

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>)**