

# Hospital services

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

## Communication 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

Family and friends may call 904.321.3500 and ask for your room. 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.

## Social services

Social workers and case managers can help you plan your discharge, assist with home health and medical equipment needs and identify community services, counseling services, transportation and more. Ask your nurse to request this service as needed, or call extension 13808, weekdays from 8 am to 4:30 pm.

## 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 904.321.3518. In evenings and on weekends, please ask your nurse to contact the on-call chaplain. In addition, the Chapel (across from the hospital lobby) 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.

## Patient concerns

For concerns regarding patient care please call 904.321.3507. We work to identify solutions to questions, concerns, and problems that may arise. Our goals are to provide patients and families the opportunity<sup>1</sup>

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.

## Vending machines

- Front of hospital, past gift shop on the right
- Emergency Center lobby
- Amelia Breezes Café
- Medical floor, east end, right corner

## Dining

### Amelia Breezes Cafe:

Features hot breakfast, lunch entrees, soup, salad bar, pizza, and weekday lunch grill

Located in main building, 1st floor, down from the surgical waiting area

Hours: Weekdays

Breakfast: 7 – 10 am

Lunch: 11 am – 2 pm

Hours: Weekends

Breakfast: 7:30 – 9:30 am

Lunch: 11:30 am – 1:30 pm

## Gift shop

Main hospital building, 1st floor

Hours: Weekdays, 8:30 am – 4:30 pm

## Baptist Health is smoke and tobacco free

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

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