

Hospital services

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

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

Family and friends may call 904.271.6000 and ask for you by name. For your safety, only provide personal information over the phone 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 family and friends 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

Our Social Services department can help you plan your discharge, home health and medical equipment needs, community services, counseling, transportation and more. Ask your nurse or call the hospital operator at 904.202.1319 and ask to speak to a social services representative.

Patient concerns

For concerns regarding patient care please call 904.271.6001. 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.

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 904.271.6933. 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 of₁

all spiritual backgrounds. Our team is committed to helping you and your loved ones.

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.

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 9 am – 4 pm.
Weekends, closed

Breezeway Bistro

- 1st floor
- Hours: Monday – Friday, 6:30 am – 7 pm;
Weekends, 8 am – 6:30 pm

Starbucks

- 1st floor
- Weekdays: 6 am – 9 pm

Vending machines

- Emergency Center, 1st floor, waiting area
- Surgical Services, 2nd floor, waiting area
- Main entrance, 2nd, 3rd, 4th and 5th floors, near the elevators
- Tower D, 4th, 5th, 6th, 7th and 8th floor family retreats

Mail and flowers

Any mail or flowers you receive while you are in the hospital will be delivered to your room. Mail that arrives after you leave will be forwarded to your home.

Newspapers

Local newspaper stands are available between the Medical Office Building I and the hospital. Community newspapers are available across from the outpatient registration desk.

Financial and insurance

Any financial or insurance questions you may have should be addressed with a financial counselor at 904.271.6885. They are available Monday – Friday from 8 am – 4:30 pm.

Volunteer opportunities

Opportunities to volunteer are available in many areas. Men and women over the age of 18 are welcome and needed. If you are interested in donating your time, please contact Community Relations at 904.271.6081.

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