

# PATIENT SAFETY AND INFORMATION GUIDE

## BAPTIST HOSPITAL

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



# Don't forget to ask . . .

Questions often arise between visits by your doctors and nurses. Use this document to jot down those questions. Talk with your health care providers to remain informed about your condition and treatment. Ask them to explain anything you don't fully understand. **You are an important member of your health care team.**

## **about what is wrong with me (my diagnosis) or changes in my condition.**

Questions

Answers

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## **about my treatment and care.**

Questions

Answers

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## **about medical tests or results.**

Questions

Answers

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## **about my medications.**

Questions

Answers

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## **about what I need to do.**

Questions

Answers

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## **about my discharge date and instructions.**

Questions

Answers

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## **other questions for my care team.**

Questions

Answers

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**Brett Aldridge**

Senior Vice President,  
Baptist Health Care  
Administrator,  
Baptist Hospital



# THANK YOU FOR CHOOSING BAPTIST HOSPITAL

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

Our Baptist Hospital team is here to provide you with groundbreaking care in a healing environment. We honor a set of core Values that are woven into our culture. These Values are Ownership, Integrity, Compassion, Excellence and Service, and they guide everything we do. We call this The Baptist Way.

The Baptist Way drives us to continuously improve our services, and to do that, we need to hear from you. You may be contacted by our patient experience survey vendor, Press Ganey, by email or text to share your insights regarding your care. We encourage you to participate in this brief but meaningful survey. Your experience matters, and your opinions are essential.

You don't have to wait on a survey, though, to share your comments. During your stay, please speak with your nurse or call 850.908.2319 at any time regarding remarks you wish to share or questions you need answered.

Thank you, again, for choosing Baptist Hospital as your health care provider. Our goal is to always provide a positive experience for you and the ones you love.

Sincerely,

Brett Aldridge

Senior Vice President, Baptist Health Care  
Administrator, Baptist Hospital

# 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 between home and 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.

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## ADMITTING

Generally, patients are admitted to Baptist Hospital from 6 a.m. until 6 p.m., Monday through Friday at the registration area at the main entrance. After 6 p.m. and on weekends, patients are admitted through the Emergency Trauma Center. A team member will greet you and escort you to either your assigned room or to the admission area.

## 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. A registration team member 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. Additional patient information may be required 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.” 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. Once you are discharged, your primary care provider will take over your care.

## PRE-SURGICAL CENTER

When your physician’s team member schedules your surgery, he/she may schedule a pre-surgical appointment for you. At this appointment, you will make all arrangements necessary for your surgery. You may sign surgical consents and insurance forms and have laboratory work and diagnostic tests 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 850.469.2128.

## TIPS FOR SURGERY/PREVENTING ADVERSE EVENTS

Before surgery, talk with your surgeon and anesthesiologist (the doctor or nurse who will put you to sleep) about:

- Risks, benefits, alternatives and possible outcomes of your procedure
- All medications (including over the counter medicines like aspirin and supplements) you are taking before surgery and which ones you should stop taking prior to surgery
- Your medical history and any medical conditions you have
- Have someone you trust take you to and from your surgery and be with you at the surgery facility. Have someone you trust available to make medical decisions for you at times you are not able to make your own decisions. If your surgery is outpatient, you will need someone to stay with you for at least 24 hours post op.
- Take care of your body before surgery:
  - Shower and wash your hair before surgery.
  - Do not wear make-up or fingernail polish.
  - Do not use a razor in the area of your surgery prior to surgery. (This may increase the chance of infections because of the risk of leaving small cuts on the skin.)
  - A surgical technician or nurse may remove hair at your surgical site, if needed, using clippers.

To help prevent surgical infection:

- Manage your glucose (blood sugar) between 80–140, especially before and after surgery.
- Stop smoking (at least as long as possible before and after surgery).
- Keep warm. (Wear warm clothes, heat your car before coming to hospital in cool weather, ask for blankets if you are cold, etc.)
- Wash your hands often and always ask everyone (including doctors and nurses) when they enter the room to clean their hands. Hand sanitizer or soap and water should be used by everyone when they enter and exit your room. If you do not see them do so, ask your care team members to wash their hands before examining or providing care for you.
- Most preventative antibiotics should be given within 60 minutes before surgery and should be stopped within 24 hours in most cases. Ask your doctor or nurses about antibiotics before your surgery.
- Ask your surgeon or nurses about the following if you have any questions:
  - A “time out” is performed just before surgery by your surgical team. This is done to make sure they are doing the right surgery on the right body part on the right person.

If appropriate, your surgical site will be marked to ensure correct-site surgery.

- Make sure a hospital arm band is placed on you. Make sure the information is correct as it will be used for patient identification.
- Blood clots can lead to heart attacks and strokes.

When you have surgery, you are at risk of getting blood clots because you do not move while under anesthesia. Your doctor will know your risks for blood clots and take steps that will help prevent them, such as giving you the right medications before and after surgery.

## **RAPID RESPONSE TEAM FOR PATIENTS AND FAMILY MEMBERS**

The Rapid Response Team or RRT 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.

- If you or your family has a concern about your condition that you feel has not been addressed by your nurse or doctor, you or your family may call for the Rapid Response Team by dialing 333 on a hospital phone and asking the operator to have the Rapid Response Team paged to see you.
- We ask that you first take your concerns to your nurse or charge nurse as they may be able to speak with the doctor and remedy the situation quickly.

We are committed to providing the best care to our patients and take the concerns of family and loved ones seriously.

## **WARNING 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 so that you can share your concerns.
- Ask the nurse to call the Rapid Response Team when there are warning signs that the patient is getting sicker.

or

- Dial 333 and ask the hospital operator to send the Rapid Response Team to the patient’s location.



## 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.

YOU, OR WHEN APPROPRIATE, YOUR DESIGNATED REPRESENTATIVE, HAVE THE FOLLOWING RIGHTS TO:

- Be treated with courtesy and respect, appreciation of your individual dignity and protection of your need for privacy. Expect full consideration of your privacy and confidentiality in care discussions, examinations and treatments. You may ask for a chaperone during any type of examination
- Receive respectful and compassionate care regardless of your age, gender, race, religion, culture, language, disabilities, socioeconomic status, sexual orientation, or gender identity or expression
- Be called by your proper name and know the identity and professional status of the individuals providing medical services and care
- Receive information in a manner that is understandable and have access to a sign language or foreign language interpreter at no cost to you
- Be informed of patient support services available to you at Baptist
- Receive prompt and reasonable responses to questions and requests
- Be provided with information about advance directives, living wills or durable powers of attorney for health care decision making and have your health care provider or Baptist comply with these directives

- Be told by your health care provider about your diagnosis and possible prognosis, planned course of treatment (plan of care), the alternatives, benefits and risks of treatment, and expected outcome of treatment, including unanticipated outcomes. You have the right to give written informed consent before any non-emergency procedure begins.
- Be informed of your health status and be able to request or refuse treatment that is medically necessary and accept or refuse medical care or treatment, except as otherwise provided by law.
- Be given, upon request, full information and necessary counseling on the availability of known financial resources for your care and a copy of an itemized bill
- Know, upon request and in advance of treatment, whether or not your health care provider or health care facility accepts the Medicare assignment rate if you are eligible for Medicare
- Be given the Medicare Outpatient Observation Notice within 36 hours if you are a Medicare beneficiary and are receiving observation services. As a Medicare beneficiary, you also have the right to be provided the "Important Message from Medicare," which describes Medicare non-coverage and the right to appeal premature discharge. Non-Medicare beneficiaries receiving observation services also have the right to be notified within 36 hours.
- Receive treatment for emergency medical conditions that will deteriorate from failure to provide treatment
- Receive care in a safe environment free from all forms of abuse, neglect or harassment
- Be free from restraints and seclusion in any form that is not medically required
- To retain and use personal clothing or possessions as space permits, unless doing so would infringe upon the rights of another patient or is medically contraindicated or unsafe for you or others
- Expect that all communication and records about your care are confidential, unless disclosure is allowed by law. You have the right to see or get a copy of your medical records and have the information explained, if needed. You may request an amendment to your medical record by contacting the medical records department. Upon request, you have the right to receive a list of names to whom your personal health information was disclosed.
- Know if medical treatment is for purposes of medical research and to agree or refuse to take part in medical research studies
- Voice your concerns about the care you receive. If you have a problem or complaint, please tell your nurse, charge nurse or the unit manager. If still unresolved, you may also file a grievance or complaint. See Page 9.
- Be asked upon admission whether you want a family member or representative and your physician notified of your admission, and if so, they will be promptly notified.



- Bring any person of your choosing to patient-accessible areas to accompany you while receiving inpatient or outpatient treatment or while consulting with your provider, unless doing so would risk your safety or health or the safety or health of others
- Be made aware of what facility rules and regulations apply to your conduct
- Be informed of patient visitation rights

## **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 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. 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 tell a nurse, nurse leader or house supervisor. You may also contact Baptist Health Care Clinical Safety & Excellence department at 850.434.4820. 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 Healthcare by phone at 1.866.496.9647 or via their website at [dnvhealthcareportal.com/patient-complaint-report](http://dnvhealthcareportal.com/patient-complaint-report). You may also contact The Center for Medicare and Medicaid Services (CMS) at 7500 Security Boulevard, Baltimore, MD 21244 or by calling 800.633.4227 or [www.cms.gov/center/ombudsman.asp](http://www.cms.gov/center/ombudsman.asp).

## **NON DISCRIMINATION NOTICE**

Baptist Health Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Baptist Health Care does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Baptist Health Care provides:

- Free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters and video remote interpreting
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact the hospital operator at 850.434.4011. For physician services, please contact 850.437.8600.

If you believe that Baptist Health Care has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with: ADA Coordinator, 1717 North E St., Suite 402, Pensacola, FL 32501, 850.434.4018, [ADACoordinator@bhcpns.org](mailto:ADACoordinator@bhcpns.org). You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, call the ADA coordinator at 850.434.4018 and let us help you. However, if you feel you need additional support, you can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby> or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Ave. SW.,

Room 509F, HHH Building, Washington, DC 20201,  
800.868.1019, 1.800.537.7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

## LANGUAGE AND INTERPRETER SERVICES

At Baptist Health Care, we provide free professional medical interpreters to patients who are LEP (limited English proficiency) or who are deaf, hard of hearing, vision impaired and/or blind. Language services are available 24/7 to all patients and families for appointments, procedures and hospital stays. There is no cost to patients for interpretations at the hospital or any of our facilities. The hospital will provide appropriate auxiliary aids free of charge, including language line services, in-person interpreters, video remote interpreting and written materials. Please contact the House Supervisor if you need language services during your visit or stay by calling 850.434.4011.

Interpreter services are available to you at no cost.

### SPANISH

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.850.434.4011.

### FRENCH CREOLE

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1.850.434.4011.

### VIETNAMESE

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1.850.434.4011.

### PORTUGUESE

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1.850.434.4011.

### CHINESE

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1.850.434.4011。

### FRENCH

ATTENTION: Si vous parlez français, des services d'aide linguistique-vous sont proposés gratuitement. Appelez le 1.850.434.4011.

### TAGALOG

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1.850.434.4011.

### RUSSIAN

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1.850.434.4011.

### ITALIAN

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il número 1.850.434.4011.

### GERMAN

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1.850.434.4011.

### KOREAN

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1.850.434.4011. 번으로 전화해 주십시오.

### POLISH

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1.850.434.4011.

### GUJARATI

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1.850.434.4011.

### THAI

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1.850.434.4011.

### ARABIC

تدع اسمك لتأخذ نإف، ةغلل ركذا تدرحت تنك اذا: ةظوحلم مقرب لصرتا. ناجمل اب كل رفاوتت ةيوغلل ا مكبل او مصلا فتاه مقر): 1.850.434.4011

# HOSPITAL QUALITY MEASURES



## Hospital Quality Measures/Patient Safety Information

Hospital name: BAPTIST HOSPITAL

Date: 01/27/2022

Patients admitted to the hospital for treatment of medical problems sometimes experience other serious injuries, complications, or conditions. Some patients may experience problems soon after they are discharged and need to be admitted to the hospital again. These events can often be prevented if hospitals follow best practices for treating patients.

### Health Care Associated Infections (HAI)

January 2019 through December 2019

HAIs are infections that occur while a patient is being treated in a hospital. Many of these infections can be prevented through the use of proper procedures and precautions. Infection reports compare the infections at a hospital to a national benchmark.

	Catheter Associated Urinary Tract Infection	Central-line Associated Bloodstream Infection	Clostridium Difficile Infections	Methicillin-resistant Staphylococcus aureus	Surgical Site Infection from Abdominal Hysterectomy	Surgical Site Infection from Colon Surgery
<b>State Benchmark</b>	0.658	0.652	0.481	1.063	0.937	0.726
<b>Facility Rating</b>	★★★	★★★	★★★	★★	N/A	★★

- ★★★ Better than the U.S. National Benchmark
- ★★ No different than the U.S. National Benchmark
- ★ Worse than the U.S. National Benchmark
- N/A No results available

### Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)

January 2019 through December 2019

Patient surveys measure satisfaction with hospital care, nurse and doctor communication, staff response to needs, and the cleanliness and quietness of the hospital.

	Overall Hospital Rating
<b>National Average</b>	73%
<b>State Average</b>	69%
<b>Facility Overall Rating</b>	★★★ 69%

- ★ The star ratings range from ★ - ★★★★★ stars
- (%) The percent of patients surveyed who gave the hospital the highest possible score
- N/A No results available

### 15-Day Readmission Rate

October 2019 through September 2020

Patients should not normally be readmitted to a hospital within 15 days of a hospital stay for the same or a related condition. A low 15-Day readmission rate generally means the hospital is doing a better job of managing a patient's condition and helping arrange proper post-hospital care coordination.

	15-day Readmission Rate
<b>Statewide Rate</b>	6.36%
<b>Facility Rate</b>	5.97% (Lower than Expected)
(%) The percentage of patients readmitted within 15 days of initial discharge (As Expected, Lower than Expected, or Higher than Expected) is based on the severity of patients seen.	
N/A No results available	

For more information: FloridaHealthFinder.gov: <https://www.floridahealthfinder.gov/CompareCare/Glossary.aspx>  
 HCAHPS: Patients' Perspectives of Care Survey Webpage: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/HospitalQualityInits/HospitalHCAHPS>



# 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.

## PERSONAL ITEMS

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

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 do not 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.

## 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 small items there if necessary. It is important to note that Baptist Health Care is not responsible for your valuables.

## 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 to 9 a.m.
- Continental Breakfast: 9 to 11 a.m.
- Lunch: 11:30 a.m. to 2 p.m.
- Late Lunch: 2 to 4 p.m.
- Dinner: 4:30 to 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
- Notary service
- Letter and package delivery
- Local hotel discounts
- Flower order and delivery from the on-campus gift shop
- Fax service
- Directions
- Restaurant recommendations

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.

## 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.

## DIRECTORY ASSISTANCE

Dial 0 for the hospital operator.

## 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, dial 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 four-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. Your call light contains your television remote control.

## TELEVISION CHANNEL LISTING

Network	Channel	Network	Channel	Network	Channel
YurView Florida HD	2	TNT HD	46	Hallmark Movies & Mysteries	87
WEAR-DT	3	E! Entertainment Television HD	47	Jewelry Television	88
WUWF	4	A&E Network HD East	48	UniMas East HD	90
WKRG-DT	5	Bravo HD	49	Motortrend HD	99
WPAN-DT	6	AMC HD	50	MTV Live	100
TBS HD	7	Paramount Network HD	51	Investigation Discovery HD	104
WSRE-DT	8	BET HD	52	Nick Jr HD	106
QVC HD	9	VH1 HD	53	WALA-DT2	110
WALA-DT	10	MTV - Music Television HD	54	WFGX-DT3	112
WPMI-DT	11	Fox News Channel HD	55	QVC2 HD	114
WJTC-DT	12	Comedy Central HD	56	WJTC-DT2	115
WHBR-DT	13	truTV HD	57	WFGX-DT2	116
WFNA-DT	15	TV Land HD	58	WFNA-DT2	117
HSN HD	16	Cartoon Network HD	59	WEAR-DT2	119
WDPM-DT	17	The Travel Channel HD	60	ShopHQ HD	120
WFBHD Cable Feed	18	Cornerstone Cox Pensacola	61	WEAR-DT3	121
WFGX-DT	20	History HD	62	QVC3 HD	136
WMPV	21	Turner Classic Movies HD	63	HSN2	137
WAWD-DT	22	The Golf Channel HD	64	IFC HD	300
NewsNation	24	Country Music Television HD	65	SundanceTV HD	301
Nickelodeon HD	25	G4	66	Magnolia Network HD	317
Disney Channel HD	26	Food Network HD	68	Fox Sports 2 HD	330
Syfy HD	27	Bally Sports Florida North	69	WE TV HD	339
ESPN HD	28	Oprah Winfrey Network HD	70	Oxygen HD	340
ESPN2 HD	29	Univision Satellite HD	71	Hallmark Drama	347
The Discovery Channel HD	30	Hallmark Channel HD	72	The Word Network	384
TLC HD	31	GSN	73	Eternal Word Television	385
Home & Garden Television HD	32	Fox Business HD	74	BYU-TV	387
Animal Planet HD	33	FXX HD	75	INSP	388
HLN HD	34	Newsmax TV HD	76	Impact Network HD	389
CNN HD	35	SEC Network HD	77	Bounce TV	391
CNBC HD	36	SECAHD	78	BNC	393
MSNBC HD	37	ACC Network	79	ASPiRE HD	394
The Weather Channel HD	38	C-SPAN	80	Galavision Cable Network	426
Lifetime HD	39	C-SPAN2	81	TUDN	429
Freeform HD	40	C-SPAN3	82	WSRE-DT2	693
Fox Sports 1 HD	41	National Geographic HD	83	WSRE-DT3	694
Bally Sports Sun North Florida	43	POP HD	84	WSRE-DT4	695
USA Network HD	44	MoviePlex	85	WPMI-DT2)	696
FX HD	45	ION Television Satellite Feed	86	WPMI-DT3	698
				WKRG-DT3	699

<b>Network</b>	<b>Channel</b>
World Fishing Network HD (US).....	700
Outside Television HD.....	701
Big Ten HD .....	703
Pac-12 Network HD .....	704
Outdoor Channel HD.....	705
NFL RedZone HD .....	707
NFL Network HD .....	708
beIN Sports HD.....	709
beIN Sports En Esdpañol HD .....	710
MLB Network Strike Zone HD.....	712
Longhorn Network HD .....	713
Zona Futbol .....	714
Music Choice: Hit List HD .....	901
Music Choice: Max HD.....	902
Music Choice: Dance/EDM HD.....	903
Music Choice: Indi HD .....	904
Music Choice: Hip-Hop and R&B HD.....	905
Music Choice: Rap HD.....	906
Music Choice: Hip-Hop Classics HD .....	907
Music Choice: Throwback Jams HD .....	908
Music Choice: R&B Classics HD .....	909
Music Choice: R&B Soul HD.....	910
Music Choice: Gospel HD .....	911
Music Choice: Reggae HD.....	912
Music Choice: Rock HD.....	913
Music Choice: Metal HD .....	914
Music Choice: Alterntive HD.....	915
Music Choice: adult Alternative HD .....	916
Music Choice: Rock Hits HD .....	917
Music Choice: Classic Rock HD.....	918
Music Choice: Soft Rock HD.....	919
Music Choice: Love Songs HD .....	920
Music Choice: Pop Hits HD .....	921
Music Choice: Party Favorites HD.....	922
Music Choice: Teen Beats HD.....	923
Music Choice: Kidz Only! HD.....	924
Music Choice: Toddler Tunes HD.....	925
Music Choice: Y2K HD.....	926
Music Choice: '90's HD .....	927
Music Choice: '80's HD .....	928

<b>Network</b>	<b>Channel</b>
Music Choice: '70's HD.....	929
Music Choice: Solid Gold Oldies HD.....	930
Music Choice: Pop & Country GD.....	931
Music Choice: Today's Country FD .....	932
Music Choice: Country Hits HD.....	933
Music Choice: Classic Country HD .....	934
Music Choice: Contemporary Christian HD	935
Music Choice: Pop Latino HD.....	936
Music Choice: Musica Urbana HD .....	937
Music Choice: Mexicana HD.....	938
Music Choice: Tropicales HD .....	939
Music Choice: Romances HD.....	940
Music Choice: Sounds of the Seasons HD ...	941
Music Choice: Stage & Screen HD .....	942
Music Choice: Soundscapes HD .....	943
Music Choice: Smooth Jazz HD.....	944
Music Choice: Jazz HD .....	945
Music Choice: Blues HD .....	946
Music Choice: Singers & Swing HD.....	947
Music Choice: Easy Listening HD .....	948
Music Choice: Classical Masterpieces HD ...	949
Music Choice: Light Classical HD .....	950
Cox Service Interruption .....	1969



## NURSE BEDSIDE SHIFT REPORT

**Nurse bedside shift report** is when the nurses going off and coming on duty meet by your bedside to talk about your care. This gives you a chance to meet the nurse taking over your care, ask questions, and share important information with your nurses. Nurse bedside shift report does not replace the conversations you have with your doctor.

You can invite a family member or friend to stay during nurse bedside shift report. We will only talk about your health with others when you say it is okay.

## WHEN IS NURSE BEDSIDE SHIFT REPORT?

Nurse bedside shift report happens every day between 7 and 7:30 a.m. and 7 and 7:30 p.m. It usually lasts 5 minutes.

## WHAT SHOULD I EXPECT?

During nurse bedside shift report, the nurses going off and coming on duty will:

- **Introduce themselves to you and anyone with you.** The nurse coming on duty will write his or her name and phone number on the white board in your room.
- **Invite you to take part in the nurse bedside shift report.** You should decide who else can take part with you.
- **Talk with you about your health,** including the reason you are in the hospital and what is going on with your care. The nurses will look at your medical chart.
- **Check the medicines you are taking.** The nurses will look at your IVs, injuries and bandages. They will also follow up on any tests that were done or lab work that was ordered.

- **Ask you what could have gone better** during the last shift and what you hope to do during the next shift. For example, you may want to get out of bed or just sleep. The nurse will try to help you meet this goal.
- **Encourage you to ask questions and share your concerns.** If needed, the nurse coming on duty may come back after the bedside shift report to spend more time discussing your concerns.

## WHAT SHOULD I DO?

- **Listen.** You are an important part of the health care team. We want to make sure you have complete and timely information about your care.
- **Speak up.** If you have questions or concerns, nurse bedside shift report is the perfect time to raise them.
- **Ask questions if something is confusing.** If the nurses use any words or share any information you don't understand, feel free to ask them to explain it.

## WE WANT TO MAKE SURE THAT YOU RECEIVE THE BEST CARE POSSIBLE.

If you have any concerns about the quality or safety of your care during your hospital stay, please let your nurse or doctor know.

If you are still concerned, call the house supervisor at 850.469.7998.

If nurse bedside shift report does not happen, ask to speak with the nurse manager.

Being a partner in your care helps you get the best care possible in the hospital. Taking part in nurse bedside shift report is one way you can be a partner.



## 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 Drive • 850.434.3881

Brentwood Assembly of God – 4901 North Palafox St.  
850.432.0303

Christ Episcopal Church – 18 West Wright St.  
850.432.5115

Ensley Church of the Nazarene – 8300 North Palafox St.  
850.476.4458

First Baptist Church of Pensacola – 500 North Palafox St.  
850.433.5631

First Presbyterian Church – 33 East Gregory St.  
850.438.9619

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

Leonard Street Church of Christ – 2730 West Leonard St.  
850.432.3727

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

St. Michael's Catholic Church – 19 North Palafox St.  
850.438.4985

Temple Beth-El Congregation – 800 North 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. They escort patients and their families throughout the hospital and provide assistance at the information desk, Surgicare and the Surgery Center at the main hospital. 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. 4936.

### ENVIRONMENTAL SERVICES

We service your room several times a 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 these items, please call ext. 7888.

### PAIN MANAGEMENT

Baptist Hospital supports and respects each patient's right to pain management, and our goal is to help you recover safely and quickly. Unfortunately, pain is common with illness and can be expected after surgery. Everyone experiences pain differently. Please talk openly with your health care team members so they know what hurts and how much it hurts so that we can respond appropriately. Successful pain management may not eliminate all of your pain, although the goal is to control your pain enough so

that you can rest and do activities to help you recover. There are a variety of options for reducing pain including relaxation techniques, applying cold or heat, listening to music, massage, physical therapies, oral and topical medications, and other measures (please ask your team member for additional information). 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.

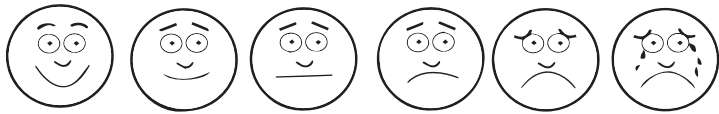
You have the right to treatment of your pain during all parts of your care. We will ask you to rate your pain using the pain scales below. Based on the rating, and being careful that treatment does not interfere with your recovery, we will treat your pain with pain medications and/or comfort measures.

**DO:**

- Tell your nurse when pain first begins.
- Tell your nurse how your pain feels.
- Tell your nurse if your pain is not relieved.
- Tell your nurse if you have any worries about taking pain medicine.
- Call for assistance before getting up after you have received pain medication.

**DON'T:**

- Drink alcohol while taking pain medication.
- Take medicine, herbal extracts, stimulants or other medicines not authorized by your doctor while taking pain medications.
- Take street drugs.
- Wait until your pain is unbearable before telling your nurse.



## 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 care 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."

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 can be provided with nicotine replacement therapy.

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

## 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 or becomes illegible, 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.

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.

## **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 medications, herbal supplements 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.

## **MEDICATION SAFETY**

- Remember to ask your nurse about side effects for each medication that you are receiving.
- Know the difference between a side effect, an adverse reaction and allergies to medication.
- Side effects – usually regarded as an undesirable effect which occurs in addition to the desired therapeutic effect of a drug or medication. When side effects of a drug or medication are severe, the dosage may be adjusted or a second medication may be prescribed. Lifestyle or dietary changes may also help to minimize side effects.
- Allergies – a group of symptoms caused by an allergic reaction to a drug or medication. Allergic reactions can range from irritating or mild side effects such as nausea and vomiting to life-threatening side effects.
- Adverse reaction – refers to any injury caused by the drug (at normal dosage and/or due to overdose) and any harm associated with the use of the drug.

- Always carry a current medication list with you.
- List all your medications, including over-the-counter ones such as Tylenol or aspirin; include vitamins, herbal medications and birth control pills.
- List all your allergies to medications and foods and document the reaction you experience from each allergen.
- Before taking any medication ask your nurse, “What is this medication and why is my doctor ordering it for me?”
- Tell your nurse if a medication looks different than what you usually take.
- Make sure your nurse asks your name and date of birth, or checks your arm band, before giving you medications.

## **ANTICOAGULATION DRUG INFORMATION**

### **I. ANTICOAGULANT MEDICATION**

An anticoagulant is a drug that interferes with the normal clotting of blood. It can prevent an existing clot from increasing in size, thereby preventing a heart attack or stroke. It is sometimes called a “blood thinner”. This is not really a correct term since the blood does not become thinner; it simply takes longer to clot. These drugs do not break up the clot but stop it from getting bigger or new clots from forming. They do this by reducing the amount of clotting factors. There are two types of anticoagulants: one is heparin, which is given by injection, usually at the beginning of treatment in the hospital; and the other is an oral anti-coagulant, taken by mouth.

### **II. WHY IT IS USED**

Anticoagulants are often used to prevent blood clots from forming in the heart during or after a heart attack. Anticoagulants also may be given after angioplasty or other revascularization procedures. Heparins are often combined with aspirin and other antiplatelet medications (such as tirofiban [Aggrastat]) to help reduce the risk of heart attack and death in people who have unstable angina.

### **III. WHO NEEDS ANTICOAGULATION THERAPY?**

The four most common conditions for which anticoagulant therapy is prescribed are atrial fibrillation, deep vein thrombosis, pulmonary embolism and mechanical heart valves.

- Atrial fibrillation is a common heart disorder that causes an irregular heartbeat that can lead to complications including blood clots.
- Deep vein thrombosis is a condition in which blood clots form in the deep blood vessels of the legs and groin. These blood clots can block the flow of blood from the legs back to the heart.

- Pulmonary embolism is a condition in which the bloodstream carries a piece of a blood clot from another location to a vessel in the lungs.
- Mechanical heart valve replacement: Sometimes a person has a heart valve that is damaged and needs to be replaced. If it is replaced with a mechanical valve made of man-made substances, the body recognizes it as a foreign object and attempts to protect the body against it.

#### **IV. SAFETY TIPS WHEN TAKING ANTICOAGULANTS**

- Take the medication at the same time each day as instructed by your doctor.
- Check with your doctor before using nonprescription drugs, especially ones that contain aspirin or other nonsteroidal anti-inflammatory drugs (such as ibuprofen or naproxen).
- Talk to your doctor before taking any vitamins, supplements or other natural products.
- Tell new health professionals that you are taking medication that affects how your blood clots.
- Be alert for signs of bleeding. Call the doctor immediately if any of the following symptoms occur:
  - Blood in urine or red or tarry stools
  - Bleeding from the nose or gums or spitting up blood
  - New, excessive or prolonged vaginal bleeding
  - Frequent, severe bruising or tiny red or purple spots on the skin.
  - Talk to your doctor about how often you should have blood tests.

#### **IF YOU TAKE WARFARIN (SUCH AS COUMADIN):**

- Get regular blood tests to ensure that you are taking the right amount of medication.
- Eat a balanced diet. Don't suddenly change your intake of vitamin K-rich foods, such as broccoli, Brussels sprouts, cabbage, asparagus, lettuce, spinach, and some vegetable juices. It is most important to maintain a consistent level of vitamin K in your diet. Vitamin K can interfere with the action of warfarin, making it more likely that your blood will clot.
- Avoid excessive use of alcohol. If you drink, do so only in moderation. Alcohol may increase the effect of warfarin.
- Don't use tobacco of any kind.
- If other doctors prescribe medicines for you, tell them that you are taking warfarin. Talk to your doctor before taking any vitamins, supplements or other natural products. Do not take ginkgo biloba or garlic while using warfarin.
- Avoid activities that have a high risk for injury, such as skiing, football or other contact sports. If you are taking warfarin, an injury could result in excessive bleeding.
- Wear a seatbelt anytime you are traveling in a car.

#### **PREVENTING MINOR BLEEDING WHILE TAKING ANTICOAGULANTS**

You may find it helpful to use the following items to lower the risk of bleeding:

- An electric razor
- A soft-bristled toothbrush and waxed floss
- Protective clothing, such as gloves and shoes
- Nonslip mats in the tub and shower

#### **WHAT TO DO IF YOU MISS A DOSE OF ANTICOAGULANT**

- If you remember in the same day, take the missed dose. Then go back to your regular schedule.
- If it is the next day, or almost time to take the next dose, do not take the missed dose. At your next regularly scheduled time, take your normal anticoagulant dose.
- If you miss your dose for two or more days, call your doctor.
- Do not double the dose in any one day to make up for a missed dose.
- Call your doctor if you are not sure what to do if you missed a dose.



# POSSIBLE SIDE EFFECTS OF MEDICATION

MEDICATION	SIDE EFFECTS	YOUR MEDICATION
<b>Analgesics (Pain Medication)</b> This medication is used to help relieve pain	Nausea and/or vomiting, constipation, light-headedness, sleepiness, blurred vision, dry mouth	
<b>Antibiotics</b> This medication is used to treat infections or possible infections	Nausea, vomiting, diarrhea, rash, headache	
<b>Anticoagulants (blood thinner)</b> This medication is used to treat existing blood clots or prevent the formation of blood clots	Bleeding, headache, nausea, vomiting	
<b>Anticonvulsants (seizure medication)</b> This medication is used to prevent or treat seizures	Drowsiness, blurred vision, dizziness, light-headedness, diarrhea, muscle weakness	
<b>Antidepressants</b> This medication is used to make you feel better by improving your mood	Nervousness, loss of appetite, sleepiness or inability to sleep, dizziness or weight gain	
<b>Antiemetics / Antihistamines</b> These medications are used to treat nausea and/or vomiting and allergy symptoms like itching	Headache, constipation, weakness, dry mouth, dizziness, sleepiness	
<b>Antihypertensives (blood pressure)</b> This medication is used to lower blood pressure	Dizziness, light-headedness, cough, nausea, vomiting, a feeling of being tired	
<b>Anti-inflammatory</b> This medication is used to reduce inflammation or relieve pain	Stomach pain / heartburn, headache, dizziness, ringing in the ears, tendency to bleed more	
<b>Cholesterol Reducing Medication</b> This medication is used to reduce harmful types of cholesterol and triglycerides; it can also slow the progression of heart disease.	Headache, diarrhea, stomach pain, muscle weakness, joint pain	
<b>Diabetes</b> These medications are used to control blood sugar	Oral - abdominal pain, diarrhea, nausea, vomiting, low blood sugar Insulin - low blood sugar, weight gain, nausea, vomiting	

## POSSIBLE SIDE EFFECTS OF MEDICATION continued ...

MEDICATION	SIDE EFFECTS	YOUR MEDICATION
<b>Diuretics (water pill)</b> This medication is used to help remove excess fluid from the body; it may also lower blood pressure	Dizziness, stomach pain, nausea, vomiting, constipation, increased voiding (passing urine)	
<b>Heart Medications</b> This medication is used to treat irregular heart beats and/or improve the function and strength of the heart	Chest pain, slow/fast/bounding heart beat, swelling of feet, ankles or hands, shortness of breath, blurred vision, unusual bleeding or bruising, cough	
<b>Mood Stabilizers / Neuroleptics / Tranquilizers</b> This medication is used to even out mood swings and stabilize behavioral or mental conditions	Sleepiness, inability to sleep, blurred vision, nausea, vomiting, headache, diarrhea, weight gain, dizziness, nervousness, agitation, shakiness, increased blood sugar	
<b>Respiratory Medication</b> This medication is used to help you breathe better	Nervousness, nausea, vomiting, dry mouth, increased blood pressure	
<b>Sedatives / Antianxiolytics (Sleeping pills / nerve pills)</b> This medication is used to help sleep or treat anxiety	Sleepiness, light-headedness, blurred vision, changes in balance, dry mouth, constipation	
<b>Stomach Medications</b> This medication is used to treat problems with the stomach or intestines	Headache, dizziness, diarrhea	

Understanding your medications and possible side effects is very important for your safety.

That is why we always take time to review this information with you.

If you have any questions, please ask your nurse for assistance.

If you experience any side-effects, notify your doctor or nurse immediately.

## 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. These should be inspected by the hospital plant operations department to ensure 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 electronic devices. 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 yellow tab on your ID band. This tab 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 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.
- Use the call bell in the bathroom if you need assistance getting back to bed.
- Certain medication may increase your risk of falling. Ask your nurse how your medications will affect you with each new medication ordered.
- Keep your call light within reach.
- Keep your bed in the lowest position when getting in or out.
- Do not try to climb over or around side rails.
- Do not hold onto or lean on bedside trays or chairs – these items may not be secure enough to hold your weight or may move unexpectedly.
- Request a bedside commode if you feel you need one.
- Don't let fear of embarrassment cause you to hurry to the restroom and risk a fall.
- Use your walker or cane if you have one.
- Do not try to get up without help if you cannot walk safely with your IVs or tubes.
- Ask your family to notify the nurse when they leave if you are at risk for falls.
- Keep your room free from clutter and obstacles. Keep the lights on when out of bed.

## INFECTION PREVENTION

A hospital is a place with many sick people. It is important to prevent the spread of germs and infections. Inside or outside a hospital, good hand hygiene is the best way to stop the spread of germs and infections. You and your family can help us control germs by following these rules:

- Follow cough etiquette by covering your mouth when coughing and sneezing, coughing into your sleeve, throwing away tissue after use and keeping a distance from others, if possible.
- Use antiseptic hand sanitizer. Rub in for 15 seconds and air dry hands if not visibly soiled.
- Wash your hands often and always after using the restroom, sneezing or coughing, and before eating.
  - Use warm water to wet hands.
  - Dispense soap and thoroughly lather.
  - Wash hands for at least 15 seconds (sing Happy Birthday to yourself).
  - Rinse hands thoroughly.
  - Dry hands completely and use paper towel to turn off faucet.

- Caution family not to bring children or come in to visit while they are experiencing any symptoms of colds, flu, COVID-19, vomiting or diarrhea.
- If you are placed on isolation during your hospitalization, this means you may have a sign and a cart placed outside your door alerting visitors and staff entering your room to take special precautions needed in order to protect you and others. Caution family members to check with the nurse regarding visitation and appropriate visitor precautions.
- If you have a urinary catheter, ask each day if it is necessary.
- Be sure everyone cleans their hands before touching you. Clean hands save lives.
- Ask staff if they have washed their hands. We have a “100% yes” culture if you ask us to wash our hands.
- Tell your doctor if you have three or more diarrhea episodes in 24 hours, especially if you have been taking an antibiotic.
- Get vaccinated against flu and other infections to avoid complications.
- If you have an IV, let your nurse know if there is redness at the insertion site.
- If you have a central line, do not touch it! The dressing should be clean and dry. Let your nurse know if it's not. Ask your nurse to explain “scrub the hub”.
- Daily bathing helps prevent the spread of infection.

## SKIN CARE AND PRESSURE INJURIES

### WHAT ARE PRESSURE INJURIES?

A pressure injury is an injury that is caused by unrelieved pressure that damages the skin and underlying tissue. Pressure injuries are also known as “bed sores” and range in severity from mild (minor skin reddening) to severe (deep craters down to muscle and bone). Pressure injuries are serious problems that can lead to pain, a longer stay in the hospital and a slower recovery from health problems. Anyone who must stay in a bed, chair or wheelchair because of illness or injury is at risk of developing a pressure injury.

Unrelieved pressure on the skin compresses tiny blood vessels, which supply the skin with nutrients and oxygen. When skin is starved of nutrients and oxygen for too long, the tissue dies, and a pressure injury forms. Skin reddening that disappears after pressure is removed is normal and not a pressure injury.

Nerves normally tell the body when to move to relieve pressure on the skin through the sensation of pain. Persons in bed who are unable to move may get pressure injuries after as little as 1-2 hours. Persons who sit in chairs and who cannot move can get pressure injuries in even less time because the force on the skin is greater.

Other factors can contribute to the formation of pressure injuries. If a person slides down in the bed or chair, blood vessels can stretch or bend and cause skin damage. Even

slight rubbing or friction on the skin may cause damage. Patients who are frequently incontinent of bowel and/or bladder may have overly moist skin, which will cause the skin to become fragile and damaged.

### WHERE DO PRESSURE INJURIES FORM?

Pressure injuries typically form where bone causes the greatest force on the skin and tissue and squeezes them against an outside surface. This may be where bony parts of the body press against other body parts, a mattress or a chair. In persons who must stay in bed, most pressure injuries form on the lower back below the waist (sacrum), the hip bone (trochanter), and on the heels. Pressure injuries can form anywhere, but other common locations include on the knees, ankles, shoulder blades, back of the head and spine.

### YOUR RISK

Confinement to a bed or chair, being unable to move, loss of bowel or bladder control, poor nutrition, lowered mental awareness and diminished sensation are some common risk factors that increase your chance of developing a pressure injury.

1. Bed or chair confinement – If you must stay in the bed, chair or wheelchair, the risk of getting a pressure injury can be high because you can unintentionally apply prolonged pressure to skin.
2. Inability to move – If you cannot change positions without help, you are at a greater risk of developing a pressure injury. Persons who are in a coma, who are paralyzed or who have a hip fracture are at an especially high risk. When you cannot change positions on your own, you may be exposing your skin to prolonged and excessive pressure.
3. Loss of bowel and bladder control – If you cannot keep your skin free of urine, stool or perspiration, you have a higher risk of developing a pressure injury. These sources of moisture may irritate and weaken the skin.
4. Poor nutrition – If you cannot eat a balanced diet, your skin may not be properly nourished. Pressure injuries are more likely to form when the skin is not healthy.
5. Lowered mental awareness – When mental awareness is lowered, a person may not be aware of their risk and cannot act to prevent pressure injuries. Mental awareness can be affected by health problems, medications and anesthesia.
6. Diminished or absent sensation – Some patients, specifically those who are paralyzed, may not be able to feel when they are exposed to prolonged pressure. Because they cannot feel the pain sensation associated with pressure, they do not know to relieve that pressure.

Fortunately, you can lower your risk. The following steps are based on research, professional judgement and practice. These steps can also keep pressure injuries from getting worse. Talk to your nurse or doctor about which steps are right for you.



## PROTECT YOUR SKIN FROM INJURY

Your skin should be thoroughly inspected at least once a day. Pay special attention to any reddened areas that remain after you have changed positions and the pressure has been relieved. This inspection can be done by yourself or your caregiver. Pay special attention to bony areas or pressure points. The goal is to find and correct problems before pressure injuries form.

Limit pressure over bony parts of your body by changing positions or having your caregiver shift your position frequently. If you are in bed, your position should be changed at least every two hours. If you are in a chair, your position should be changed at least every hour. Wedge pillows may be used to reposition and stabilize you.

Reduce friction (rubbing) by making sure you are shifted, rather than dragged, during repositioning. Friction can rub off the top layer of skin and damage blood vessels under the skin. If nurses or others are helping to shift you, bed pads can be used to reduce friction.

Minimize moisture from urine, stool, perspiration or wound drainage. Bed pads that absorb fluids and have a quick drying surface that keeps moisture away from the skin should be used. A barrier cream or ointment to protect skin from urine, stool or wound drainage may be helpful.

A special air mattress can be used in place of the regular bed mattress to prevent pressure injuries. These mattresses not only provide an alternating air pressure pattern, but can assist with temperature and moisture control of the skin. Talk to your health care provider to see if an air mattress would be best for you.

If you are unable to reposition your legs adequately, the nursing staff may “float” your heels off the mattress using pillows or special boots. The purpose of this is to completely elevate your heels off the mattress to prevent excessive pressure to the area.

Avoid the use of donut-shaped cushions. Donut-shaped cushions can actually increase your risk of getting a pressure injury by reducing blood flow to the surrounding skin and causing tissue to swell.

Avoid massage of your skin over bony parts of the body. Massage may squeeze and damage the tissue under the skin and make you more susceptible to pressure injuries.

The head of the bed should be raised as little and for as short a time as possible consistent with medical conditions and restrictions. When the head of the bed is raised more than 30 degrees, your skin may slide over the bed surface, damaging skin and tiny blood vessels.

Eat a balanced diet. Protein and calories are very important to maintaining skin health. Healthy skin is less likely to be damaged. If you are unable to eat a normal

diet, talk to your health care provider about nutritional supplements that may be desirable.

Be active in your care. The best way to prevent pressure injuries is to be an active member in directing your care. Be sure you ask questions; explain your needs, wants, and concerns; understand what and why things are being done; and know what is best for you. Talk to your health care providers about what you can do to help prevent pressure injuries. You can help to prevent most pressure injuries. The extra effort can mean better health.

## ADDITIONAL RESOURCES

**National Pressure Ulcer Advisory Panel (NPUAP)** A non-profit professional organization dedicated to the prevention and management of pressure injuries through public policy, education and research. [www.npuap.org](http://www.npuap.org)

**Agency for Healthcare Research and Quality (AHRQ)** The federal agency that conducts research on health care quality issues, health care costs and patient safety. Their mission includes translating research into better patient care. [www.ahrq.gov](http://www.ahrq.gov)

**National Guideline Clearinghouse** A public resource for evidence-based practice guidelines. [www.guideline.gov](http://www.guideline.gov)





## 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 6 a.m. to 9 p.m. For visits between the hours of 9 p.m. and 6 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 and sore throats and that they have not been exposed to chicken pox, measles, rubella or mumps within the past three weeks. 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:

- Young children should not routinely be visitors in Critical Care Areas. Short visits may be permitted in limited circumstances. Such visits should be coordinated with the clinical team, the patient (or patient representative), and the adult who will be accompanying the child. 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
  - During nurse medication administration to help provide the highest level of patient safety
- 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. 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. Siblings are welcome to visit mom as well.

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.

## 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 BISTRO

Enjoy a variety of selections offered from the grill, deli, hot food, Simply to Go, soup and salad bar in the Baptist Bistro 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)

## VENDING MACHINES

Food and beverage vending machines are located in the waiting rooms on each floor.

## 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 6 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. to 8 p.m.

To call in your order, call 850.438.5334.

## HOTELS AND MOTELS

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

Pensacola Grand Hotel – 200 East Gregory St. 850.433.3336

Days Inn – 710 North 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 South Palafox St. • 850.432.4111

Residence Inn (Pensacola Downtown) – 601 East Chase St. 850.432.0202

Solé Inn and Suites – 200 North 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 between Towers 2 and 3 near Subway.

## 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 operation.

## 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 Monday through Friday, 7 a.m. to 6 p.m. at the main entrance of Baptist Hospital on Moreno Street and the main entrance of Baptist Towers on Avery Street. After hours, car keys left with the valet parking attendants can be picked up from the security department by calling 850.434.4717 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

## FINDING YOUR WAY AT BAPTIST HOSPITAL

### GROUND FLOOR

- Administration
- Baptist Bistro
- Baptist Heart & Vascular Institute
- Gaston Chapel
- Concierge
- Laboratory
- Nuclear Medicine
- Pastoral Services
- Patient Discharge
- Registration
- Valet – Main Entrance

### FIRST FLOOR

- 1 West Progressive Care Unit
- Cath Lab
- Electrophysiology Lab
- Emergency Room
- CVICU Waiting Room
- Intensive Cardiac Care Unit (CVICU)
  - 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 North)
- Newborn Nursery
- Oncology Patient Rooms (3 West)
- Prenatal Classroom
- Neurology Patient Rooms (3 East)

### FOURTH FLOOR

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

### BAPTIST TOWERS GROUND FLOOR

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

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

## DISCHARGE INFORMATION

You will receive written discharge 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 any medications prescribed and make sure you follow the recommended diet or exercise routine. Follow up with your doctor on test results, reactions to medication, or any complications or worsening of your condition.

## DISCHARGE PLANS

**DISCHARGE INSTRUCTIONS:** Patients who understand their discharge instructions are 30% less likely to be readmitted to the hospital or to visit the emergency department.

We strive to improve your understanding and provide you with a clear written discharge plan.

#### DISCHARGE PLANNING – YOU ARE ENCOURAGED TO:

- Educate yourself about your diagnosis – ask questions of your physician, therapist, nurse and case manager.
- Ask about after-care needs to prepare for your return home.
- Write down questions as they come up to remember what you want to discuss.
- Make your wishes known to your physician and other health care workers. Advance directives specify your wishes in the event you are unable to make your decisions known. If you do not have an advance directive, one can be provided at your request.
- Read your discharge instructions and have a clear understanding of what is expected. Take the time to clarify anything that is confusing.

Ask to speak with a case manager or social worker to evaluate your needs for discharge planning. If you need continuing care, your doctor, nurse and case manager/ social worker will work with you and your family to develop a special plan to meet your needs. Share with the case manager/social worker any concerns you have about your ability to manage your own personal care, your medications, housekeeping, caregiving duties, mobility and recovery needs once you are at home.

## COMMON DISCHARGE NEEDS

### Home Health Care

- Physical therapy / occupational therapy / speech therapy
- Nursing – IV antibiotics / TPN / wound care / injections / education

### Home Medical Equipment

- Oxygen / walkers / nebulizers / glucometers / bedside commodes
- Wheelchairs / hospital beds – These items may require a letter of medical necessity from a physician

**Placement** (There are specific guidelines for placement governed by patient needs and insurance coverage.)

- Skilled nursing / acute rehab / long term acute care
- It is important that you and your family select the optimal facility that meets your needs. Facility quality, location, clinical services and ability to accept your insurance are all factors that should be taken into account. Your care team is knowledgeable about facilities within the region and will be able to provide you with guidance as you make your choice.

**Hospice** (There are outpatient as well as residential hospice options.)

The above agencies/facilities may vary in the services they provide and the insurance providers that they accept.

**Going Home:** Before leaving the hospital, a nurse will review your discharge plan and instructions.

- Once your doctor writes the order for discharge, your nurse will explain the procedures, provide instructions for home care and answer any questions you may have.
- Ask your nurse the time you should expect to be discharged so that you can arrange for transportation home.
- Again, make sure you can read your discharge instructions and have a clear understanding of what is expected.

## BILLING

Following your discharge from Baptist Hospital, an itemization of charges will be sent to you. We will also submit a claim to your insurance company. Your insurance company will pay according to your specific benefit plan.

When you receive a statement, it will indicate “Patient Balance Due”. This is payable upon receipt of the bill. 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. to 6 p.m.

Saturday, 9 a.m. to noon

Sunday Closed

Call ext. 4549 (from outside Baptist Hospital 850.434.4549)

Delivery available locally

## BEDSIDE PHARMACY DELIVERY

We deliver directly to your bedside so you can leave with the medications you need to continue your recovery.

To enroll in bedside pharmacy delivery, simply ask your nurse. Our pharmacy team will handle any insurance authorizations and then fill and deliver the prescriptions directly to your hospital room.

Bedside pharmacy delivery at Baptist Hospital is a free service; there is no additional cost for delivery to your room. If you do not have insurance, many prescriptions are available at competitive prices. Co-pay cards may be available for certain medications to help lower the cost. We accept all major credit cards, cash or check.

Delivery Hours: 8:30 a.m. to 5 p.m. Monday – Friday

## **PATIENT EXPERIENCE**

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 during your stay. Your confidential feedback will be used by Baptist Health Care to continually provide excellent patient care.



## **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](mailto:support@followmyhealth.com).

## **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](http://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. 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. Visit [GetHealthyPensacola.com](http://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](http://eBaptistHealthCare.org/GoldenCare).

**STAFF WHO CARED FOR ME DURING MY STAY**

Physician \_\_\_\_\_ Specialty \_\_\_\_\_

Physician \_\_\_\_\_ Specialty \_\_\_\_\_

Physician \_\_\_\_\_ Specialty \_\_\_\_\_

Nurse \_\_\_\_\_ Specialty \_\_\_\_\_

Nurse \_\_\_\_\_ Specialty \_\_\_\_\_

Nurse \_\_\_\_\_ Specialty \_\_\_\_\_



















