

Your Coordination of Care Packet

Welcome to Baptist Medical Center South.

We are committed to **surrounding** you with care.



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Your coordination of care packet

This booklet features information designed to meet your needs during your stay with us, as well as information regarding your discharge. A listing of contents is included to assist you in locating information that is most pertinent to you and your family.



See inside back cover for a list of important phone numbers.



Your family will need the passcode to receive information about your care.



We encourage you to leave your valuables at home; you retain personal belongings at your own risk.

However, if you are prescribed medications at discharge and would like to purchase them before you go home, you will need a method of payment.

Welcome to Baptist Medical Center South

On behalf of our physicians, nurses, team members and volunteers, we would like to extend a warm welcome to Baptist South, your community hospital.

We are honored to provide your care and want to do everything we can to make your experience with us the very best it can be. We consider every single one of our team members at Baptist South to be a caregiver; they are here to help you in any way they can.

Our hospital is nationally recognized for high-quality patient care and is one of the few in the U.S. to have earned Magnet status by the American Nurses Credentialing Center, in recognition of our continuous focus on quality, dedication to providing patient-centered care and teamwork among all medical disciplines.



Patient and family communication is very important to us. That's why the nursing staff on your unit is committed to keeping you and your loved ones informed, listening carefully to your questions and concerns and responding to your needs in a timely manner. **If you have any questions during your stay, your direct caregiver or nurse manager will want to know, so please speak up. They are here to help.**

Our role as hospital administrators is to serve you. **So, if we can be of additional assistance, please do not hesitate to contact us.**



Kyle Dorsey, FACHE
Hospital President



Jodie Bisogno, DNP, RN
Vice President, Patient Services



Amanda Emery Stevens, MHA
Vice President, Operations



Brandon Chapman, MD, MBA, FACS, CPE
Vice President, Medical Affairs

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 of₃

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>)**

WiFi and Baptist Health apps

How to connect to WiFi

Free WiFi is available throughout this Baptist Health facility.

How to connect to the Baptist Health public internet:

1. Go to WiFi settings on your device and choose **Baptist Health Public Internet**.
2. The Guest Portal will load in the device's default browser. Review the terms and conditions, then select **Guest Access** to connect.
3. The device is now connected to the Baptist Health Public Internet WiFi network.

Note: Baptist Health has taken reasonable steps to block access to inappropriate and objectionable websites, but cannot guarantee that such sites will be inaccessible. Parents/guardians who desire to reduce the possibility of their children accessing such sites or logging onto social networking sites (e.g., Facebook, etc.) should restrict or monitor their children's use of phone or computer devices closely while their children are in or near this Baptist Health facility. Baptist Health and its affiliates disclaim responsibility or liability for any injury or harm arising from the use of this access to the Internet.

Baptist Access app

Download the Baptist Access app to:

- Easily navigate to points of care
- Find food, ATMs, restrooms & more
- Find provider profiles
- Connect to the online patient portal, My Baptist Chart

My Baptist Chart is a secure, online platform designed to help you streamline your health care. Conveniently connect with your health care team and access your medical records through our confidential patient portal on your computer, tablet or smartphone.

With My Baptist Chart, you'll be able to:

- Review notes and follow-up instructions from your hospital stay
- Manage any upcoming appointments with your Baptist Health providers
- Request prescription refills
- View your bills and make payments
- And more!

Download the app by searching for "Baptist Access" in the Apple App Store or Google Play Store. Learn more and activate your My Baptist Chart account here (<https://www.baptistjax.com/patient-info/my-baptist-chart>) , or ask any member of your care team for help.

MyChart app

The MyChart app allows you and your family to keep track of everything while you're receiving care in the hospital or ER, including:

- Information about why you are here, your arrival time and clinical details
- A schedule of upcoming events like medication administrations and imaging appointments
- An introduction to your care team
- Test results
- Education assigned to you, like tips for managing your diagnosis or information about prescribed medications

To download the app:

1. Search for "MyChart" in the Apple App Store or Google Play Store.
2. Once downloaded, search within the MyChart app for Baptist Health Northeast Florida and look for the Baptist Health logo.
3. Click the logo to add Baptist Health to your MyChart app. If you already have a My Baptist Chart account, sign in.
4. If you need to create a My Baptist Chart account, select sign up. You can create an account using an activation code or select "sign up using your information."

A simplified way to access Baptist Health

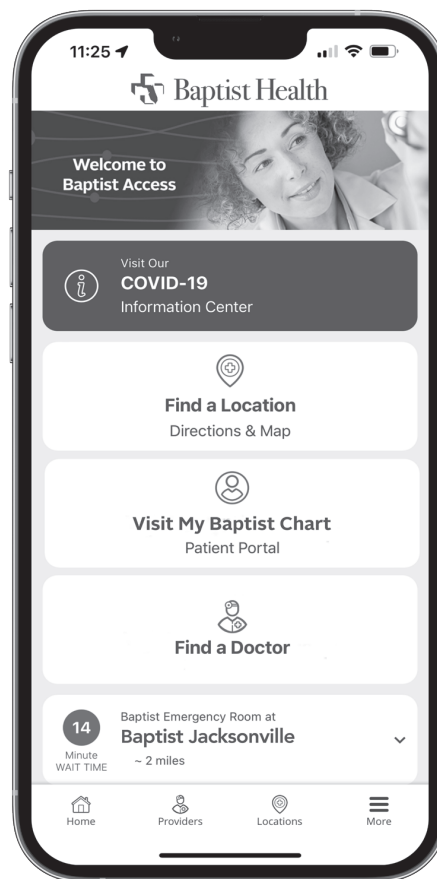
**Download the
Baptist Access app to:**

Easily navigate to
points of care

Find food, ATMs,
restrooms & more

Connect to the
patient portal

Find providers



It's easy to download.

Scan this QR Code to take you
to the app store.





Follow your care in the hospital or ER with the *My Baptist Chart* mobile app

What are the benefits?

The MyChart mobile app allows you and your family to keep track of everything while you're receiving care in the hospital or ER, including:

- Information about why you are here, your arrival time and clinical details
- A schedule of upcoming events like medication administrations and imaging appointments
- An introduction to your care team
- Test results
- Education assigned to you like tips for managing your diagnosis or information about prescribed medications

Download the MyChart App

1. Use the QR codes below or simply search for "MyChart" in the Apple App Store or Google Play Store.



2. Once downloaded, search within the MyChart app for Baptist Health Northeast Florida and look for the Baptist Health logo. 
3. Click the logo to add Baptist Health to your MyChart app.
 - If you already have a **My Baptist Chart** account, sign in.
 - If you need to create a **My Baptist Chart** account, select sign up. You can create an account using an activation code or select "sign up using your information."

MyChart® is a registered trademark of Epic Systems Corporation.

Share your patient record with another adult

To share your patient record with a spouse, partner or adult child, you will need to grant them access. Log into **My Baptist Chart** then navigate to the "Sharing Hub" in the main menu and select "Invite Family or Others" to grant them full or limited access.

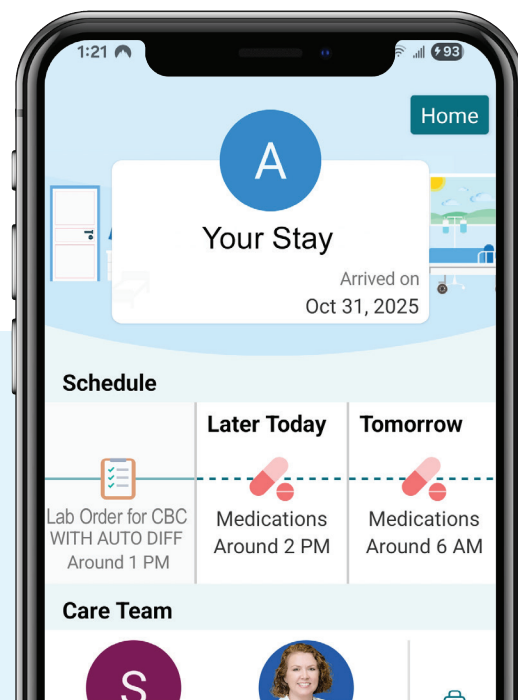
Request proxy access for your child's patient record

Parents or guardians must have their own **My Baptist Chart** account to access their child's patient record. Follow the steps above to download the MyChart app and either sign in or sign up for **My Baptist Chart**.

- For patients 0 – 11 years old, you'll need to request proxy access by logging into your own **My Baptist Chart** and searching "Request Minor Access" in the main menu. Fill out the form and you'll be informed through the app when access is granted.
- For patients 12 – 17 years old, children must log into their own **My Baptist Chart** account then navigate to the "Sharing Hub" in the main menu and select "Invite Family or Others" to grant a parent/guardian full or limited access to their account.

Have a MyChart account with another health system?

Search "Link My Accounts" in **My Baptist Chart** and follow the instructions to sign up for MyChart Central – a unified view of all your MyChart accounts from Baptist Health and beyond.



Learn more

Visit BaptistJax.com/MyChart for more information and helpful FAQs.

For technology issues or questions about **My Baptist Chart**, please call 1.844.622.0622.

Language assistance services

Effective communication with patients and families

As part of our commitment to patient safety, we provide services and resources to ensure that effective communication and access is possible among patients, families and caregivers.

Please tell us if we can help you in one or more of these areas:



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 2243 or contact Debbie Spiker.

Interpreting services

Debbie Spiker

820 Prudential Dr., Suite 315

Jacksonville, FL 32207

Phone: 904.202.2435

Fax: 904.202.2750

Email:

debbie.spiker@bmcjax.com

(<mailto:debbie.spiker@bmcjax.com>)

English - ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-904-202-2435.

Spanish - ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-904-202-2435.

French Creole - ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-904-202-2435.

Vietnamese - CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-904-202-2435.

Portuguese - ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-904-202-2435.

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 1-904-202-2435。

French - ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-904-202-2435.

Tagalog - PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-904-242-2435.

Russian - ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-904-202-2435.

Arabic - ملحوظة: إذا كنت لا تتحدث اللغة الانجليزية أذكر اللغة التي تريد، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على 1-904-202-2435- الرقم

Italian - ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-904-202-2435.

German - ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-904-202-2435.

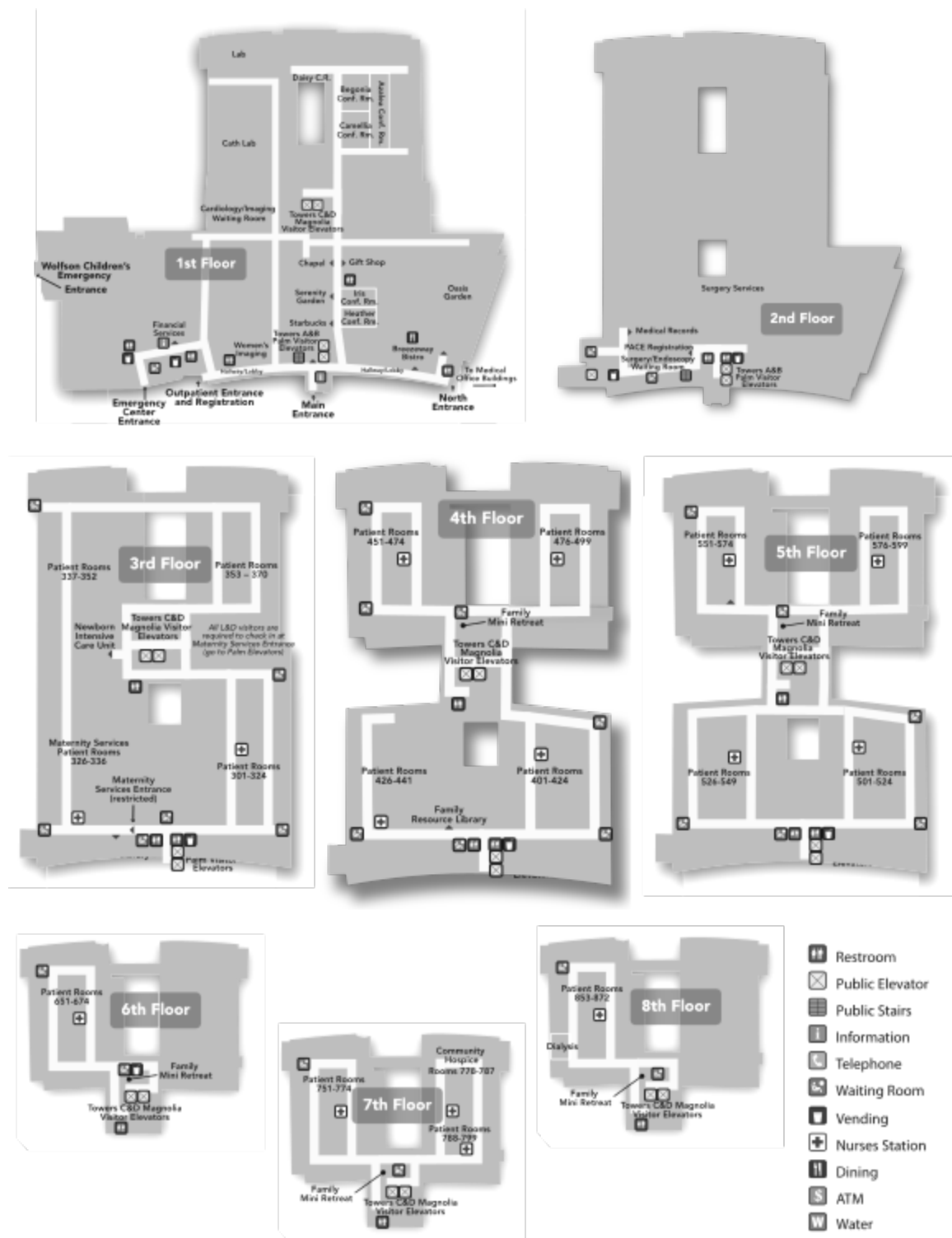
Korean - 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-904-202-2435 번으로 전화해 주십시오.

Polish - UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-904-202-2435.

Gujarati - !ચના: % ત' ગબજાતેી બોલતા હો, તો નિઃશુક બેખા સહાય ગવાઓ તમારા મા= ઉપલ@ધ B. ફોન કરો 1-904-202-2435.

Thai - เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-904-202-2435.

Hospital map

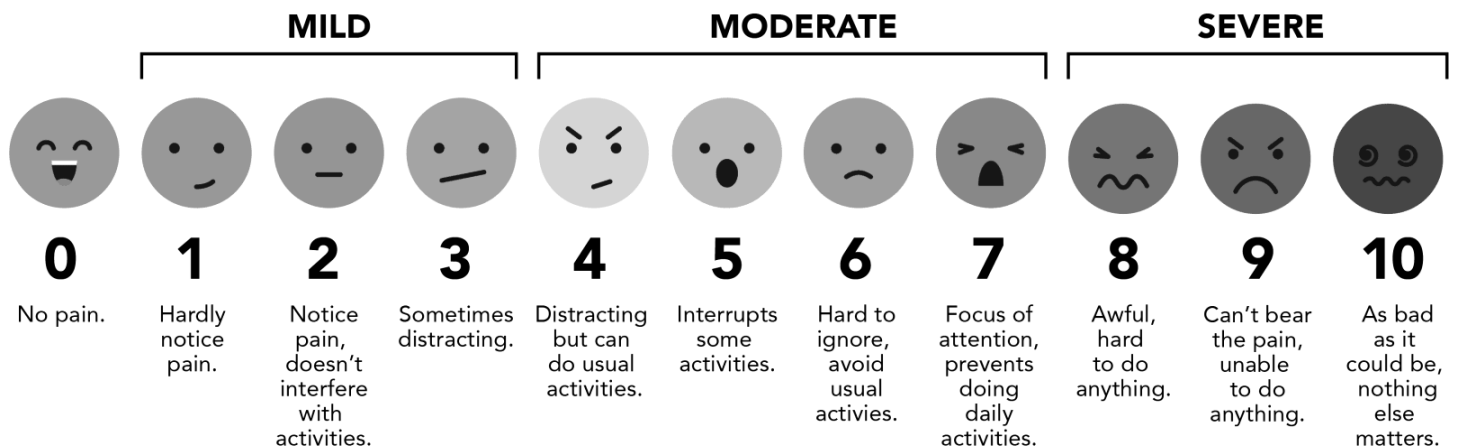


Managing your pain

We want to make you as comfortable as possible and reduce any pain you may have during your hospital stay. You and your nurse will establish a tolerable pain goal upon admission. Discuss with the team any pain regimens that you take at home that work.

Team members will ask you about your pain using a scale of 0 to 10 or a face chart (below).

A rating of 0 means no pain. A rating of 10 means the worst pain you've ever had.



Pain relief may involve the use of pain relief medications called analgesics. However, there are many other ways to control pain beyond taking medicines, such as the use of heat or ice, relaxation therapy, music therapy and finally, movement.

Discuss your pain and options for reducing it with your health care team. Managing your pain is an important part of your overall health care treatment plan. Talk to your nurse or doctor if your pain requires attention, or if you are experiencing any unwanted side effects, such as nausea, vomiting, dizziness, blurred vision, itching or a rash.



Hand hygiene (washing)

Keeping hands clean is the best way to stop germs from spreading. Germs can be spread by hand contact. Even though hands, objects or surfaces look clean, thousands of germs may remain. It is possible to bring germs into the hospital or take them home with you. Some germs can live on surfaces for hours or even days. Most germs are harmless, but some cause illness or make an illness worse.

You should expect all health care staff to wash or sanitize their hands prior to and after providing any care. Do not hesitate to remind anyone who provides care to wash or sanitize their hands appropriately.

What can you do?

Visitors, family members and hospital staff should wash their hands at least upon entering and leaving a patient room. One of the most important things visitors can do to help keep our patients safe is to regularly wash their hands, as well.

Finally, helping patients wash their hands regularly is another way to help keep our environment safe. Patients need to wash their hands at least after using the restroom, before and after eating, and when their hands are soiled.



Most frequently missed spots on the hands:

- Fingertips
- Underneath the fingernails
- Between the fingers
- Between the thumb and finger

There are two ways to clean your hands:

Hand sanitizer

- All patient rooms have hand sanitizer dispensers immediately outside or inside the room.
- Foam sanitizer only needs to be the amount of the size of a quarter to clean hands well.
- Rub into all areas of the hands and fingers and especially around jewelry to clean thoroughly.

Washing your hands

- Wet your hands with warm water (too hot or too cold may cause chapping).
- Apply a small amount of soap.
- Rub hands together vigorously to lather and scrub all surfaces for at least 20 seconds (sing Happy Birthday twice).
- Rinse hands well under running warm water.
- Turn the faucet off with the paper towel (if available).
- Dry hands well using a paper towel or air dryer.

Preventing the spread of infections

In addition to our usual practices, transmission-based precautions (safety actions) are meant to stop the spread of infectious germs between patients, staff and visitors. The type of precaution depends on the type of germ and how it is spread. All patients who are on transmission-based precautions have to stay in their room. This requirement is meant to be a safety measure for the patient, staff and visitors on the unit. There will be a sign posted outside of your room with instructions about the type of precautions needed.

Contact precautions

Patients on contact precautions have an infectious germ that can be spread by person-to-person contact or from items in the person's room. All staff members and visitors should clean their hands with a 15-second liquid soap scrub, or with the hospital alcohol foam. Gloves and a yellow gown are to be worn before going into the patient's room. When leaving the room, the gown and gloves are to be placed in the trash bag by the door, followed by good hand-cleaning practices.

Droplet precautions

Patients on droplet precautions have infectious germs that can be spread by coughing and sneezing droplets in the air. All staff members and visitors should clean their hands with a 15-second liquid soap scrub or with the hospital alcohol foam, and wear a surgical mask when going into the room.

When leaving the room, the mask is to be placed in the trash by the door, followed by good hand-cleaning practices.

Airborne precautions

Patients on airborne precautions have germs that can spread through the air. These patients should be in a room with special air circulation and with the door closed. All staff members and visitors must clean their hands with a 15-second liquid soap scrub or with the hospital alcohol foam. Staff members must wear an N95 mask before going into the room. Visitors should also wear an N95 mask. The N95 mask should fit well. The mask should draw in towards the mouth when you inhale. Nursing staff can assist you, if needed.

Visitors

All visitors must check in at the nurses' station for directions before visiting a patient who is on transmission-based precautions. Any visitors who feel sick, or who have been around others who may have the chicken pox, a cold or any other easily spread illness, should not visit. Visitors may visit as long as they are able to comply with the isolation precautions.

Infection prevention related to devices

On occasion, patients require special devices, such as central venous lines or urinary catheters, to ensure the best care is being provided. Devices can increase the risk for

infection; however, there are several practices that can be used to lessen the risk for infection.

What is a central venous line?

An intravenous catheter (tube) that is placed in large blood vessels, often ending near the heart. They are most commonly used for hemodialysis, chemotherapy and to administer special medications that would damage smaller vessels.

What is a urinary catheter?

A catheter is a tube that is inserted into the bladder. This tube will ensure complete emptying of the bladder.

What to expect if you have a device

Practices that have been established through research are combined together into what Baptist Health calls a “bundle.” Below are bundle practices:

1. Team members will assess (look at) the device as often as every two hours.
2. Every day, team members will partner with you to discuss if you still need the device.
3. Patients with central venous lines will receive a daily bath with chlorhexidine (CHG) wipes.
4. Patients with urinary catheters will receive daily care that includes the use of bath wipes for your genital area as well as the catheter itself.

Pressure injuries

A pressure ulcer is an injury to the skin and underlying tissue that is usually caused by unrelieved pressure, usually on the buttocks, hips, heels, elbows and shoulders. These areas have the most pressure when you are lying in bed or sitting for long periods. Pressure ulcers begin as reddened areas. Even slight rubbing or friction on the skin may damage the skin or worsen a minor pressure ulcer.

Pressure points are different for children.

Pressure ulcers on children usually occur on the back of the head, lower spine area, earlobes and heels.

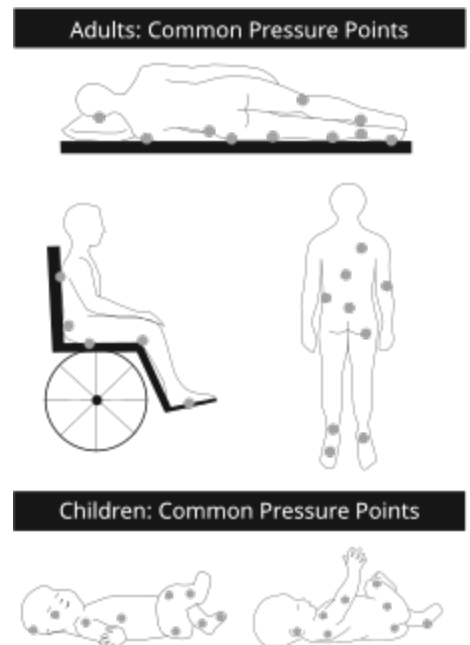
The following increase the risk for pressure ulcers:

- Inability to change positions
- Wetness
- Not eating or drinking enough
- Reduced mental awareness or confusion

Pressure ulcers are serious problems and can lead to:

- Pain
- Slower recovery from health problems
- Possible complications (such as an infection or difficulty walking)

Pressure ulcers may be preventable. By talking with your health care team about your risk factors and prevention, you may be able to prevent or reduce pressure ulcers.



Preventing falls

Adult patients

Our staff works hard to help prevent patient falls — one of the leading adverse effects in hospitals across the country. For us, even one patient fall is too many. You can help avoid a fall by asking for help when needed and following these basic safety tips:

- Be sure to use assistive devices such as wheelchairs, canes and walkers as needed. Use handrails and grab bars where available.
- Wear slippers or socks with non-skid soles.
- Notify your nurse or any other health care provider of any hazardous conditions, such as spills, that you observe.
- Keep your bed in the low position and use your side rails for positioning when getting out of bed.
- Ask your nurse or nursing assistant for help getting to the bathroom.
- Keep your bedside table with water, TV remote, cell phone and other necessary items within easy reach.
- Ask your health care providers about the medications you are taking. Some medications can make you dizzy or light-headed.
- Notify your nurse if you have had a history of falls in the recent past including falls at home.



Be aware of these possible increased risks:

- Most falls occur during the first few days of hospitalization when people may be unsure of their surroundings and after five or more days when they have had muscular deconditioning from prolonged illness.
- Physical factors such as weakness, low blood pressure, impaired mobility or poor coordination.
- Bed rest which can make your muscles lose strength. Getting up after lying down for a period of time can make you more susceptible to falling.
- Normal age-related changes such as slower reflexes, weak or brittle bones, stiff joints and decreased vision.

Partner with us for your safety:

Your safety is our number-one priority! You and your family are our safety partners and our goal is to have a terrific partnership that helps us keep you safe.

- Please be aware in certain circumstances we will be accompanying you to the restroom. Many falls happen in the restroom due to factors such as prolonged sitting and then suddenly standing, bearing down and moving weight distribution around from side to side. We will do our best to provide for your dignity and privacy but our number-one goal is to keep you safe. Your health care team has had special training in mobilization techniques and we want to ensure we move you safely both in and around your room, restroom and in the hallways.

Tips to become and remain smoke & tobacco free

If you quit smoking or stop using other tobacco products, you will improve your overall health and your lifespan may increase by up to 10 years.

How do I quit?

- Talk to your doctor about how to stop smoking, using smokeless tobacco products, or nicotine delivery devices.
- Look for an educational/support program in your county.
- Ask your doctor about using over-the-counter FDA-approved nicotine replacement therapy (NRT) or prescription medications to help you quit. Nicotine delivery devices (e-cigarettes/vapers) are not FDA approved and are not a recommended alternative to smoking or smokeless tobacco.

I have decided to quit. What's next?

- Set your quit date and stick to it! Pick a day that you will easily remember (anniversary, birthday, etc.).
- Invest your tobacco money in nicotine replacement products until you are comfortably tobacco free.
- Throw away all tobacco-related items.
- Plan how you will deal with tempting situations.
- Exercise every day; the chemicals released will make you feel better.
- Practice stress management techniques – slow, deep breathing will calm you. A craving lasts only 10 minutes!
- Eat healthy!

What are the benefits of quitting?

The benefits of quitting start right away and keep improving the longer you go without smoking or using smokeless tobacco:

- **20 minutes:** blood pressure and pulse return to normal
- **2 days:** ability to smell and taste begins to improve as damaged nerves start to regrow
- **2-3 weeks:** circulation and lung function improves
- **1-9 months:** decreased cough, congestion and shortness of breath; less tired
- **1 year:** risk of heart attack decreases by half
- **5 years:** risk of lung cancer decreases by half; risk of stroke becomes the same as a non-smoker

Smoking and tobacco cessation programs

Northeast Florida Area Health Education Center (<https://www.northfloridaahec.org>)
1.877.784.8486

Tobacco Free Florida
(<https://www.tobaccofreeflorida.com>)
1.877.U.CAN.NOW (1.877.822.6669)

American Cancer Society
(<https://www.cancer.org>)
1.800.227.2345

American Lung Association
(<https://www.lungusa.org>)
1.800.586.4872

Partner with us in patient safety

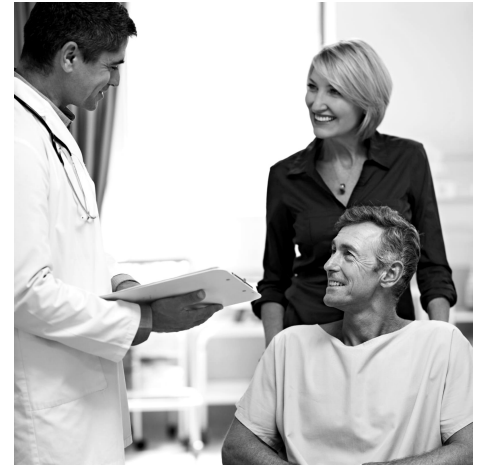
When you have a serious concern about your loved one's well-being

Be our health care partner

Baptist Health has a special relationship with patients and their families. Everyone has unique feelings about their own health and wellness. We listen to your concerns, and together we plan how we will meet your health care needs.

If you have serious concerns about the well-being of your loved one, please speak to your nurse or any nurse on the unit. You may also ask to have your loved one's doctor called. Please tell the doctor about your specific concerns.

If, after speaking to your loved one's nurse or doctor, you still have an urgent health care concern, please consider calling the **Rapid Response Team** for additional assistance. This is an **urgent** call for serious changes in your loved one's condition.



Patient Safety Hotline:
202.SAFE (7233)

Rapid Response Team (RRT)

The Rapid Response Team (RRT) is comprised of specially trained staff who will immediately come to the patient's bedside to assess his or her condition. The RRT will talk with you and your loved one's nurse to address the problem. Sometimes this may also require a transfer to a different nursing unit. Again, your input is very important to us.

How to call the Rapid Response Team:

Notify your loved one's nurse or the charge nurse and ask him or her to call the Rapid Response Team. Or, you may call the Rapid Response Team (RRT) from the hospital room. Follow these steps:

- Dial "7777."
- State your name.
- Request that the Rapid Response Team go to a specific patient's room.
- Turn on the call light to let the nurse know you have called the RRT.
- When the team arrives, tell them your specific concerns.

If you have any questions about this, please "Partner with us" and ask the nurse for more information.

Our hospital is a healing environment

We deeply care about the safety of everyone at our hospital.

Hundreds of adults and children come to our hospital each day. We are here to provide excellent health care in a safe environment.

Our pledge to you is that we will treat you with respect. We ask that patients, family members and visitors treat each other and the hospital staff with respect.

Baptist Health does not permit:

- Abusive language
- Disruptive outbursts
- Harassment
- Threats
- Violence
- Weapons

These behaviors will be addressed by health system policies. Individuals will be given every opportunity to modify their behavior. We will do our very best to support the patient/family as they modify their behavior. However, certain behaviors or the possession of a weapon can and will be immediately addressed. Depending on the circumstances, this can include dismissal from the hospital and/or arrest by the local law enforcement.

If you see someone exhibiting any of these behaviors or with a weapon, please call Protective Services at **904.202.1355** or notify a member of our staff.

Thank you for helping us keep our hospitals a safe place for everyone.

Aggressive behavior will not be tolerated.

Examples of aggressive behavior include:

**Physical
abuse**

**Verbal
harassment**

**Abusive
language**

**Threats or
intimidation**



Security Notice

Firearms, knives and other weapons are not permitted, regardless of carry permit. Patients and visitors will be screened by a weapons detector to enter the facility. *Thank you for keeping our team members, patients and visitors safe!*

Family Advisory Council (FAC)

A Family Advisory Council (FAC) is a group of parents, guardians, family members, and caregivers who work with healthcare organizations to improve the patient experience:

Purpose

FACs help healthcare institutions understand the perspectives of patients and families, and identify their needs. They also help bring together the views of patients and clinicians.

How they work

FAC members collaborate with healthcare leadership and team members to provide guidance on how to improve the patient experience. Baptist Health's FAC meets virtually on a quarterly basis to help improve quality, safety and the patient experience.

Benefits

FACs can positively impact care and help strengthen patient- and family-centered care. They also help healthcare organizations learn from the diverse perspectives and lived experiences of their patients.

Are you interested in becoming a member?

We are actively seeking a diverse and inclusive membership to join our FAC. We look to recruit a wide range of families that have a child or children using any of the many Baptist Health services. This includes families from different cultural, ethnic, and socioeconomic backgrounds, as well as those with varying healthcare needs and experiences. Your unique experiences and perspectives are invaluable in helping us improve our services.

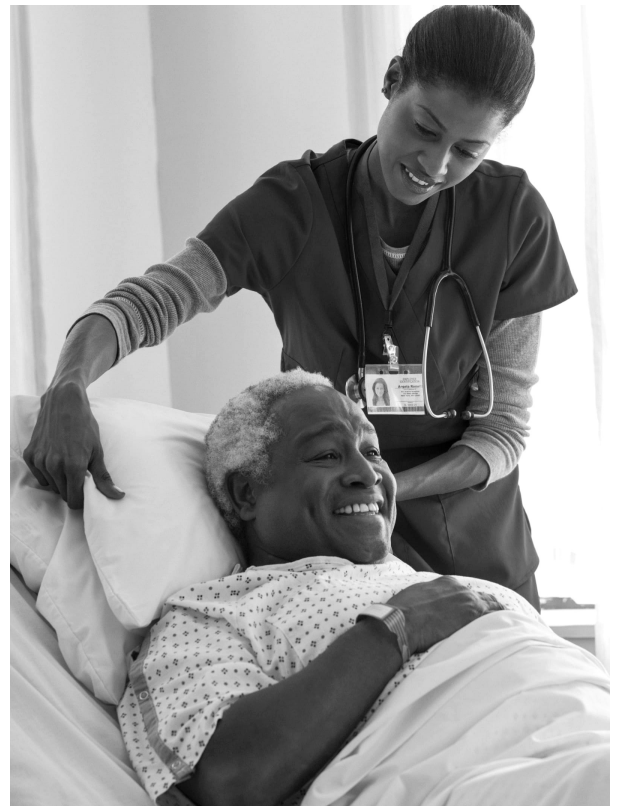
For more information and/or to complete a membership application, please contact Fern Hannigan
(mailto:Fern.Hannigan@bmcjax.co

Purposeful rounding

Your safety and care is our first priority. We believe that by having a team member check on you hourly, we can make sure you are safe and comfortable. You will see one of us in your room frequently during your waking hours. We will always want to check on you:

- **Comfort** – do you need help moving to a different position? Is everything within your reach? Is the temperature and the environment what you need?
- **Personal needs** – do you need to use the bathroom while we are here? Anything else you need?
- **Pain level** – how is your pain? (and your need for relief)

You can certainly call us in between visits, but know that we will be checking on you regularly. If at any time during your stay you have a question or concern, please let your nurse or the nurse manager know so that we can provide a solution.



Bedside shift report

Another way we surround you with care is nurse-to-nurse communication with you at each change of shift, at your bedside. This allows the three of you to collaborate on next steps in your care. With your approval, your loved ones are also welcome to join these discussions, which typically occur daily between 6:45 and 7:15, both in the morning and in the evening. We encourage you to ask questions and share your preferences during these bedside shift reports.



Understanding Advance Directives

Living Will, Health Care Surrogate Designation, Anatomical Gifts

If you became too ill to express your wishes about your medical care, would your physicians and loved ones know what decisions to make on your behalf?

Illnesses such as Alzheimer's disease or a coma can prevent patients from communicating whether they want to receive or refuse life-sustaining measures. These decisions can be made in advance based on your beliefs, values and wishes.



What is a Health Care Advance Directive?

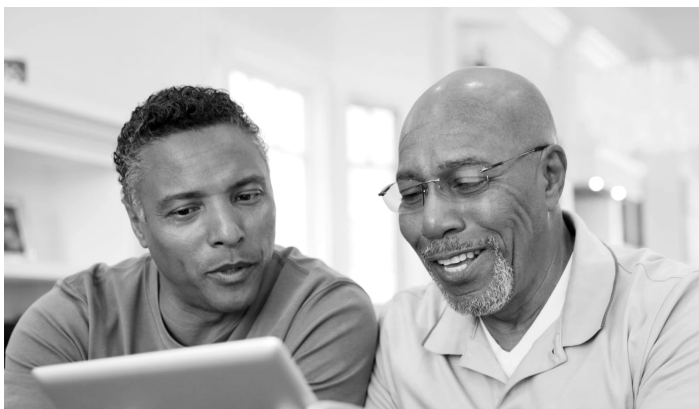
You have the right to choose or refuse medical treatment. The law recognizes your right to make an Advance Directive that instructs physicians to provide, withhold or withdraw medical treatment, including life-prolonging procedures such as cardiopulmonary resuscitation (CPR), the use of a breathing machine (ventilator or respirator) and insertion of an intravenous (IV) line to provide nutrition, fluids and medicine in certain circumstances.

A Health Care Advance Directive serves one of three purposes. It can designate another person to make health care decisions on your behalf. This person can be any competent adult of your choice, including an unmarried partner. It can instruct physicians to provide, withhold or withdraw medical treatment. Or it can indicate a desire to make an anatomical donation after death.

By creating a Health Care Advance Directive, you can make those decisions in advance and maintain control over your medical treatment in the future, while also easing the burden on your loved ones.

1. A **Living Will** is a written document that guides physicians in the types of care you want and do not want. This document must be witnessed by two people, only one of whom can be a spouse or blood relative.
2. By designating a **Health Care Surrogate**, you choose a person to speak for you and make decisions about your treatment based on your desires, values and beliefs — not theirs. A written designation requires two witnesses, only one of whom can be a spouse or blood relative.
3. A **Durable Power of Attorney** can enable a grantee to perform financial and legal activities and, if *expressly provided*, to make health care decisions if the grantor becomes incapacitated, either physically or mentally.
4. A person may make an **Anatomical Gift** in a number of ways, including by signing an organ and tissue donor card, registering online with the donor registry, and/or

signifying an intent to donate on their driver's license or identification card. An anatomical gift or "gift" means a donation of all or part of a human body to take effect after the donor's death and to be used for transplantation, therapy, research or education.



How do I prepare a Health Care Advance Directive?

First, you likely will wish to discuss with your family, physicians and spiritual advisor or clergy some of the different medical scenarios that can occur and how you would like your care handled.

Next, you can obtain Health Care Advance Directive forms from a Baptist Primary Care office, a Baptist employee at any registration desk within a Baptist Health facility, the internet, an attorney or another source. If you are an inpatient at a Baptist Health hospital you can ask for assistance from your nurse case manager or social worker. After you have completed a form, share copies of it with your physicians and any loved ones who likely would be contacted in a medical emergency and would be involved in making decisions about your care.

You can change or cancel a Health Care Advance Directive at any time, and it is a good idea to review the document regularly to make sure it still reflects your beliefs, wishes and values. To make a change, just complete a new form and share it with your physicians and loved ones.

Health Care Advance Directive forms are available from FloridaHealthFinder.gov (<https://www.floridahealthfinder.gov/reports-guides/advance-directives.aspx>) .



Where can I find more information about Health Care Advance Directives?

The AGS Foundation for Health in Aging (<https://www.healthinaging.org/age-friendly-healthcare-you/care-what-matters-most>)

Honoring Choices Florida (<https://www.honoringchoicesfl.com/>)

The Conversation Project (<https://theconversationproject.org/>)

Florida Statute Title XLIV, Chapter 765, Health Care Advance Directives (<http://www.leg.state.fl.us/Statutes/>)



The DAISY Award

FOR EXTRAORDINARY NURSES

IN MEMORY OF J. PATRICK BARNES

The **DAISY Award** honors **nurses** who consistently demonstrate excellence through their clinical expertise and extraordinary, compassionate care. The DAISY Award recipient is any Baptist Health nurse who exemplifies the kind of nurse that patients and families, as well as our team members and colleagues, recognize as an outstanding role model.

What is the DAISY Award?

The DAISY Award is an international program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses every day. The DAISY Foundation was established in 1999 by the family of J. Patrick Barnes who died of complications of an autoimmune disease. During Pat's hospitalization, his family was awestruck by the care and compassion his nurses provided Pat and his family. The DAISY Award recognizes extraordinary nurses everywhere who make an enormous difference in the lives of so many people by the super-human work they do every day. Baptist Health is proud to be a DAISY Award Hospital Partner, recognizing our nurses with this special honor every quarter. Each DAISY Award Honoree is recognized at a public ceremony on his/her unit and receives a beautiful certificate, a DAISY Award pin and a hand-carved stone sculpture entitled "a Healer's Touch." To find out more about the program, go to DAISYfoundation.org (<https://DAISYfoundation.org>) .

Nominate a nurse for the DAISY Award [🔗](https://www.baptistjax.com/forms/daisy-award-nomination-form) (<https://www.baptistjax.com/forms/daisy-award-nomination-form>)



To place your nomination electronically, scan QR code with your phone camera.



LOTUS AWARD

FOR EXCEPTIONAL CARE BY
NON-NURSE CLINICAL TEAM MEMBERS

 **Baptist Health**

The **LOTUS Award** honors **non-nurse clinical caregivers** who consistently demonstrate excellence through exceptional clinical performance and compassionate care. The LOTUS Award recipient is any Baptist Health non-nurse clinical team member that exemplifies Baptist Health core values and is the kind of caregiver that patients and families, as well as team members and colleagues, recognize as an outstanding role model.

What is the LOTUS Award?

The LOTUS award honors and recognizes our non-nursing healthcare heroes. These amazing team members provide extraordinary compassionate care and service to our patients, families and coworkers on a daily basis. Baptist Health is proud to honor and recognize these caregivers quarterly with a public ceremony on their unit or department. Each Honoree receives a portfolio certificate, LOTUS Award pin, insulated LOTUS Award tumbler and a LOTUS crystal sculpture.

Nominate a non-nurse clinical caregiver for the LOTUS Award 
(<https://www.baptistjax.com/forms/lotus-award-nomination-form>)



To place your nomination electronically, scan QR code with your phone camera.

Go home with your prescriptions filled

What is Rx Express?



A program provided by Baptist in collaboration with Walgreens pharmacies. Discharge prescriptions are filled and delivered to your hospital room so you can go home with your prescription.

What are the benefits?

Convenience! Save yourself or your loved one a trip to the pharmacy after discharge.

Rx Express is available during the pharmacy hours listed below. Please allow a 90 minute turnaround time.

What about refills?

If your doctor provides refills, we can refill your medications at any Walgreens pharmacy. If your prescription is on record at a different pharmacy, simply have your pharmacist call Walgreens to transfer your refills.

What will I need to participate?

If you have **prescription** insurance, please provide a copy of your card at registration. Each year, beginning January 1, we will need a new copy of your card regardless of your previous Rx Express participation.

Who is qualified?

Anyone can participate in the Rx Express program, with very few exceptions.

How much will my prescription cost?

We will bill your insurance, so your copays will be similar or less than what you normally pay. The price will depend on your personal prescription insurance policy.

What if I don't have insurance?

If you pay out-of-pocket for prescriptions, we will work with you to find the best price.

How do I get started?

Ask your nurse about how you can participate in Rx Express!

How do I pay?

Most major insurance plans are accepted. Now accepting TRICARE and Florida Blue insurance plans! Copayments are collected at the time of delivery.



Some insurances may have restrictions on what pharmacy may be used and may not cover prescriptions filled at Walgreens or charge a higher co-pay. Check with your prescription insurance company.

Walgreens

13905 Old St. Augustine Road
904.268.9025

Pharmacy Hours

Mon - Fri 9am – 9pm
Sat 9am – 6pm
Sun 10am – 6pm

Going home with a narcotic prescription

You may go home with a prescription for a narcotic/opioid. Commonly prescribed narcotics/opioids include codeine, hydrocodone, or oxycodone. There are things you should know about using, storing, and disposing of this medication.

How should I use this medication?

Narcotics (opioids) are intended to improve your pain enough so that you are able to do your day-to-day activities, but not reduce your pain to zero.

Many people use opioids without problems, but there is a risk of addiction. It is important to read and follow the directions on the prescription label. Use the lowest dose possible for the shortest duration of time. Do not take it more often than directed.

You may feel sleepy or dizzy while taking this medication. Your ability to drive or operate machinery may be impaired. Avoid drinking alcohol or taking benzodiazepines while taking this medication.

Your family member or caregiver needs to call 911 if:

- You can't speak clearly when you wake up
- They can't wake you up
- Your lips or fingernails are blue or purple
- You are making unusual heaving snoring, gasping, gurgling or snorting sounds while sleeping
- You are not breathing or have no heartbeat

Where should I keep my medicine?

Keep medications in a secure and safe place to protect them from theft. Keep out of the reach of children. This medicine can be abused.

Do not share this medicine with anyone. Selling or giving away this medicine is dangerous and against the law.

How should I get rid of leftover medication?

Once you no longer need your medication, dispose of it promptly. Recommendations:

1. Use a medicine take-back program (often available at commercial pharmacies or local law enforcement agencies).
2. Disposal in the household trash:

- Mix medicines in a sealable bag with an undesirable substance such as dirt, cat litter, or used coffee grounds.
- Seal the plastic bag containing the mixture and throw it in your household trash.
- Delete all personal information on the prescription label with a black marker, then dispose of the container.

For more information on safe storage and drug disposal, please visit:

- Where and How to Dispose of Unused Medicines (<https://www.fda.gov/ForConsumers/ConsumerUpdates/ucm101653.htm>)
- How to Safely Store and Dispose of Your Medications (<https://www.safemedication.com/pharmacist-insights/2021/04/26/how-to-safely-store-and-dispose-of-your-medications>)

**Talk to your health care provider about how to treat your pain.
Create a safe and effective treatment plan that is right for you.**

Alternatives to Opioids: Medications

ADVANTAGES:

- Can control and alleviate mild to moderate pain with few side effects.
- Can reduce exposure to opioids and dependency.

DISADVANTAGES:

- May not be covered by insurance.
- May not be effective for severe pain.

**Florida
HEALTH**

NON-OPIOID MEDICATIONS	DESCRIPTIONS, ADDITIONAL ADVANTAGES & DISADVANTAGES
Acetaminophen (Tylenol)	Relieves mild-moderate pain, and treats headache, muscle aches, arthritis, backache, toothaches, colds and fevers. <i>Overdoses can cause liver damage.</i>
Non-steroidal Anti-inflammatory Drugs (NSAIDs): Aspirin, Ibuprofen (Advil, Motrin), Naproxen (Aleve, Naprosyn)	Relieve mild-moderate pain, and reduce swelling and inflammation. <i>Risk of stomach problems increases for people who take NSAIDs regularly. Can increase risk of bleeding.</i>
Nerve Pain Medications: Gabapentin (Neuraptine), Pregabalin (Lyrica)	Relieve mild-moderate nerve pain (shooting and burning pain). <i>Can cause drowsiness, dizziness, loss of coordination, tiredness and blurred vision.</i>
Antidepressants: Effexor XR, Cymbalt, Savella	Relieve mild-moderate chronic pain, nerve pain (shooting and burning pain) and headaches. <i>Depending on medication, side effects can include: drowsiness, dizziness, tiredness, constipation, weight loss or gain.</i>
Medicated Creams, Foams, Gels, Lotions, Ointments, Sprays and Patches: Anesthetics (Lidocaine), NSAIDs, Muscle Relaxers, Capsaicin	Can be safer to use because medication is applied where the pain is. Anesthetics relieve mild-moderate nerve pain (shooting and burning pain) by numbing an area; NSAIDs relieve mild-moderate pain of osteoarthritis, sprains, strains and overuse injuries; and capsaicin relieves mild-moderate musculoskeletal and neuropathic pain. <i>Skin irritation is the most common side effect. Capsaicin can cause warmth, stinging, or burning on the skin.</i>
Interventional Pain Management	Includes anesthetic or steroid injections around nerves, tendons, joints or muscles; spinal cord stimulation; drug delivery systems; or permanent or temporary nerve blocks. Medicates specific areas of the body. Can provide short-term and long-term relief from pain. <i>Certain medical conditions and allergies can cause complications.</i>
Non-opioid Anesthesia	Opioids can be replaced with safer medications that block pain during and after surgery. A health care provider or an anesthesiologist can provide options and discuss side effects.

Alternatives to Opioids: Therapies

ADVANTAGES:

- Can control and alleviate mild to moderate pain with few side effects.
- Can reduce exposure to opioids and dependency.
- Treatment targets the area of pain—not systemic.
- Providers are licensed and regulated by the State of Florida.* (appsmqa.doh.state.fl.us/MQASearchServices)

DISADVANTAGES:

- May not be covered by insurance.
- Relief from pain may not be immediate.
- May not be effective for severe pain.

Sources: American College of Surgeons, Centers for Disease Control and Prevention, National Institutes of Health, the Food and Drug Administration, Harvard Health and Wexner Medical Center (Ohio State University)

THERAPIES	DESCRIPTIONS, ADDITIONAL ADVANTAGES & DISADVANTAGES
Self-care	Cold and heat: Ice relieves pain and reduces inflammation and swelling of intense injuries; heat reduces muscle pain and stiffness. Can provide short-term and long-term relief from pain. <i>Too much heat can increase swelling and inflammation.</i> Exercise and movement: Regular exercise and physical activity can relieve pain. Simply walking has benefits. Mind-body practices like yoga and tai chi incorporate breath control, meditation and movements to stretch and strengthen muscles. <i>Maintaining daily exercise and overcoming barriers to exercise can be a challenge.</i>
Complementary Therapies	Acupuncture: Acupuncturists* insert thin needles into the body to stimulate specific points to relieve pain and promote healing. Can help ease some types of chronic pain: low-back, neck and knee pain, and osteoarthritis pain. Can reduce the frequency of tension headaches. <i>Bleeding, bruising and soreness may occur at insertion sites.</i> Chiropractic: Chiropractic physicians* practice a hands-on approach to treat pain including manual, mechanical, electrical and natural methods, and nutrition guidance. Can help with pain management and improve general health. <i>Aching or soreness in the spinal joints or muscles sometimes happens—usually within the first few hours after treatment.</i> Osteopathic Manipulative Treatment (OMT): Osteopathic physicians* use OMT—a hands-on technique applied to muscles, joints and other tissues—to treat pain. Clinically-proven to relieve low-back pain. <i>Soreness or stiffness in the first few days after treatment is possible.</i> Massage therapy: Massage therapists* manually manipulate muscle, connective tissue, tendons and ligaments. Can relieve pain by relaxing painful muscles, tendons and joints. Can relieve stress and anxiety—possibly slowing pain messages to and from the brain. <i>At certain points during a massage, there may be some discomfort—especially during deep tissue massage.</i> Transcutaneous electrical nerve stimulation (TENS): TENS is the application of electrical current through electrodes placed on the skin with varying frequencies. Studies have shown that TENS is effective for a variety of painful conditions. The intensity of TENS is described as a strong but comfortable sensation. <i>Allergic reactions to adhesive pads are possible.</i>
Rehabilitation Therapies	Occupational therapy: Occupational therapists* treat pain through the therapeutic use of everyday activities. Can relieve pain associated with dressing, bathing, eating and working. Therapy includes activities that increase coordination, balance, flexibility and range of motion. <i>Therapy interventions and recommendations will not help if the patient does not practice as instructed.</i> Physical therapy: Physical therapists* treat pain by restoring, enhancing and maintaining physical and functional abilities. <i>Therapy interventions and recommendations will not help if the patient does not practice as instructed.</i>
Behavioral and Mental Health Therapies	Psychiatrists*, clinical social workers*, marriage and family therapists* and mental health counselors* provide therapies that identify and treat mental disorders or substance abuse problems that may be roadblocks to pain management. <i>When used to manage pain, these therapies can take time.</i>

Medication side effects

The information below will help you understand your new medications and common side effects you should know.

If you have any questions or concerns, please ask your physician, nurse or pharmacist.

Pain relief

Fentanyl (Duragesic®)

Hydrocodone/Acetaminophen
(Norco®, Lortab®)

Hydromorphone (Dilaudid®)

Morphine (MS Contin®, Kadian®)

Oxycodone/Acetaminophen
(Percocet®)

Tramadol (Ultram®)

Common side effects

Dizziness, Drowsiness, Constipation,
Stomach upset/vomiting, Confusion,
Slow/no breathing – call 911

Antibiotics

Amoxicillin/Clavulanate
(Augmentin®)

Cefalexin (Keflex®)

Levofloxacin (Levaquin®)

Ciprofloxacin (Cipro®)

Metronidazole (Flagyl®)

Piperacillin-tazobactam (Zosyn®)

Azithromycin (Zithromax®)

Vancomycin (Vancocin®)

Clindamycin (Cleocin®)

Common side effects

Stomach upset, Diarrhea, Rash/
Flushing, Headache

Blood thinner

To prevent or treat blood clots

Enoxaparin (Lovenox®)

Heparin

Warfarin (Coumadin®)

Rivaroxaban (Xarelto®)

Apixaban (Eliquis®)

Dabigatran (Pradaxa®)

Common side effects

Bruising, Black/Tarry Stools, Higher
risk of Bleeding, Uncontrolled
bleeding – call 911, Do not take with
aspirin

Ask your pharmacist about drug
interactions with some antibiotics
and some heart medications.

Lower blood sugars

Insulin

Metformin (Glucophage®)

Glipizide (Glucotrol®)

Sitagliptin (Januvia®)

Liraglutide (Victoza®)

Common side effects

Stomach Upset

If blood sugar too low, then:
Shakiness, Anxiety, Sweating,
Clamminess, Increase Heart Rate

Help with Inflammation

Celecoxib (Celebrex®)

Ibuprofen (Motrin®)

Ketorolac (Toradol®)

Methylprednisolone (Solu-Medrol®)

Common side effects

Stomach Upset, Dizziness, Possible
risk of bleeding, Swelling of the legs

Hydrocortisone (Solu-cortef®)

Prednisone (Deltasone®)

Help breathing

Albuterol (Proventil®)

Fluticasone/Salmeterol (Advair®)

Albuterol/Ipratropium (DuoNeb®)

Tiotropium (Spiriva®)

Budesonide/Formoterol
(Symbicort®)

Common side effects

Dizziness, Headache, Shaking,
Possible increased heart rate

Vaccines / immunizations

Influenza or Pneumococcal Vaccine

Other Vaccines or Immunizations

Common side effects

Are you up to date with your
vaccines? Please ask your doctor if
you are up to date.

Lower blood pressure

Calcium Channel Blockers:

Diltiazem
(Cardizem®, Cartia XT®)

Amlodipine (Norvasc®)

Beta Blockers:

Metoprolol
(Toprol XL®, Lopressor®)

Atenolol (Tenormin®)

Carvedilol (Coreg®)

ACE Inhibitors:

Enalapril (Vasotec®)

Lisinopril (Prinivil®)

Angiotensin Receptor Blockers:

Valsartan (Diovan®)

Losartan (Cozaar®)

Olmesartan (Benicar®)

Diuretics (Water pill):

Hydrochlorothiazide (Microzide®)

Furosemide (Lasix®)

Common side effects

Headache, Dizziness/Light
headedness (especially when
standing quickly), Drowsiness, Dry
cough

Heartburn or reflux

Famotidine (Pepcid®)

Ranitidine (Zantac®)

Pantoprazole (Protonix®)

Lansoprazole (Prevacid®)

Common side effects

Headache, Abdominal cramping,
Diarrhea

Lowers cholesterol

Atorvastatin (Lipitor®)

Pravastatin (Pravachol®)

Simvastatin (Zocor®)

Rosuvastatin (Crestor®)

Common side effects

Headache, Muscle Pain, Stomach
Upset

Queasiness or throwing up

Ondansetron (Zofran®)

Promethazine (Phenergan®)

Common side effects

Headache, Constipation, Tiredness/
Drowsiness

Heart rhythm problems

Amiodarone (Pacerone®)

Digoxin (Digitek®, Lanoxin®)

Dronedarone (Multaq®)

Common side effects

Dizziness, Headache

Calm nerves or make you sleepy

Diazepam (Valium®)

Temazepam (Restoril®)

Alprazolam (Xanax®)

Zolpidem (Ambien®)

Midazolam (Versed®)

Common side effects

Dizziness/Drowsiness, Headache,
Confusion

Stops formation of blood clots

Aspirin

Prasugrel (Effient®)

Clopidogrel (Plavix®)

Ticagrelor (Brilinta®)

Common side effects

Stomach upset, Risk of Bleeding

Relieves constipation

PEG 3350 (Miralax®)

Docusate (Colace®)

Bisacodyl (Dulcolax®)

Common side effects

Bloating/Cramping Nausea, Diarrhea,
Belching

Disclaimer: The information above is only a summary of the names of medications in each category and the possible side effects from each drug listed. More detailed information is available from your doctor, nurse, pharmacist or the manufacturer's package insert from each medication.

Photo, video and audio recording guidelines

We know there may be times during your visit when you would like to take photos, videos or audio recordings. Please help us protect the privacy and safety of our patients, families and team members by following the guidelines below:

Stop and ask

Do I have permission?

Taking photos and videos during patient care and procedures is not permitted. You may, however, take photos or videos of yourself and your family members, but must always respect the rights and privacy of other patients, their families and our team members. Do not take photos, videos or audio recordings of anyone without their permission.

Be part of our promise

Am I respecting others' privacy?

We know you want to share your experience with friends and family, and we encourage you to do so. However, if a team member believes patient care is being compromised or a patient's privacy has been violated, you will be asked to delete the photos or recordings in question. Please know it is against Florida law to audio record without consent.

Be aware of your surroundings

Am I respecting others' rights?

When taking a photo or video, be aware of other patients, their families and our team members who may be in the background or working nearby and have not given you their permission.

Please contact the Baptist Health Privacy office at 904.202.5621 with questions.



Be sure to capture only yourself and your family when taking a photo, video or audio recording.

Cell phones should be in "silent" mode in patient care areas. Please keep cell phones at least three feet away from medical equipment.

Notice of nondiscrimination

Baptist Health complies with applicable Federal civil rights laws and will admit and provide treatment to patients without regard to the individual's race, color, national origin, sex, religion, age, handicap, sexual orientation or gender identity.

Baptist Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (*large print, audio, accessible electronic formats, other formats*)
- Provides 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, please call extension 2243 or contact Debbie Spiker at 904.202.2435 or debbie.spiker@bmcjax.com (<mailto:debbie.spiker@bmcjax.com>) .

If you believe that Baptist Health 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:

Director of Compliance Program Operations and Section 1557 Coordinator
1660 Prudential Drive, Suite 210, Jacksonville, FL 32207
Phone: 904.202.4145 • Fax: 904.618.2215
Email: Compliance@bmcjax.com (<mailto:Compliance@bmcjax.com>)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance the Section 1557 Coordinator is available to help you.

You can also 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 (<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>) or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201
1.800.368.1019, 800.537.7697 (TDD)

Complaint forms are available from the Office for Civil Rights. (<http://www.hhs.gov/ocr/office/file/index.html>)

Translations of Notice

- 繁體中文
(<https://res.cloudinary.com/baptisthealth/image/upload/v1624469510/Baptist%202.0/PDF%20Patient%20Forms/BH-non-discrimination-chinese.pdf>)
- Tiếng Việt
(<https://res.cloudinary.com/baptisthealth/image/upload/v1624469509/Baptist%202.0/PDF%20Patient%20Forms/BH-non-discrimination-vietnamese.pdf>)
- Español
(<https://res.cloudinary.com/baptisthealth/image/upload/v1624469509/Baptist%202.0/PDF%20Patient%20Forms/BH-non-discrimination-spanish.pdf>)
- 한국어
(<https://res.cloudinary.com/baptisthealth/image/upload/v1624469509/Baptist%202.0/PDF%20Patient%20Forms/BH-non-discrimination-korean.pdf>)
- Tagalog
(<https://res.cloudinary.com/baptisthealth/image/upload/v1624469510/Baptist%202.0/PDF%20Patient%20Forms/BH-non-discrimination-tagalog.pdf>)
- Русский
(<https://res.cloudinary.com/baptisthealth/image/upload/v1624469509/Baptist%202.0/PDF%20Patient%20Forms/BH-non-discrimination-russian.pdf>)
- العربية
(<https://res.cloudinary.com/baptisthealth/image/upload/v1624469509/Baptist%202.0/PDF%20Patient%20Forms/BH-non-discrimination-arabic.pdf>)
- Kreyòl Ayisyen
(<https://res.cloudinary.com/baptisthealth/image/upload/v1624469508/Baptist%202.0/PDF%20Patient%20Forms/BH-non-discrimination-haitian-creole.pdf>)
- Français
(<https://res.cloudinary.com/baptisthealth/image/upload/v1624469508/Baptist%202.0/PDF%20Patient%20Forms/BH-non-discrimination-french.pdf>)
- Polski
(<https://res.cloudinary.com/baptisthealth/image/upload/v1624469507/Baptist%202.0/PDF%20Patient%20Forms/BH-non-discrimination-polish.pdf>)
- Português
(<https://res.cloudinary.com/baptisthealth/image/upload/v1624469507/Baptist%202.0/PDF%20Patient%20Forms/BH-non-discrimination-portuguese.pdf>)
- Italiano
(<https://res.cloudinary.com/baptisthealth/image/upload/v1624469507/Baptist%202.0/PDF%20Patient%20Forms/BH-non-discrimination-italian.pdf>)
- Deutsch
(<https://res.cloudinary.com/baptisthealth/image/upload/v1624469507/Baptist%202.0/PDF%20Patient%20Forms/BH-non-discrimination-german.pdf>)

- ગુજરાતી
(<https://res.cloudinary.com/baptisthealth/image/upload/v1624469507/Baptist%202.0/PDF%20Patient%20Forms/BH-non-discrimination-gujarati.pdf>)
- ภาษาไทย
(<https://res.cloudinary.com/baptisthealth/image/upload/v1624469507/Baptist%202.0/PDF%20Patient%20Forms/BH-non-discrimination-thai.pdf>)

Patient belongings and valuables

Patients and visitors are responsible for all belongings. Baptist Health is not responsible for replacing lost or misplaced items. We recommend you bring only essential items to the hospital and offer the following tips to help keep your personal items secure:

REMINDER – Label belongings and place in appropriate containers. Medications need to go home, or will be stored in the pharmacy until discharge.

Please leave all valuables at home or send them home with a family member or friend upon admission to the hospital. This includes cash, checkbooks, credit cards, jewelry and other items deemed to be of value, wallet, purse, cell phone, laptop computers, e-readers, iPads, etc., or any other item that would be considered a loss if misplaced. Patients move about during a hospital admission for testing, procedures and treatments or from



one inpatient unit to another due to their medical condition. Each patient room is equipped with a hotel-like safe. All valuable items should be stored in the safe, not at the bedside.

Helpful hints for items that are needed during your stay

- Please avoid placing dentures on a meal tray, under a pillow, on the sheets or in any concealed place where they may be lost or accidentally thrown out.
- Do not leave hearing aids unprotected on the bedside or over-bed table.
- To prevent loss or damage to eyeglasses during hospitalization, patients are asked not to leave them unprotected on the bedside table, in a robe pocket or on the bed.

Lost items

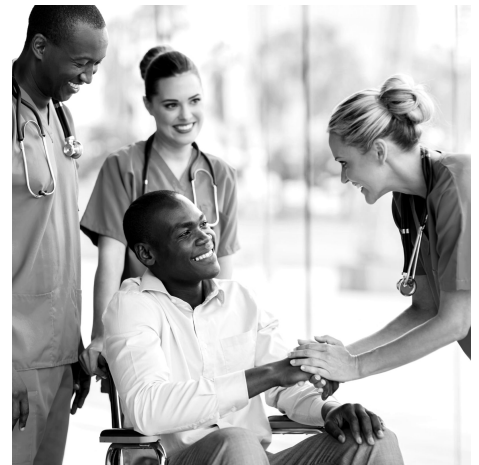
- Unless placed in our possession for safekeeping, Baptist Health does not replace lost items.
- We will be happy to check our lost and found for your items.
- If you are/were an inpatient, please call the unit that is/was responsible for your care.
- If you are/were an outpatient, please speak with the practice manager of the outpatient unit.

Discharge lounge

Patient Hospitality Suite

When can I go home?

This is a frequent question asked by our patients and their family members. Understandably, you want to get back to your home and normal routine. A member of your health care team will discuss going home plans with you, including home care, medications, followup appointments and other instructions to make your transition from hospital to home as smooth as possible. If you do not have transportation when it's time to leave, we have a comfortable place for you to wait in our Hospitality Suite.



What is a Patient Hospitality Suite?

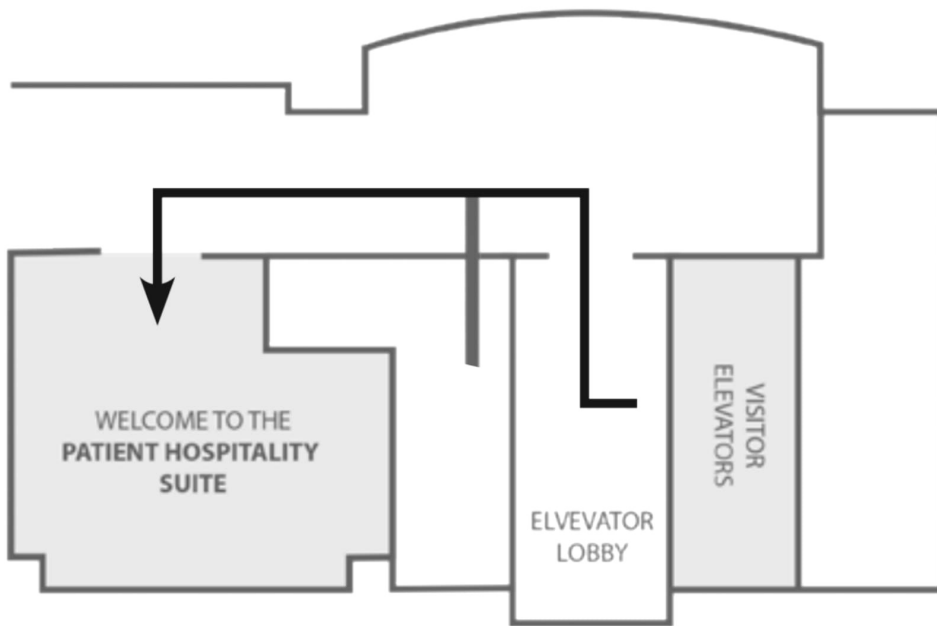
It is a comfortable and convenient place for patients who have been discharged but are waiting for transportation home. To reach a health professional in the Hospitality Suite or to let us know what time you will pick up a patient, please call 904.271.7088.

Patient Hospitality Suite amenities

While waiting for your ride, you can rest comfortably in a recliner, enjoy a snack, read or watch television.

How to find us

We're located 4th floor, in Tower A. Enter through our hospital main entrance and take the Palm Elevators to the 4th Floor. The suite will be the first door on your left.



Survey says?



You may receive a survey by mail, email or text.

Your feedback means the world to us! If you receive a survey, please take a moment to tell us about your visit.



Surveys are administered by Press Ganey Associates, Inc.

All responses are private.



Changing Health Care for Good.®

Phone directory

Main Hospital	904.271.6000	Patient Accounting	904.202.2092
Patient Information	904.271.6000	Medical Records	904.202.1169
Hospital Administration	904.271.6001	Volunteers	904.271.6081
Nursing Administration	904.271.6007	Outpatient Scheduling	904.271.6699
Spiritual Care	904.271.6933	Rehabilitation	904.271.6575
Social Work	904.271.1319		

If you have any concerns about your hospital care, please call the Patient Safety Hotline at 904.202.SAFE (7233).

Baptist Medical Center South

14550 Old St. Augustine Road
Jacksonville, Florida 32258

904.271.6000

BaptistJax.com/South



Facebook.com/BaptistSouth



X.com/BaptistHealthJx



Instagram.com/BaptistHealthJx

Our mission is to make hope, healing and well-being accessible
to every person as an expression of God's love.

Our Team Colors

