

Hospital services

We want you and your visitors to be comfortable. This guide lists services for your convenience.

Communication services

Interpreting Services are provided at no cost to our patients, family members and guests. We offer in-person interpretation, as well as dual-language phone and video remote interpretation. If you have questions, concerns or would like to obtain interpreting services, please call extension 22435.

Telephone calls

Family and friends may call 904.202.2861 and ask for you by name. Only emergency calls are accepted from 10 pm to 7 am. For your safety, give personal information over the phone only to family and friends.

To call out:

- Local calls (no charge): Dial "9" + area code + phone number
- Long distance: Dial "0" to connect with a hospital operator

Visiting hours

Most areas of the hospital have open visiting hours and we encourage friends and family to visit our patients often. Generally, we request that there be only two visitors in a room at any one time. Patients can welcome visitors of their choice including, but not limited to, a spouse, a domestic partner, (including a same-sex domestic partner), another family member or a friend. Family areas are provided throughout the hospital. If the patient is in

intensive care, please consult with the care team for the best time to visit. Those visiting the Behavioral Health Unit should call the unit first for any specific patient considerations.

Patient concerns

The patient relations department serves as a nurse liaison between patients and their health care providers, working to identify solutions to questions, concerns and problems that may arise. Our goals are to provide patient and families the opportunity to express feelings about issues that have not been resolved, work to resolve those issues in a timely manner and improve the experiences of our patients and families. To reach the Patient Relations department, call 904.202.2248.

Social services

Our social workers can help you plan your discharge, home health and medical equipment needs, community services, counseling, transportation, and more. Ask your nurse or call extension 21319 for assistance.

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 904.202.4242. In evenings and on weekends, please ask your

nurse to contact the on-call chaplain. In addition, the Reid Memorial Chapel (on the 1st floor of the main hospital, next to Starbucks) is open at all times for prayer and meditation for people of all spiritual backgrounds. Our team is committed to helping you and your loved ones.

Smoke and tobacco free

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

Valet & assisted parking

Offered at the Pavilion entrance on Prudential Drive for those needing physical help. Call extension 21355 to arrange.

Parking garages

- P1 garage serves the Adult Hospital and Behavioral Health
- P2 garage serves Wolfson Children's Hospital, Women's Pavilion, Howard Building
- P3 garage serves the Emergency Center (children and adults) and the Heart Hospital

Walgreens Pharmacy

- Located in the Women's Pavilion (1st Floor)
- Hours: Monday – Friday, 8 am – 6 pm; Saturday, 9 am – 3 pm and Sunday, 9 am – 1 pm
- Phone: 904.202.5288

Dining

Cafeteria

- Adult Tower, 8th floor

- Hours: Weekdays, 7 am – 2 pm
- Features hot breakfast, lunch entrees, soup, salad bar and grill

Bridges Café

- 1st floor, between Adult Hospital and Wolfson Children's Hospital lobby, behind Rotunda entrance information desk
- Hours: 6 am – 1 am every day

Starbucks

- Main Building, 1st floor
- Features muffins, cookies, salads, sandwiches, coffee and smoothies

Firehouse Subs

- Howard Building, 1st floor

Vending machines

Snacks are available from vending machines throughout the hospital, including 1st floor of the Main hospital, 4th floor intensive care waiting room, 1st floor Emergency Center waiting area, Wolfson, 2nd – 4th floor waiting areas and Pavilion, 2nd floor obstetrics waiting area. Cash or credit card.

ATM locations

- Tower building, 1st floor elevator lobby (Wells Fargo)
- Pavilion, 1st floor, across from restaurant (Bank of America)

Gift shops

Pavilion Carousel Gift Shop

- Pavilion, 1st floor
- Hours: Weekdays, 8:15 am – 4 pm

Rolling store

Operates weekdays except for restricted rooms.

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