient care units.

Gulf Breeze Hospital has a registered dietitian on staff who is available to see you Monday through Friday either by physician’s order or by your request. Please notify your nurse if you would like to speak with our dietitian.

If at any time you are unhappy with your meal service, please contact the kitchen at ext. 2084, and we will gladly replace your tray. Every attempt will be made to ensure that you are completely satisfied with your meal service during your stay.

MAIL AND FLOWERS
Letters and packages are delivered to patients every day by volunteers. If mail arrives after your discharge, it will be forwarded to your home. Cards and postage stamps can be purchased during business hours in the hospital gift shop and in the business affairs office.

A mail drop is located inside the professional office building in the administration corridor just prior to exiting on the left-hand side of the wall. The mail is picked up by the U.S. Postal carrier.

Flowers are delivered to your room by local florists. Space limitations and concerns regarding infection prevention dictate that flowers, live plants and balloons cannot be delivered to patients in intensive care. Delivery will be delayed until after the patient is transferred from the unit or arrangements will be made for home delivery.
NEWSPAPERS
Newspapers can be purchased from the vending machines at the hospital entrance located at the outpatient testing area, the emergency department and outpatient surgery entrances.

VOLUNTEERS
Gulf Breeze Hospital is blessed to have the services of the Gulf Breeze Hospital Auxiliary, a group of dedicated men and women who volunteer their time to help our professional staff 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 uniform attire and volunteer identification badges.

If you need assistance from a volunteer, or if you are interested in joining the volunteer program at Gulf Breeze Hospital, please call the auxiliary office at ext. 2106.

TELEPHONE SERVICE
Telephones are provided in all rooms except the critical care unit. Patients can receive calls directly to their rooms. If you do not wish to be disturbed with calls, please ask the nurse to turn off the telephone.

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 934 - 2 and the three digit room number.

ROOM-TO-ROOM CALLS
Calls can be placed to other rooms within the facility by dialing “2” plus the three digit room number.

LONG DISTANCE CALLS
Long distance calls must either be made 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
The use of cellular phones is permitted at Gulf Breeze Hospital, however upon entering the hospital, please be sure to turn the ringer to silent or vibrate. In consideration of those around you, please be aware of your surroundings when conducting cellular phone conversations.

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

COMPUTER/LAPTOP ACCESS
Wireless Internet access is available for your convenience.

TELEVISION SERVICE
Television service is provided free of charge as a courtesy of Gulf Breeze Hospital. Please be considerate of other patients by listening to your television as quietly as possible or by requesting a pair of complimentary headphones and by remembering to turn off your set at bedtime. If you have any problems with your television, please notify plant operations by calling ext. 2164 and leaving a message with your name and room number.

HOW YOUR TELEVISION WORKS
Televisions are operated in patient rooms by using the hand-held pillow speaker control. Also, all pillow speakers have headphone compatibility – please ask your caregiver for complimentary headphones for your comfort and out of courtesy to those around you.
Television Service is provided free of charge as a courtesy of Gulf Breeze Hospital. Please be considerate of other patients by listening to your television as quietly as possible or by requesting a pair of complimentary headphones and by remembering to turn off your set at bedtime. If at any time during your stay, you have any problems with your television; please notify Plant Operations by calling ext. 2164 and leaving a message with your name and room number.

**TV LISTING**

| 3  | WEAR  | ABC       |
| 4  | WFNA  | CW25      |
| 5  | WKRG  | CBS       |
| 6  | WFGX  | MYNET 35 INDEPENDENT |
| 7  | WHBR  | CTN33     |
| 8  | WSRE  | PBS PUBLIC BROADCASTING |
| 9  | WMPV  | TBN 21    |
| 10 | WALA  | FOX 10    |
| 11 | WPMI  | NBC       |
| 12 | WAWD  | INDEPENDENT FT WALTON BEACH |
| 13 | WJTC  | INDEPENDENT MOBIL |
| 16 | HSN   | HOME SHOPPING NETWORK |
| 17 | QVC   | QVC       |
| 19 | WGN   | AMERICA   |
| 20 | ION   | TELEVISION |
| 21 | WFBD  | INDEPENDENT SANDESTIN |
| 23 | ESPN  | ESPN – SPORTS |
| 24 | ESPN2 | ESPN2 - SPORTS |
| 25 | LIFE  | LIFETIME  |
| 26 | HGTV  | HGTV–HOME & GARDEN TV |
| 27 | GCN   | GULF COAST NETWORK |
| 28 | TWC   | THE WEATHER CHANNEL |
| 29 | HLN   | HEADLINE NEWS |
| 30 | NICK  | NICKELDEON |
| 31 | SPIKE | SPIKE TV NETWORK |
| 32 | CNN   | CABLE NEWS NETWORK |
| 33 | DSC   | DISCOVERY CHANNEL |
| 34 | TLC   | THE LEARNING CHANNEL |
| 35 | TNT   | TURNER NETWORK TV |
| 36 | A&E   | ARTS AND ENTERTAINMENT |
| 37 | SUN   | SUN SPORTS |
| 39 | AMC   | AMERICAN MOVIE CHANNEL |
| 40 | CNBC  | NBC       |
| 41 | VH1   | VIDEO HITS ONE |
| 42 | MTV   | MUSIC TELEVISION |
| 43 | CMT   | COUNTRY MUSIC TV |
| 44 | BET   | BLACK ENTERTAINMENT TV |
| 45 | BRV   | BRAVO     |
| 46 | TRAV  | TRAVEL CHANNEL |
| 47 | FOOD  | FOOD NETWORK |
| 48 | E!    | E–ENTERTAINMENT TV |
| 49 | ANPL  | ANIMAL PLANET |
| 50 | HALL  | HALLMARK CHANNEL |
| 57 | FX    | FX NETWORK |
| 58 | SPD   | SPEEDVISION |
| 59 | OC    | OUTDOOR CHANNEL |
| 60 | TRUTV | COURT TV – TRUTV |
| 61 | MSNBC| MSNBC    |
| 62 | SYFY  | SCIENCE FICTION |
| 63 | TVL   | TV LAND   |
| 64 | HIS   | HISTORY   |
| 65 | COM   | COMEDY CENTRAL |
| 66 | CTN   | CARTOON NETWORK |
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| 70 | USA   | USA NETWORKS |
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ABOUT THE CRITICAL ASSESSMENT TEAM
FOR PATIENTS AND THEIR FAMILY MEMBERS

The critical assessment team is a group of nurses and respiratory therapists trained to assist when there are signs that a patient’s condition is worsening. The purpose of this team is to provide help BEFORE there is a medical emergency.

The critical assessment team was created 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 the family and loved ones seriously.

The critical assessment team takes action very quickly (usually within 10 minutes) when something has changed in 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 provide the level of care needed.

Complications can happen at any time to any patient who is in a hospital. This includes just after surgery, during medical testing or when a patient is recovering from an illness.

Warning signs that a patient may be getting sicker:

- Change in the heart rate or respiratory (breathing) rate
- A drop in blood pressure (gets much lower than it has been)
- Changes in urinary output (much more or much less urine)
- Confusion or other changes in mental (thinking) status
- When 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 ext. 2020 and ask the hospital operator to send the critical assessment team to the patient’s location.
THE JOINT COMMISSION’S “SPEAK UP”

According to The Joint Commission, a quality accreditation organization for the hospital, “Everyone has a role in making health care safe. That includes doctors, health care executives, nurses and many health care technicians. Health care organizations across the country are working to make health care safe. As a patient, you can make your care safer by being an active, involved and informed member of your health care team.” To prevent health care errors, patients are urged to follow The Joint Commission’s Speak Up Steps. For any concerns regarding your care or safety, please talk to the charge nurse on your floor or call ext. 2311, (inside the hospital) or 850.934.2311 (outside the hospital) and ask for the house supervisor.

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 receive. Always make sure you are getting the right treatments and medicines by the right health care professionals. Do not 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 (adviser 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 reviewed for quality standards.

P = Participate in all decisions about your treatment. You are the center of your health care team.

HOW YOU CAN PARTICIPATE IN YOUR CARE:

• Discuss your treatment plan with your doctor and nurse.
• Make sure that you understand and agree with that plan.
• Be informed about your treatments.
• Ask what your treatments are for and when they will be given.
• Question anything that seems different or that you do not understand.
• If you are having surgery, discuss the details of the procedure with your doctor and be sure that you understand what to expect.
• If you experience pain, inform your nurse or doctor. Most pain can be controlled. You and your health care team can work together to manage your pain.
• You will receive a lot of information all at once which can be confusing. You may want to take notes or ask a family member or friend to listen with you when a diagnosis, treatment plan, test results or discharge plans are explained.
• If possible, designate one family member to interact with your health care team. This person can then pass along information to other family members.

Smoking is prohibited in the hospital. If you are a smoker and wish to quit, speak with your doctor or nurse about available options. We have patient education packets available as well as the Patient Education Channel (72) with segments on smoking cessation. Please check the guide provided in your night stand drawer for times and listings. If your room does not have a guide, please let your nurse know and one will be provided.

MEDICATIONS

Please create a list of all medications, including over-the-counter, herbals and vitamins, you currently take and bring it with you when you are admitted to the hospital. 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 while in the hospital. This is for your safety and to prevent possible adverse drug reactions. Please do not ignore this regulation – it could save your life.

For enhanced medication administration safety, your Gulf Breeze Hospital caregivers are now using a bedside computer system with scanner technology while giving your medication. Your caregiver will scan the barcode on your wristband and medications. The system verifies that the right medication and dose is being given to the right patient at the right time. Safe and efficient medication administration is a priority at Gulf Breeze Hospital.

Speak up if you think you are about to receive the wrong medication. Make sure that your I.D. bracelet is accurate and visible. 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.
FOR YOUR COMFORT

PASTORAL SERVICES
At Gulf Breeze Hospital, 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 dedicated volunteer chaplains from local churches available on-call 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 let your nurse know.

CHAPEL
Our chapel is located on the second floor directly across from the elevator and is open at all times for prayer and meditation. All faiths and denominations are welcome.

MEETING YOUR SPIRITUAL NEEDS
Our Faith-In-Action (FIA) Committee provides prayer request card (English and Spanish) stations throughout the hospital for family members, visitors, patients and staff to request prayer. The prayers are collected and a confidential prayer list is shared with the FIA Committee prayer team members who have committed to pray for those on the list. The FIA Committee also provides complimentary copies of “Our Daily Bread,” daily devotional cards and scripture cards on breakfast trays.

PAIN MANAGEMENT
Pain is often a common and unfortunate part of a person’s experience in the hospital. Gulf Breeze Hospital supports and respects each patient’s right to adequate pain management. While most pain is physical, we also recognize that pain and discomfort have several other facets. Many people suffer from mental, emotional or spiritual pain 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 the painful and distressing areas of your life.

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 staff so we can quickly respond to this need.

SAFETY AND SECURITY
Your safety is very important to all of us at Gulf Breeze Hospital, and we are working very hard to make your stay with us a positive experience. Security surveillance equipment is utilized on our campus to heighten campus security. 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. To help you stay involved you are urged to consider the following:

INFORMED CONSENT
Read and understand any consent forms you are asked to sign. If you have questions or concerns, ask your nurse or physician for an explanation. It is your body, and you should not be embarrassed or afraid to ask questions.

SMOKING POLICY
As a health organization Baptist Health Care recognizes the hazards of smoking and second-hand smoke. To protect health and safety, our entire campus is completely smoke-free. This applies to all areas – in and outside – of Gulf Breeze Hospital and The Andrews Institute for Orthopaedics & Sports Medicine and other services and structures on our property.

Smoking and second-hand smoke have the potential to impact treatment, including slowing medication absorption and healing. If you have concerns, please talk with your physician. Patients wanting to smoke may be provided with nicotine replacement therapy. 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.

SMOKING CESSATION
Should you desire to quit smoking, there is smoking cessation information on the Patient Education Channel 72 running several times a day. Your nursing staff also has a packet prepared by our education department with information to assist you. You also may wish to call the following agencies at their toll-free numbers for counseling:

American Cancer Society Quit Line: 1-800-QUIT-NOW (1.800.784.8669)
Nicotine Anonymous: 1.877.879.6422
Or you may wish to go to the following Web sites for information: www.anti-smoking.org or www.nicotineanonymous.org

IDENTIFICATION (FOR BOTH STAFF AND PATIENTS)
Expect the staff to introduce themselves. Look at their identification badges. Your identification band allows hospital personnel to positively identify you. It is important to your health and safety that you keep this band on your wrist throughout your stay. Please expect our staff to check this armband before administering medications, taking blood or performing any procedure. Red armbands are used to identify patients with allergies. If you have an allergy, please inform the staff during the admitting process, or tell your nurse.
MEDICATIONS
Gulf Breeze Hospital caregivers are now using a bedside computer system with scanner technology while giving your medications to enhance medication safety. Your caregiver will scan the barcode on your wristband and on your medications. The system verifies that the right medication and dose are being given to the right patient at the right time. Safe and efficient medication administration is a priority at Gulf Breeze Hospital.

Please make sure that your identification band is accurate and visible prior to treatment. Don’t be afraid to say something if you think you are about to receive the wrong medication or procedure. If something doesn’t seem right, tell someone or ask for an explanation. 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 being given, ask the nurse to verify that it is the right medication. If you are allergic to any medications make sure that the nurse is aware of these allergies.

Reactions from mixing medications are a major cause of illness and can lead to death. We again caution all patients to inform our staff of any medications being taken at the time of admission. If you brought any medications with you for your stay (including over-the-counter medicines such as aspirin and Tylenol), please give them to your nurse. You will be receiving medications from your physician, and what he or she prescribes might react with something you are already taking. For your safety, please adhere to this policy.

ELECTRICAL
It is the policy of Baptist Health Care that all patients are 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 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 biomedical department to ensure compliance with the hospital’s electrical safety policy.

Extension cords and heating pads are prohibited as are any other kind of heating devices, 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 an Underwriter’s Laboratories (UL) listed and have 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 tape 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 plant operations’ work request line at ext. 2164.

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.

**BEDSIDE ASSISTANCE AND SAFETY**

Side rails are raised on the bed for your protection. They are used for patients who are given sedatives or who are recovering from anesthesia. Do not try to lower the rails or climb over them. Unless your doctor has given permission, please ask for help when getting out of bed.

Hospital floors can be slippery, so please remember to bring slippers with rubber soles and avoid wet spots as you walk around your unit.

**PREVENTING FALLS**

At Gulf Breeze 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 the identification of patients at risk for falls and the steps to prevent falls.

Patients with 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 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 go to the bathroom alone. Please follow his or her 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 staff 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 staff, 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 night stand when they are not in use. Never wrap dentures or rings in tissue or a washcloth, and do not put them on your meal tray where they might accidentally be thrown away. Ask your nurse for a denture cup. Jewelry and other valuables should be sent home or put in the hospital safe until your discharge.

INFECTION PREVENTION
You can help prevent the spread of germs. Hand hygiene 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 to wash their hands or to wear gloves before examining you or giving you your medicine. Research has shown that when patients question their care providers about handwashing, staff members did so more often and used more soap.

• Clean your hands often, and remind your visitors to do the same. Wash hands for at least 15 seconds.
• Practice good personal hygiene. Let your nurse know if your gown or linens are soiled.
• Get vaccinated if it is recommended. Flu and pneumonia vaccines can help prevent illnesses, particularly in young, elderly and high-risk patients.
• Encourage friends and relatives who have colds, respiratory symptoms or other contagious illnesses not to visit you in the hospital.

DISCHARGE INFORMATION
On the day of your discharge our goal is to have you ready to leave by 11 a.m. If possible, we recommend that you ask a family member or friend to arrive by 10 a.m. unless otherwise instructed. You may receive a lot of information prior to leaving, and it can be quite confusing. Having a relative or friend with you during this time can help you remember the questions you want to ask and remember the answers you are given. They also may provide added comfort just by being with you. Make sure they know your preferences for care so they can help to communicate this information to the health care staff.

The nurse will provide you with discharge and follow-up instructions in writing. Please ask questions if you don’t understand and make sure you can read the handwriting on any prescriptions written by your health care team. Take notes and ask specifically when to see the doctor again, what medicines you should be taking at home and if you will require someone to visit 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 do not 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 medications 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.

Finally, learn more about your diagnosis. Ask your physician questions about his or her qualifications. Visit Web sites and libraries for information and write it down.

**SAFE PRACTICES AT HOME**

- Talk with your doctors and pharmacists regarding your medications and any over-the-counter medicines. Ask questions and write down answers.
- Carefully check all prescriptions before taking them.
- Get bedside rails for your home if you need them.
- Keep a telephone or bell near your bed in case you need help.
- Be very cautious if you have oxygen equipment at home. There should be no smoking around oxygen equipment as it is highly flammable.
- Never smoke in bed.
- If you have medical equipment that needs to be plugged in, use a grounded or three-prong connector. Do not use extension cords.
FOR YOUR VISITORS

IMPORTANT MESSAGE FOR VISITORS

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.

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
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 that is located on the south side facing Gulf Breeze Parkway. During the overnight hours, visitors are asked to enter and exit through the emergency department.

CAFETERIA
The hospital cafeteria is open seven days a week for family members and visitors. There is a selection of hot meals, soup, sandwiches, salad bar items and desserts to choose from. Hours of operation are:

<table>
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<tr>
<th>Monday – Friday</th>
<th>Saturday – Sunday</th>
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<tr>
<td>7 - 9:30 a.m.</td>
<td>11:15 a.m. – 1:15 p.m.</td>
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<tr>
<td>11:15 a.m. - 1:30 p.m.</td>
<td>5:15 - 6 p.m.</td>
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<td>5:30 - 6:30 p.m.</td>
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Free coffee and hot tea are available at all hours.

VENDING MACHINES
There are vending machines available 24 hours a day in the alcove near the emergency department entrance.

AUTOMATIC TELLER MACHINE
For your banking convenience, there is an ATM located on the first floor of the hospital near the emergency department entrance.

GIFT SHOP
We invite you to visit our gift shop, located on the first floor at the main entrance to the hospital. Operated by the Gulf Breeze Hospital Auxiliary, proceeds from sales go toward the purchase of equipment and services for the hospital. Please come see our unique collections of accessories, gifts and home items. Flowers, greeting cards, postage stamps, candies and personal care items are always available. Gift shop hours are:

<table>
<thead>
<tr>
<th>Monday – Friday</th>
<th>Saturday</th>
<th>Sunday</th>
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<tr>
<td>9 a.m. – 4:30 p.m.</td>
<td>9 a.m. – 1 p.m.</td>
<td>11 a.m. – 2 p.m.</td>
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LOCAL AMENITIES

TAXI SERVICE
Yellow Cab • 850.433.3333

For additional listings, please consult the Yellow Pages.

PLACES OF WORSHIP

Gulf Breeze Presbyterian
100 Andrew Jackson Trail
Gulf Breeze, Fla.
Church: 850.932.3625

Concord Presbyterian Church
4191 Gulf Breeze Parkway
Gulf Breeze, Fla.
Church: 850.932.6243

Gulf Breeze United Methodist
75 Fairpoint Drive
Gulf Breeze, Fla.
Church: 850.932.3594

St. Ann Catholic
100 Daniel Drive
Gulf Breeze, Fla.
Church: 850.932.2859

Gulf Coast Assembly of God
301 Nightingale Lane
Gulf Breeze, Fla.
Church: 850.932.1395

Coast Community Church
P.O. Box 745
Gulf Breeze, Fla.
Church: 850.916.0346

Pensacola Beach Community Church
920 Panferio Drive
Gulf Breeze, Fla.
Church: 850.932.6628

Calvary Chapel
1122 Oriole Beach Road
Gulf Breeze, Fla.
Church: 850.932.8197

First Baptist Church
555 Fairpoint Dr.
Gulf Breeze, Fla.
Church: 850.932.2207

Pastoral Services
Baptist Hospital
Pensacola, Fla.
850.469.2363

NEARBY DINING

Aegean Breeze
913 Gulf Breeze Parkway
Gulf Breeze, Fla.
(From hospital, West on Highway 98)
Phone: 850.916.0430
Restaurant Type: Greek

Chick-fil-a
310 Gulf Breeze Parkway
Gulf Breeze, Fla.
(From hospital, West on Highway 98)
Phone: 850.916.9082
Restaurant Type: Fast food

Domino’s Pizza
2703 Gulf Breeze Parkway
Gulf Breeze, Fla.
(From hospital, East on Highway 98)
Phone: 850.932.4666
Restaurant Type: Pizza

Firehouse Subs
3755-C Gulf Breeze Parkway
Gulf Breeze, Fla.
(From hospital, West on Highway 98)
Phone: 850.916.1134
Restaurant Type: Sub sandwiches
Fuji Steakhouse and Sushi Bar
1385 Shoreline Drive
Gulf Breeze, Fla.
(From hospital, West on Highway 98)
Phone: 850.916.9990
Restaurant Type: Japanese

IHOP Restaurant
2548 Gulf Breeze Parkway
Gulf Breeze, Fla.
(From hospital, East on Highway 98)
Phone: 850.916.4360
Restaurant Type: Breakfast, lunch and dinner, American

Legends Café
(Mon.- Fri. 11 a.m. - 2 p.m.)
1020 Gulf Breeze Parkway
Gulf Breeze, Fla.
(second floor Inside APREI building of the Andrews Institute on the Gulf Breeze Hospital campus)
Phone: 850.916.8755
Restaurant Type: American, affordably priced eat-in or take-out

Mariachi’s Mexican Grill
2747 Gulf Breeze Parkway
Gulf Breeze, Fla.
(From hospital, East on Highway 98)
Phone 850.934.3606
Restaurant Type: Mexican

McDonald’s
201 Gulf Breeze Parkway
Gulf Breeze, Fla.
(From hospital, West on Highway 98)
Phone: 850.932.5039
Restaurant Type: Fast food

Panera Bread
700 Gulf Breeze Parkway
Gulf Breeze, Fla.
Phone: 850.932.0459
(From hospital, West on Highway 98)
Restaurant Type: American, salads, sandwiches and pastries

Santino’s
368 Gulf Breeze Parkway
Gulf Breeze, Fla.
(From hospital, West on Highway 98)
Phone: 850.932.1211
Restaurant Type: Italian, subs and pizza

Subway
213 Gulf Breeze Parkway
Gulf Breeze, Fla.
(From hospital, West on Highway 98)
Phone: 850.932.5551
Restaurant Type: Sub sandwiches and salads

Whataburger
1135 Gulf Breeze Parkway
Gulf Breeze, Fla.
(Directly across from the hospital)
Phone: 850.934.6180
Restaurant Type: Fast food

MANY ADDITIONAL SELECTIONS LOCATED IN GREATER GULF BREEZE AND ON PENSACOLA BEACH.
LODGING (HOTELS AND MOTELS)

**Comfort Inn – Pensacola Beach**  
(five minutes from hospital, Highway 399 – toll)  
40 Fort Pickens Road  
Gulf Breeze, Fla.  
Phone: 850.934.5400

**Days Inn**  
(20 minutes from hospital, East on Highway 98)  
8700 Navarre Parkway  
Navarre, Fla.  
Phone: 850.939.1761

**Extended Stay America – University Mall**  
(20 minutes from hospital)  
809 Bloodworth Lane  
Pensacola, Fla.  
Phone: 866.539.8430

**Hampton Inn & Suites**  
(5 minutes from hospital)  
61 Gulf Breeze Parkway  
Gulf Breeze, Fla.  
Phone: 850.203.1333

**Hampton Inn – Pensacola Beach**  
(5 minutes from hospital)  
2 Via DeLuna Drive  
Pensacola Beach, Fla.  
Phone: 850.932.6800

**Hampton Inn & Suites – Navarre**  
(22 minutes from hospital, East on Highway 98)  
7710 Navarre Parkway  
Navarre, Fla.  
Phone: 866.539.8430

**Holiday Inn Express – Pensacola Beach**  
(5 minutes from hospital)  
366 Ft. Pickens Road  
Pensacola Beach, Fla.  
Phone: 850.932.3536

**Lee House Bed & Breakfast Inn**  
(20 minutes from hospital)  
205 Cevallos Street  
Pensacola, Fla.  
Phone: 866.539.8430

**Russell Roost Bed & Breakfast**  
(15 minutes from hospital)  
205 Cevallos Street  
Pensacola, Fla.  
Phone: 866.539.8430

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**THIS IS ONLY A PARTIAL LIST OF CHURCHES, RESTAURANTS AND LODGING CLOSEST TO THE HOSPITAL. FOR A COMPLETE LIST, PLEASE CONSULT THE YELLOW PAGES OF THE TELEPHONE BOOK.**
GOING HOME

DISCHARGE
During your stay, we will work with your physician to plan for a smooth discharge process. When your physician writes orders for your discharge, your nurse will explain procedures, provide instructions regarding home care and answer any questions you may have. When requested, your nurse will contact your family members to arrange transportation. Discharge or “check-out” time is 11 a.m. Take a moment to thoroughly search your room for personal articles before you leave.

BILLING
Following your discharge from Gulf Breeze 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.

PATIENT SATISFACTION
We at Gulf Breeze Hospital want to always provide exceptional service to patients during their stay. If you are experiencing problems in any area, please call the house supervisor at ext. 2311 to let us know so we can correct the problem while you are with us. Gulf Breeze Hospital has partnered with Press Ganey to conduct patient satisfaction surveys via direct mail, email or text message. Your feedback is very valuable to Gulf Breeze Hospital. We continually strive to enhance our services.

HOME HEALTH
Patients sometimes recover much faster when they are allowed to go home instead of spending an extended time in the hospital. To make this process go more smoothly, home health services can be arranged to ensure that patients who leave the hospital still can receive the best medical care possible when they are homebound.

Home health services are available to homebound patients who still require either skilled nursing care or physical/speech therapy on an intermittent basis while at home. Services offered by Baptist Home Health Care, an affiliate of LHC Group, Inc., include skilled nursing care; home health aides; medical social services; physical, speech and home infusion therapies; and patient and family education.
Home health care can be another option to care at a nursing home, and often is just what the doctor ordered for people recovering from strokes, problems related to ongoing conditions such as diabetes or paralysis.

Ask your physician, hospital discharge planner or medical social worker to see if home health care might fit your needs or the needs of your loved one. If so, your physician will need to order the service and will then work closely with the home health staff to design a plan of treatment.

Baptist Home Medical Equipment also provides a wide range of medical equipment and supplies.

**MEMBERSHIP PROGRAMS**

**GET HEALTHY PENSACOLA!**

Get Healthy Pensacola! (GHP!) is a community-wide membership reward program that encourages people to participate in healthy living such as health screenings and physical activity. GHP! rewards healthy lifestyle choices with prizes such as gym memberships, massages, tickets to local events and more. Members receive free newsletters with a listing of the programs Baptist Health Care offers. Each month GHP! provides programs at various locations around town that help you stay focused on being healthy. Cost to join is $10 for a lifetime membership. Visit www.GetHealthyPensacola.com or call 850.469.2447.

**SENIOR PROGRAMS**

GoldenCare is a free community service program providing seminars for people age 50 and older. Special services and discounts for members include a parking decal and reserved parking for Baptist Medical Towers' patient parking lot, discount meal tickets for caregivers during inpatient hospital stays and prescription discounts. Also offered are a bimonthly newsletter and refresher driving courses. For more information, please contact GoldenCare at 850.469.2356.
OTHER SERVICES

ANDREWS INSTITUTE ORTHOPAEDICS & SPORTS MEDICINE
The mission of Andrews Institute Orthopaedics & Sports Medicine is to provide the best medical care for the musculoskeletal system through orthopaedics and sports medicine, utilizing innovative clinical and surgical technologies, and to improve patient care through research and education with emphasis in prevention. The Institute comprises several divisions including an ambulatory surgery center, outpatient rehabilitation, diagnostic imaging center, athletic performance center, a research and education institute and a multispecialty office park for physicians. The Andrews Institute is conveniently located on the Gulf Breeze Hospital campus.

BAPTIST MEDICAL PARK – NAVARRE
Baptist Medical Park – Navarre provides convenient access to health care for south Santa Rosa County residents and visitors including walk-in care. A department of Baptist Health Care affiliate Gulf Breeze Hospital, services include diagnostic imaging, Andrews Rehabilitation and laboratory. In addition, physicians see patients in the new medical office building on the same campus.

CIANO CANCER CENTER
This state-of-the-art center is located on the east side of the Gulf Breeze Hospital campus. A division of the Baptist Cancer Institute, the oncology center is named in honor of Ted and Natalie Ciano. It is the only radiation therapy provider in Santa Rosa County. The center also includes a Medical Oncology Clinic and outpatient infusion services.

BAPTIST HEART & VASCULAR INSTITUTE
Led by physicians who are focused on providing the best care for each patient, the Baptist Heart & Vascular Institute team at Gulf Breeze Hospital offers patients access to the region’s most skilled, experienced doctors, nurses and staff. Our dedicated team cares for patients with all types of cardiovascular issues. In partnership with Baptist Health Care and Cardiology Consultants, the Gulf Breeze Hospital offers a full range of inpatient and outpatient heart and vascular care services – from diagnosis to treatment to recovery and wellness. Diagnostic testing includes blood gas analysis, cardiac catheterization, pulmonary function testing, EKG and stress testing (echocardiogram).
MAYO CLINIC CARE NETWORK MEMBER

Baptist Health Care is working with Mayo Clinic to provide the best possible care to patients in our community. As the first health care system in the region to be selected as a Mayo Clinic Care Network member, Baptist will access the latest Mayo Clinic research and treatment recommendation to build new, innovative ways of providing superior care to patients and their family close to home.

SLEEP DISORDERS CENTER

Registered sleep technologists and a board-certified sleep medicine physician serve patients at the Gulf Breeze Hospital Sleep Disorder Center. Patients are evaluated overnight in the center and results sent to the patient’s doctor immediately. If necessary, patients can be fitted for a sleep aid the very next day. In addition to diagnostic testing services, treatment devices such as CPAP (continuous positive airway pressure) are available. Gulf Breeze Hospital’s Sleep Disorders Center is an open referral facility featuring private rooms and many home-like comforts and amenities.

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.
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: ________________________________________________
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Tell us about your caregivers

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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 ____________________________________________

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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.