

Hospital services

We want you and your visitors to be comfortable. This guide lists services for your convenience. Your nurse will be happy to answer any questions.

Communications services

We are committed to ensuring that effective communication is provided to all our patients by means of spoken language or sign language interpreters as well as communication aids and equipment. If you are in need of communication services, please contact the Office of Interpreting Services at extension 22435.

Telephone calls

Parents may call may call 904.516.1000 and ask to be connected to the patient's nurse. You will be given a code that you must have when you call. We encourage you to call whenever it is convenient for you.

Patient concerns

For concerns regarding patient care please call 904.516.1000. We work to identify solutions to questions, concerns, and problems that may arise. Our goals are to provide patients and families the opportunity to express feelings about issues that have not been resolved, work to resolve these issues in a timely matter, and improve the experiences of our patients and families.

Discharge planning

Our nurses and social workers will help you plan your child's discharge, home health, medical equipment needs, community

services, counseling, transportation and more. Ask your nurse for additional information.

Baptist Health is smoke and tobacco free

Smoking and tobacco product use are prohibited on all Baptist Health properties, including all buildings, parking lots and grounds.

Spiritual care

Because Baptist Health is committed to providing holistic treatment of mind, body, and spirit, a chaplain is available 24 hours a day. On weekdays, as spiritual and emotional support is needed, please call 904.516.1866. In evenings and on weekends, please ask your nurse to contact the on-call chaplain. In addition, the Serenity Chapel is open at all times for prayer and meditation for people of all spiritual traditions. Our team is committed to helping you and your loved ones.

Parking

Complimentary parking is available in the Visitor Parking Garage in front of the medical office buildings and the lots in front of the hospital and next to the Emergency Center.

Gift shop

- Main entrance, 1st floor

- Hours: Weekdays, hours vary 8 am – 4 pm.
Weekends, closed

The Island Café

1st floor, main concourse, down from surgical waiting area

Hours:

Weekdays, Breakfast 6 – 10 am

Lunch 11 am – 3 pm

Weekends, Breakfast 6 – 10 am

Lunch 11 am – 3 pm

Coffee Shop

1st floor

Hours: Weekdays: 6 am – 6 pm,

Weekends: Closed

Vending machines

- Emergency Center, 1st floor, waiting area
- All patient floor lobbies have vending machines

Financial and insurance

Any financial or insurance questions you may have should be addressed with a financial counselor at 904.516.1000. They are available Monday – Friday from 8 am – 4:30 pm.

Visitor guidelines

For your child's well-being, and the care of other patients, we ask that you limit the number of visitors to two people per family per day. All visitors must be accompanied by one of the baby's parents/legal guardians, and visitors other than the baby's siblings must be over 18 years old.

We encourage prearranged sibling visits of up to 15 minutes, as long as the child(ren) are over 5 years old. Please fill out a sibling health clearance form prior to each visit.

If you have special visitation requests, please discuss them with your baby's social worker or nurse.

For your baby's safety

To help prevent infection, we ask that everyone entering the unit perform a three-minute hand and forearm scrub before going to a baby's bedside. Please wash your hands or use the alcohol disinfectant any time before or after you touch your baby. You will see our staff doing this, too.

To keep your baby safe and to maintain confidentiality, you will be given a code that you must have when you enter the unit or if you call for phone updates. It is our hospital policy to only provide information to parents or legal guardians.

**For up-to-date visitor information, visit baptistjax.com/clay
(<https://baptistjax.com/clay>)**