

Your Coordination of Care Packet

Welcome to Wolfson Children's Hospital
Newborn Intensive Care Unit.

We're **surrounding** your child 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 Wolfson Children's Hospital NICU

On behalf of our physicians, nurses, team members and volunteers, we would like to extend a warm welcome to Wolfson Children's Hospital.

We are honored to provide your child's care and want to do everything we can to make your child's experience with us the very best it can be. We consider every single one of our team members at Wolfson Children's 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 America 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. Making ourselves available to you is just one of the many ways we are changing health care for good at Wolfson Children's Hospital.



Allegra Jaros, MBA
Hospital President

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 904.202.8000 and ask to be connected to a child's room and/or nursing unit. Only emergency calls are accepted from 10 pm to 7 am. Parents/guardians will be given direct numbers to your child's room and nursing unit.

To call out:

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

Patient concerns

For concerns regarding patient care please call 904.202.8286. 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.

Library for Healing

- Wolfson Family Adult Tower, 1st floor
- Hours: Weekdays, 8:30 am – 4 pm
- Offers educational and recreational reading material, music and computers with Internet access. Patients and families can check out items and return items after hours in the return bin located by the 1st floor Adult Tower elevators.

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

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.

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 Children's Chapel (on the 4th floor of WCH) and

Reid Memorial Chapel (on the 1st floor of the main hospital, next to Starbucks) are 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.

Smoke and tobacco free

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

Parking garages

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

Vending machines

- Adult Hospital: 1st floor, near glass terrarium, next to stairs
- Adult Tower: 4th floor, intensive care waiting room
- Emergency Center: 1st floor waiting area
- Wolfson Children's Hospital: 2nd – 4th floor waiting areas
- Pavilion: 2nd floor, obstetrics waiting area

ATM locations

- Adult Tower: 1st floor elevator lobby (Wells Fargo ATM)
- Pavilion: 1st floor, across from restaurant (Bank of America ATM)
- Pavilion: outside main entrance

Dining

Top of the Tower Cafeteria

- Adult Tower, 8th floor
- Hours: Weekdays, 10 am – 10 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: Weekdays, 6 am - 5 pm Weekends, 6 am - 10 pm

Starbucks

- Main Building, 1st floor
- Hours: Weekdays, 6 am – 7 pm
- Features muffins, cookies, salads, sandwiches, coffee and smoothies

Firehouse Subs

- Howard Building, 1st floor
- Hours: Weekdays, 9 am – 9 pm

Gift shops

Pavilion Carousel Gift Shop

- Pavilion, 1st floor

Laundry

- Wolfson Children's Hospital, 4th floor, next to Children's Chapel

Wolfie Wagon

Operates weekdays except for restricted rooms.

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

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

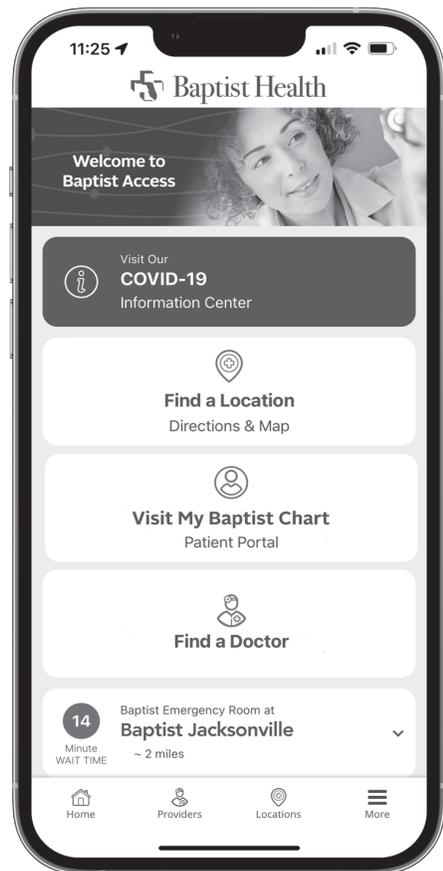
**Download the
Baptist Access app to:**

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.  Baptist Health
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.

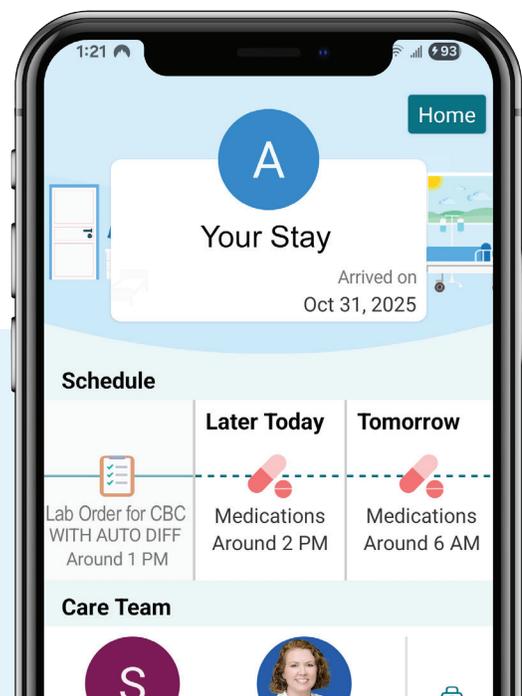
Request proxy access for your child's patient record

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.

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.

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)

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.

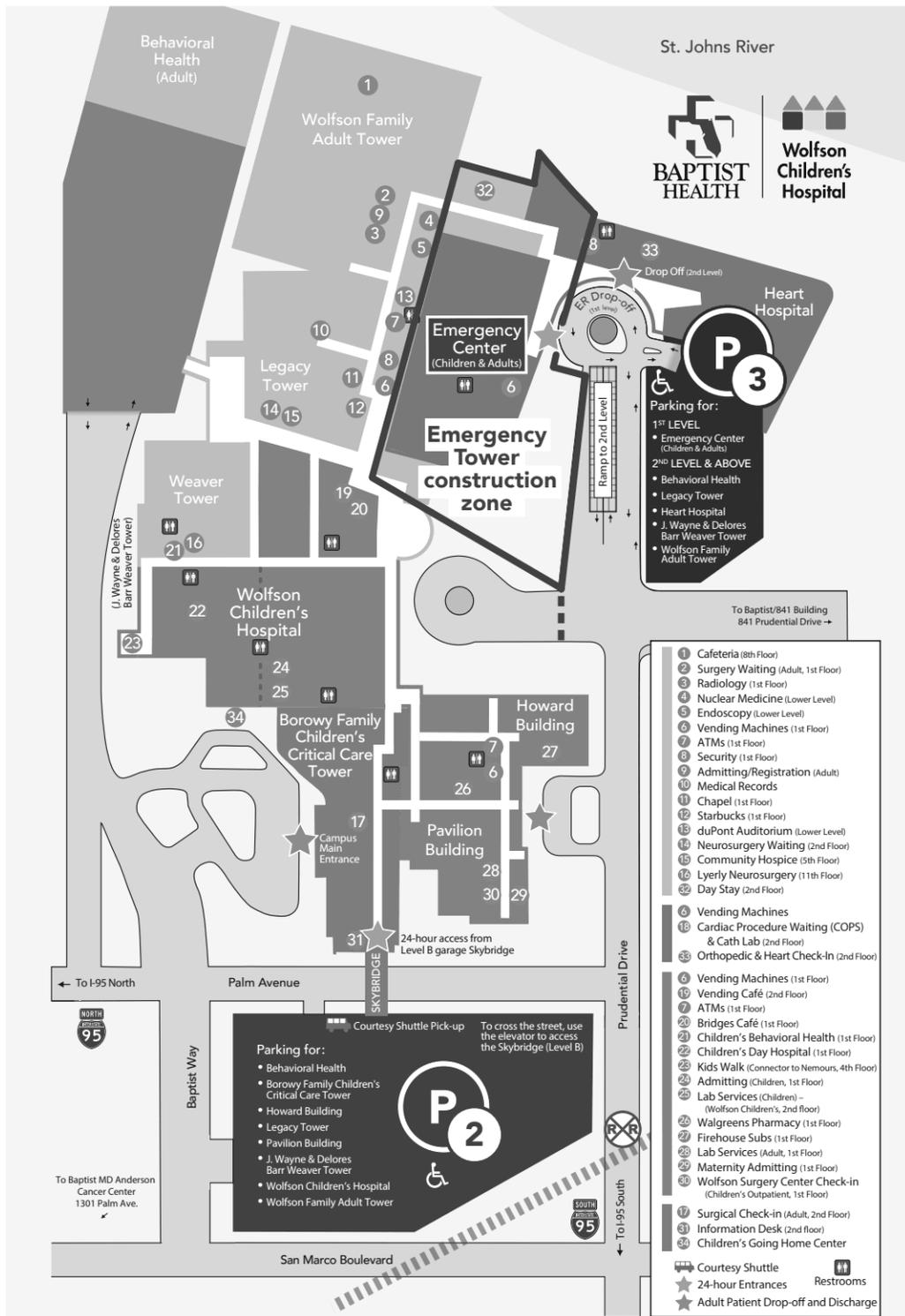
Korean - 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-904-202-2435 번으로 전화해 주십시오.

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

Gujarati - !ચના: % ત' ગુજરાતી બોલતા હો, તો નિ:શુલક ભાષા સહાય 9વાઓ તમારા મા= ઉપલ@ધ B. ફોન કરો 1-904-202-2435.

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

Hospital map



TV guide

Channels can be accessed by using the number buttons on the remote control.

- | | | |
|----------------------------------|----------------------------------|--|
| 3. Weather Channel | 23. Nickelodeon | 43. ABC Family |
| 4. Local Channel 4 (WJXT) | 24. Disney | 44. TV Land |
| 5. C-SPAN | 25. Local ABC (WJXX) | 45. AMC |
| 6. Oxygen | 26. DIY | 46. TNT |
| 7. Local PBS (WJCT) | 27. Galavision | 47. Local CBS (WTEV) |
| 8. History Channel | 28. Syfy | 48. ESPN |
| 9. CBS College Sports | 29. National Geographic | 49. ESPN 2 |
| 10. Oprah Winfrey Network | 30. Local Fox (WAWS) | 50. ESPN News |
| 11. FX | 31. History International | 51. Hallmark |
| 12. Local NBC (WTLV) | 32. EWTN – Catholic | 52. Hallmark Movies |
| 13. Cartoon Network | 33. Fox News | 53. Tru TV |
| 14. Boomerang | 34. Fox Business News | 54. CMT |
| 15. Bravo | 35. CNN | 55. GAC |
| 16. Lifetime Movies | 36. Headline News | 56. VH1 |
| 17. Local CW | 37. TBN | 57. BET |
| 18. Lifetime | 38. Discovery | 58. MTV – currently unavailable |
| 19. Food Network | 39. TLC | 59. A&E |
| 20. Disney XD | 40. USA | 60. WE (Women’s Entertainment) |
| 21. HGTV | 41. Animal Planet | 61. Bloomberg |
| 22. Univision | 42. TBS | 62. Shop NBC |

Managing your baby's pain

Pain management has many benefits, including a quicker recovery! Overall, your baby will feel more comfortable while healing. Unrelieved pain can cause anxiety, irritability and problems with eating and sleeping, which can slow healing and disrupt treatment. However, a total absence of pain is often unrealistic and not always achievable. Keeping your baby comfortable allows your baby's energy to be used for healing and recovery instead of dealing with pain. You, along with your doctor or the Pediatric Pain Service, will decide which method of pain management is best for your baby.



Measuring pain

Never assume doctors or nurses know your child is in pain. No one knows your baby as well as you do, so it is important to help your child communicate to the staff how he or she feels before the pain becomes too severe. You can expect health professionals to respond quickly to reports of pain. The nurse will look at your baby's behaviors like crying, movement, agitation, body language and vital signs to gauge the level of pain. They will use an appropriate pain scale tool to measure pain in newborns and premature infants.

Pain relief without medicine

- Infants and children feel more secure when parents are present. Being loving and caring are comforting ways to support your baby in pain. Cuddling, rocking and using a pacifier can also provide comfort.
- Distraction shifts attention from the pain to something more pleasant. For older infants and children, some forms of distraction are television, movies, games, music, blowing bubbles, pop-up books and being read to.
- With older children, deep breathing increases relaxation and eases pain. Have your child "blow the pain away", or have them imagine a favorite place or event to take the focus off the pain.
- Contact your Child Life specialist for additional ideas and resources to help with your baby's pain.

- It is important for babies to continue normal, enjoyable activities to the extent possible while in the hospital. These methods alone are usually not enough for strong pain, so medicine may be necessary.

Pain relief with medicine

- Pain medicine can be given by mouth in pill or liquid form, by rectum (suppositories) or through the skin.
- A constant level of pain medication can be given through an IV.

Going home

If your baby has pain, you will be given information on how to care for your baby's pain at home. Medications used appropriately are very safe and effective and addiction is not a concern with short-term use. Ask your doctor or nurse if you have any questions about your baby's medication.

For your good health

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.

What can you do?

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.

How should you clean your hands?

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.



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.

Most frequently missed spots on the hands:

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

Preventing the spread of infection

Transmission-based precautions

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 germ your child may have and how it spreads. All children on transmission-based precautions must stay in their rooms. There will be a sign posted outside your child's room with instructions on the type of precautions needed.

Contact precautions

Patients on contact precautions are infected with a germ that can be spread by person-to-person contact or from items in the patient'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 put on 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

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

Children on airborne precautions have germs that can spread through the air. These children 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 are to wear an N95 mask before entering the room if they are at risk of contracting the germ. Visitors should also wear an N95 mask if they are at risk of getting sick with the germ, too. The N95 mask should fit well. The mask should draw in towards the mouth when you inhale. Nursing staff can assist you if needed.

Siblings and other visitors

All visitors must check in at the nurses' station for directions before visiting a patient who is on transmission-based precautions. Any visitors, including brothers and sisters 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. Siblings may visit as long as they are able to comply with the isolation precautions. Please be aware that siblings must remain in the patient's room and are not to visit the playroom or other common areas.

Activities

Since a child who is on transmission-based precautions must stay in his or her room, activities such as toys, music, books and movies will be provided by the nursing staff or arranged by our Child Life specialists. Touch and

interaction is very important to children. Although your child is on precautions, if the precautions are followed, hugs and kisses are safe and recommended!

How can we help stop the spread of these germs?

The number-one way to help stop the spread of germs is good hand-cleaning practices, especially after coughing, sneezing, using the

bathroom and before eating. To wash your hands properly, rub them together with liquid soap very hard and fast, covering all surfaces for 15 seconds, then rinse, dry with a paper towel, and turn off the faucet with the paper towel. Alcohol foam can also be used if your hands are not visibly dirty.

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:

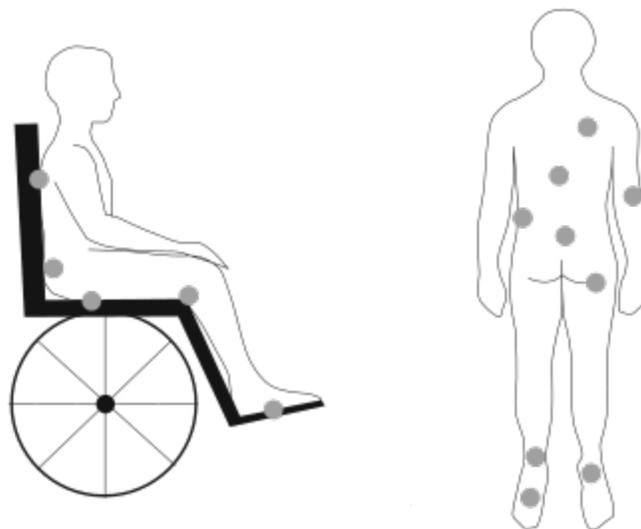
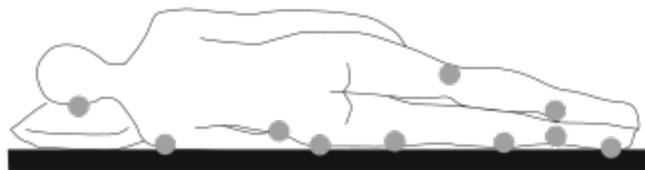
- Unable to change positions
- Wetness
- Not eating or drinking enough
- Reduced mental awareness or confusion

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 child's risk factors and prevention, you may be able to prevent or reduce the pressure ulcers.

Adults: Common Pressure Points



Children: Common Pressure Points



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

Our hospital is a healing environment

Wolfson Children's Hospital cares deeply 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 an environment that is safe.

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.

Wolfson Children's Hospital 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.

Additionally, Wolfson Children's Hospital established a Hit-Free Zone to create and reinforce an environment of comfort and safety for patients, families and staff working at our facility.

A Hit-Free Zone means we won't tolerate:

- An adult hitting a child.
- An adult hitting another adult.
- A child hitting an adult.
- A child hitting another child.

Anyone engaging in these behaviors will be asked to stop for the safety of everyone. Find out more about parenting solutions at [WolfsonChildrens.com/Parenting](https://www.wolfsonchildrens.com/about/positive-parenting) (<https://www.wolfsonchildrens.com/about/positive-parenting>) .

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 Wolfson Children's Hospital a safe place for everyone.

Prepared in partnership with the Wolfson Children's Hospital Family Advisory Council

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. Wolfson Children'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 Wolfson Children's Hospital 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.com)

Purposeful rounding

Your child's safety and care are our first priority. We believe that by having one of our team members check on patients hourly, we can make sure they are safe and comfortable. You will see one of us in your child's room frequently during their waking hours. We will always want to check on your child's:



- **Comfort** – Do they need help moving to a different position? Is everything within reach? Is the temperature and the environment what the patient needs?
- **Personal needs** – Does your child need to use the bathroom while we are here? Anything else the patient needs?
- **Pain level** – How is your child's pain and the child's need for relief?

You can certainly call us between visits, but we wanted you to know that we will be regularly checking on your child. If at any time during their stay you have a question or concern, please let your child's nurse or the nurse manager on the unit know so we can address it.

Bedside shift report

Another way we surround your child with care is nurse-to-nurse communication with you at each change of shift, at your child's bedside. This allows the three of you to collaborate on the next steps in your child's 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.





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 including Sunshine, Staywell, and straight Georgia Medicaid. 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

Pharmacy Hours

Walgreens Pharmacy at Baptist Jacksonville and	Mon - Fri	8am – 6pm
Wolfson Children’s	Sat	9am – 3pm
Hospital (Pavilion – 836 Prudential Drive)	Sun	9am - 1pm

904.202.5288

Going home with a narcotic prescription for your child

Your child may go home with a prescription for a narcotic/opioid. Commonly prescribed narcotics/opioids include codeine, hydrocodone (Trade names: Norco or Hycet), 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 child's pain enough so that they are able to do their day-to-day activities, but not reduce their pain to zero.

Many people use opioids without problems. It is important to read and follow the directions on the prescription label. They are strong medications, which can be habit-forming and should be used with caution. Use the lowest dose possible for the shortest duration of time. Do not have your child take it more often than directed.

Your child may feel sleepy or dizzy while taking this medication. Their ability to drive or operate machinery may be impaired. Avoid giving your child other sedating medications, like benzodiazepines, while taking this medication. Discuss this with your child's doctor if you are unsure or have any questions.

You will need to call 911 if:

- Your child can't speak clearly when they awaken
- You can't wake your child up
- Your child's lips or fingernails are blue or purple
- Your child is making unusual heaving snoring, gasping, gurgling or snorting sounds while sleeping
- Your child is not breathing or has no heartbeat

Where should I keep my medicine?

Keep medications in a secure and safe place to protect 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 your child no longer needs this medication, it should be disposed of 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:
 - a. Mix medicines in a sealable bag with an undesirable substance such as dirt, cat litter, or used coffee grounds.
 - b. Seal the plastic bag containing the mixture and throw it in your household trash.
 - c. 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 (<http://www.safemedication.com/safemed/PharmacistsJournal/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
<p>Acetaminophen (Tylenol)</p>	<p>Relieves mild-moderate pain, and treats headache, muscle aches, arthritis, backache, toothaches, colds and fevers. <i>Overdoses can cause liver damage.</i></p>
<p>Non-steroidal Anti-inflammatory Drugs (NSAIDs): Aspirin, Ibuprofen (Advil, Motrin), Naproxen (Aleve, Naprosyn)</p>	<p>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></p>
<p>Nerve Pain Medications: Gabapentin (Neuraptine), Pregabalin (Lyrica)</p>	<p>Relieve mild-moderate nerve pain (shooting and burning pain). <i>Can cause drowsiness, dizziness, loss of coordination, tiredness and blurred vision.</i></p>
<p>Antidepressants: Effexor XR, Cymbalt, Savella</p>	<p>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></p>
<p>Medicated Creams, Foams, Gels, Lotions, Ointments, Sprays and Patches: Anesthetics (Lidocaine), NSAIDs, Muscle Relaxers, Capsaicin</p>	<p>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></p>
<p>Interventional Pain Management</p>	<p>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></p>
<p>Non-opioid Anesthesia</p>	<p>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.</p>

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
<p>Self-care</p>	<p>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></p> <p>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></p>
<p>Complementary Therapies</p>	<p>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></p> <p>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></p> <p>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></p> <p>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></p> <p>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></p>
<p>Rehabilitation Therapies</p>	<p>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></p> <p>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></p>
<p>Behavioral and Mental Health Therapies</p>	<p>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></p>

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

Acetaminophen (Tylenol®)

Ibuprofen (Motrin®)

Hydrocodone/Acetaminophen (Hycet®, Norco®)

Ketorolac (Toradol®)

Hydromorphone (Dilaudid®)

Morphine (MS Contin®)

Oxycodone (Oxycontin®)

Oxycodone/Acetaminophen (Percocet®)

Common side effects

Dizziness/Drowsiness, Constipation, Nausea, Rash, Confusion

Antibiotics

Ampicillin

Amoxicillin (Amoxil®)

Amoxicillin/Clavulanate (Augmentin®)

Cefazolin (Ancef®)

Cephalexin (Keflex)

Cefotaxime (Claforan®)

Ceftriaxone (Rocephin®)

Ceftazidime (Fortaz®)

Cefepime (Maxipime®)

Cefdinir (Omnicef®)

Levofloxacin (Levaquin®)

Ciprofloxacin (Cipro®)

Gentamicin

Tobramycin

Amikacin

Metronidazole (Flagyl®)

Ampicillin-sulbactam (Unasyn®)

Piperacillin-tazobactam (Zosyn®)

Azithromycin (Zithromax®)

Vancomycin (Vancocin®)

Clindamycin (Cleocin®)

Linezolid (Zyvox®)

Common side effects

Upset Stomach, Diarrhea, Rash/Flushing, Headache

Prevent / treat blood clots

Enoxaparin (Lovenox®)

Warfarin (Coumadin®)

Aspirin

Clopidogrel (Plavix®)

Heparin

Common side effects

Bruising, Risk of Bleeding

Control blood sugars

Insulin glargine/detemir (Lantus®; Levemir®)

Insulin aspart (Novolog®)

Insulin lispro (Humalog®)

Insulin regular (Humulin R®, Novolin R®)

Metformin (Glucophage®)

Common side effects

Stomach Upset

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

Brings down fever

Acetaminophen (Tylenol®)

Ibuprofen (Motrin®)

Common side effects

Difficulty going potty, Dark colored urine

Calm nerves or make you sleepy

Diazepam (Valium®)

Midazolam (Versed®)

Diphenhydramine (Benadryl)

Common side effects

Dizziness/Drowsiness, Headache, Confusion

Help breathing (quick relief)

Albuterol (Proventil®, Ventolin®)

Albuterol/Ipratropium (DuoNeb®)

Common side effects

Dizziness, Headache, Shaking, Possible increased heart rate

Long-term asthma controller medications

(take every day)

Budesonide/Formoterol (Symbicort®)

Beclomethasone (Qvar®)

Common side effects

Oral Thrush with steroids, Cough, Hoarseness

Fluticasone/Salmeterol (Advair®)

Montelukast (Singulair®)

Fluticasone (Flovent®)

Inflammation with asthma

Methylprednisolone (Solumedrol®)

Prednisone (Deltasone®)

Common side effects

Upset stomach, increased hunger, Increased glucose, Weight gain

Prednisolone (Orapred®)

Dexamethasone (Decadron®)

Allergies

Cetirizine (Zyrtec®)

Epinephrine (Epi-Pen®)

Common side effects

Headache, Drowsiness, Sleep issues, Abdominal pain

Loratadine (Claritin®)

Diphenhydramine (Benadryl®)

Reflux or upset stomach/throwing up

Ranitidine (Zantac®)

Ondansetron (Zofran®)

Common side effects

Headache, Abdominal cramping, Diarrhea

Lansoprazole (Prevacid®)

Promethazine (Phenergan®)

Pantoprazole (Protonix®)

Relieves constipation

Lorazepam (Ativan®)

Bisacodyl (Dulcolax®)

Common side effects

Bloating, Cramping, Nausea, Diarrhea, Belching

Polyethylene glycol (Miralax®)

Glycerin suppository

Docusate (Colace®)

Senna

Treat / prevent seizures

Lorazepam (Ativan®)

Levetiracetam (Keppra®)

Common side effects

Drowsiness, Mood changes, Electrolyte changes

Diazepam (Valium®)

Clonazepam (Klonopin®)

Fosphenytoin (Cerebyx®)

Clobazam (Onfi®)

Phenobarbital (Luminal®)

Oxcarbazepine (Trileptal®)

Valproic Acid (Depakote®)

Migraine control

Ibuprofen (Motrin®)

Sumatriptan (Imitrex®)

Common side effects

Drowsiness/Dizziness, Chest pain, Upset stomach

Ketorolac (Toradol®)

Magnesium sulfate

Prochlorperazine (Compazine®)

Valproic acid (Depakote)

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.

Cellular phones should be in "silent" mode in patient care areas. Please keep cellular 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.

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.



Phone directory

Main Hospital	904.202.8000	Food & Nutrition Services	904.202.1061
Patient Information	904.202.2861	Gift Shop Pavilion	904.202.3102
Hospital Administration	904.202.8732	Medical Records	904.202.1169
Nursing Administration	904.202.8071	Community PedsCare	904.407.7300
Spiritual Care	904.202.4242	The Library for Healing	904.202.4325
Nursing Supervisor	904.202.8201	Volunteers	904.202.8008
Social Work	904.202.1319	Outpatient Scheduling	904.202.2222
Patient Accounting	904.202.2092	Bloodless Medicine & Surgery	904.202.3460
Walgreens Pharmacy	904.202.5288		

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

Wolfson Children's Hospital
Newborn Intensive Care Unit
800 Prudential Drive
Jacksonville, Florida 32207

904.202.8000
WolfsonChildrens.com

 [Facebook.com/WolfsonChildren](https://www.facebook.com/WolfsonChildren)  [X.com/WolfsonChildren](https://www.x.com/WolfsonChildren)  [Instagram.com/WolfsonChildren](https://www.instagram.com/WolfsonChildren)

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

Our Team Colors

