Dear Valued Patient,

On behalf of our physicians, clinicians and staff, we would like to welcome you to Baptist Health. We thank you for choosing Baptist Health as your healthcare provider. It is our desire that your stay with us is pleasant and comfortable – helping you and your family to focus on your healing.

We understand hospital stays can be stressing and the information you are provided about your care can be overwhelming, which is why we have created this patient handbook. We encourage you to take a moment and read through it, as it contains important information about your safety and patient rights, and covers commonly asked questions such as phone numbers and visiting hours.

You will also find in the back of the book a place for you to write notes about your stay and plan of care. If you have questions for the healthcare professional caring for you, please do not hesitate to ask. During your stay, we will strive to earn our reputation for quality healthcare, working hard to offer the best patient experience and outcome possible.

It is our privilege to care for you.

With love,

Your Baptist Health Family
Mission Statement

As a witness to the love of God through Jesus Christ, Baptist Health exists as a voluntary, not-for-profit organization to promote and improve the physical, emotional and spiritual well-being of the people and communities it serves through the delivery of quality healthcare services provided within a framework of fiscal responsibility.

Vision Statement

- Help people in communities we serve maintain and improve their health and quality of life.
- Collaborate with other community organizations to provide needed services.
- Be the healthcare provider of choice for all who need care in the communities we serve.
- Be the employer of choice for healthcare professionals with a positive attitude.
- Be a healthcare system of choice for physicians and other healthcare providers.
- Provide high quality services at appropriate costs.
**About Your Admission**

**Registration**
Your admission was requested by your physician who is a member of the hospital’s medical staff. During the admission process, it is necessary to obtain vital information regarding you, the patient. Your cooperation in supplying this information is appreciated.

Patients should bring with them all insurance identification cards, policy numbers or referrals. Your insurance will be verified and you will be asked to pay the insurance deductible, co-payment and any estimated balance not covered by your insurance.

For patients with no insurance, total estimated charges are payable at the time of admission. If you think you will want a private room, you need to inform the registration clerk. Every attempt possible will be made to give you the accommodations you request. However, private rooms must be assigned on a first-come, first-serve basis OR according to medical necessity.

**What to Bring to the Hospital**
1. A complete list of all medications you are taking, including herbal and over-the-counter medications or supplements.
2. Only such personal items such as cosmetics, nightgown or pajamas, bathrobe, slippers, toiletry (deodorant, toothbrush, razor, etc.) and shower items should be brought to the hospital upon admission.
3. If you bring an electrical item (hair dryer, razor, radio, fan, etc.) please notify the nurse so a member of the Engineering staff may check the item for safety.

**Your Valuables**
Please leave all your valuables at home including jewelry, cash and credit cards. Should you need to store valuable items, the hospital registration areas have a safe where your valuables may be held until discharge. The hospital cannot be held responsible for loss of or damage to valuable items kept at the bedside. This includes eyeglasses, contact lenses, hearing aids, dentures, cash, jewelry, etc.

**Parking**
Visitor parking is available in designated areas on each campus. Please look for the signs on campus labeled “Visitor Parking.”

**Services for the Hearing Impaired**
Baptist Health facilities provide several aids for hearing impaired patients, including sign language interpreters, a closed-caption television box and a Telecommunications Device for the Deaf (TDD) phone. Please ask your nurse for assistance with obtaining this service.

**About Your Hospital Stay**

**Telephone**
Your room is equipped with a telephone at your bedside. To call out to a local number dial (9) to get an outside line, followed by the number you are calling. To make a long distance call, please dial ‘0’ to reach the operator and they will assist you.

Your individual number to your room so you may receive calls is:
- Baptist Medical Center East: 244-8 followed by the room number.
- Baptist Medical Center South: 286-1 followed by the room number.
- Prattville Baptist Hospital: 361-3 followed by the room number. To reach the patient in bed 1, please dial 361-3 followed by the room number plus 1. To reach the patient in bed 2, please dial 361-3 followed by the room number plus 2.

For other types of calls, please dial ‘00’ to reach the hospital operator. Telephone calls are blocked or not put through to the patient rooms from 9 p.m. until 7 a.m.
**Dietary Services**
Meals served to you during your hospital stay are provided to aid in your recovery. Your particular dietary needs are considered by your physician who then writes an order for your diet. Trained dieticians plan the menu. You will be served three (3) times a day based on your condition and according to your physician’s instructions.

At times, you may not be able to eat or drink (NPO) due to your condition or tests/procedures your physician has ordered. We ask that you check with your nurse prior to supplementing your diet with foods from home. In the event you are not satisfied with your meal, or if you have special dietary requests, please contact your nurse so those requests can be given to our Nutrition and Food Services Department.

**Religious and Cultural Services**
Chaplains employed by the hospital are available to provide ministry, pastoral care and counseling. A chaplain is available to hear your questions, respond to your need for specific religious services, offer counsel and sustain you, as well as your family while coping with the stressors of illness, decision-making, waiting and the experience of hospitalization. We can assist in contacting your own clergy person when you request their services. We want to provide you with support, prayer, scripture or other services while responding to your spiritual needs.

*If you have religious, spiritual and/or cultural practices that will be important to you as we provide your care, please share this information with your physician and the nurse who performs your admission history. An appropriate referral/request can then be made. Your nurse knows how to inform the hospital chaplain of your need and request.*

**Patient Satisfaction**
To ensure that we are providing excellent service as we meet our patient’s needs, we appreciate any comments you share with our staff during your stay. If you have any comments or concerns you would like to share with us during your stay, please contact hospital administration.

After you return home we need to hear from you one more time. You will receive a telephone call from HealthStream asking about your hospital stay about one week after you arrive home. This telephone survey allows us to get detailed information about your visit that we will use in our ongoing efforts to provide excellent service at Baptist Health.

By sharing your opinion with us we can:
- Make a positive impact on all patients
- Give our patients the respect they deserve
- Care for all of our patients’ medical needs, and
- Maintain patient satisfaction within our hospital
At Baptist Health, your safety is our top priority. Please read the following tips on how to keep yourself (or your loved one) safe:

**Team Member**
- Become an active member of your healthcare team.
- Take part in every decision.
- Understand your diagnosis, tests and treatment.

You may want to encourage family members or a trusted friend to serve on your behalf as an advocate. Advocates can be a part of your healthcare team, although they can only do so with your permission.

**Hand Washing**
Baptist Health encourages frequent hand washing for its staff, patients and visitors.

Wash your hands and ask your caregivers if they also have cleaned their hands. We provide alcohol-based hand rub in all patient care areas. Hand washing is the best way to stop the spread of infection.

**Respiratory Hygiene/Cough Etiquette**
Please help us prevent the spread of infection:

Cover the nose and mouth when coughing or sneezing. Use tissues to contain respiratory secretions and dispose in a waste receptacle after use. Wash your hands! Ask your family and friends to avoid visiting you if they are sick.

**Communicate**
Provide accurate and complete information about your condition and medical history. Expect caregivers to introduce themselves and look for their identification badge. Ensure your doctor or nurse confirms your identity before any procedure or treatment.

**Prevent Falls**
If you have problems with balance or if you have a history of falls, please let us know. Always ask for help when getting up, especially if you are light-headed, weak, or wobbly. Wear non-slip shoes or slippers. The nurse may place a yellow armband on your arm to alert other caregivers that you are at high risk for falls so that appropriate precautions can be taken.

**Medicine**
Tell your doctor and nurse all of the medications you are taking, including any herbs, vitamins, dietary supplements or over-the-counter medications.

Ask about the purpose of the medication and ask for written information about it, including its brand and generic names. Also inquire about the side effects of the medication.

If you do not recognize a medication, verify that it is for you. This hospital, like many hospitals, may switch your home medication to our formulary choice. Also, the medication may look different because it is made by another manufacturer. Ask about oral medications before swallowing and read the contents of bags of intravenous (IV) fluids. If you’re not well enough to do this, ask your advocate to do this.

Carry a written list of your medications at all times.

This hospital dispenses medication in the most ready-to-use form to promote patient safety.

Baptist Health utilizes pharmacists at each of our hospitals to provide medication order entry for all three hospitals to ensure 24 hour a day pharmaceutical care for our patients.

**Allergies**
Tell us about any allergies or bad reaction you have to medication, food, or dyes.

**IV Pumps**
Your IV pump is controlled by your nurse or physician only. Please contact your nurse if you have any questions about this. In some cases, you may be given a PCA (Patient Controlled Analgesia) pump for management of your pain. This is controlled only by you (the patient). Tell us if you have pain and if your pain doesn’t ease, let us know. If you are on a pain pump, NEVER allow someone else to press the dose button for you – only the patient should administer a dose of pain medication.

**Blood Clots**
Also known as Deep Vein Thrombosis (DVT), this condition is often caused by restricted movement while confined to a hospital bed. DVT is best prevented by moving your feet and legs and turning yourself over in bed at least every two hours. Your doctors and nurses may give you medicine, stockings, or leg wraps to help. If you have problems breathing or are coughing up blood, tell a member of your care team immediately.
Understand Your Care
Ask what tests you will have. Ask if you will have blood work. Your doctor should explain the risks, benefits and alternatives to any tests, procedures or treatments recommended for you. Ask any questions you have. If you don’t understand, ask again. Only agree to those things you fully understand. Remember that you have the right to refuse any treatment.

Having surgery? Your surgical site may be marked so there is no confusion in the operating room. You may be asked to be a part of this process. A pre-operative checklist will be used to insure your safety. Just before beginning the procedure the entire team will stop and take a time-out to confirm it is safe to begin.

Keep your armband on at all times during your stay. Your armband provides us with critical information. Let a member of your care team know if your armband comes off.

Before you leave, be sure you understand discharge instructions and if you have a follow-up appointment. Find out how to contact the physician’s office if you have questions after you leave.

If You Have Questions or Concerns -- ASK, ASK, ASK!
Please feel free to contact any member of your healthcare team. Please notify us if you notice:

- A change in the patient’s condition.
- Patient safety issues.
- Patient care concerns not being addressed in a timely manner.

For immediate medical assistance during your stay, please call:
Baptist Medical Center South - ext. 6666
Baptist Medical Center East - (334) 451-5253
Prattville Baptist Hospital - (334) 451-0584

If you are worried, so are we!
Definitions of Hospital Caregivers

**Attending physician** – the physician who is directing your care while in the hospital.

**Consulting physician** – may see you at the request of your attending physician for specialized needs.

**Resident physician** – a medical doctor enrolled in an educational program to expand his or her knowledge prior to practicing alone.

**Medical student** – a student enrolled in an educational program who may observe your care or assist in limited ways.

**Registered nurse (R.N.)** – will work with your physicians to coordinate your treatment and answer questions about your diagnosis or care plan.

**Hospitalist** – a medical doctor who specializes in inpatient care. Your doctor may use a hospitalist physician for your inpatient care. This physician will release you back to your doctor at discharge.

**Intensivist** – a physician who specializes in the care of critically ill patients, usually in an intensive care unit.

**Licensed practical nurse (L.P.N.)** – a graduate of a community college program. Works under the supervision of a registered nurse and is responsible for the goal directed daily care of their patients.

**Patient care technician (P.C.T.)** – a supportive member of the patient care team educated or experienced by previous training to assist in routine and non-complex aspects of patient care. The P.C.T. performs duties to support the operations of a patient care unit.

**Unit clerk** – responsible for the secretarial duties on the nursing unit. They answer call lights, phones and handle the input of physician orders into the computer.

**Respiratory therapist (R.T.)** – a graduate of an accredited program who is responsible for providing direct care within specific guidelines related to respiratory care. They assess and manage equipment through the direction of a physician.

**Radiologist** – a medical doctor who specializes in analyzing and performing procedures using X-rays.
Patient Rights
Baptist Health is committed to respect and protect the rights of our patients. Honoring these rights is an important part of respecting and caring for you as a whole person.

Your Rights as a Patient: Professional and Personal Care
You have a right to:
• Be treated in a caring and respectful way.
• Have us respond to your reasonable requests for treatment. Our response will be based on your medical condition, the urgency of your situation and on our ability to provide the kind of care you may need.
• Get care that does not discriminate on the basis of race, ethnicity, culture, language, physical or mental disability, socioeconomic status, sexual orientation, gender identity or expression, religion, age, or sex.
• Get care that is sensitive to your cultural, psychological, spiritual, and personal values, beliefs and preferences.

Participate in Care Decisions
You have a right to:
• Take part in decisions about your care. This includes taking part in your plan of care, treatment, services, discharge plan and any ethical concerns that might happen.
• Get information about your care. This includes information about your diagnosis and prognosis, the care that is suggested and potential benefits, the risks involved in treatments or procedures, alternatives, outcomes of care (including unanticipated outcomes) and the cost of care.
• Give your informed consent before any procedure is performed.
• Give your informed consent for any recording or filming that is done for other purposes than your identification, diagnosis, or treatment. If you give consent, you have the right to stop the recording or filming. You can also withdraw your consent before the recording or film is used (if done within a reasonable amount of time before use).
• Say “No” or refuse care, treatment or services.
• Ask for a second opinion or appropriate transfer to another hospital.
• Give us an advance directive such as a living will, healthcare power of attorney or health care proxy. This tells the hospital and doctor how you want to be treated and whom you want to make decisions for you. Your doctor will tell you if we cannot carry out your advance directive.

Good Communication
You have a right to:
• Get information that is correct and easy for you to understand.
• Have free interpretation or translation services if you need them.
• Have telephone and mail services.

Privacy and Confidentiality
You have a right to:
• Personal privacy. This includes:
  - Being seen by your healthcare team in private.
  - Being able to access a telephone to make a private call.
• Confidentiality about your protected health information. Under the Health Insurance Portability and accountability Act (HIPAA) your rights include:
  - You may ask to restrict how we use and disclose (or release) your information for treatment, payment and other healthcare operations. You can also restrict information that is given to your family or friends. We are not required to agree with your requests and we will tell you if we are not able to agree.
  - You may ask for a list of who has received your health information under certain circumstances (as we are allowed to give out under the law). There is no charge for the first time you ask for a list in any 12-month period of time. However, we will charge a fee for other requests in a 12-month period.
  - Please note: All your requests must be in writing. Please ask us if you need help.
• For more information about these HIPAA rights or to ask for a request form, please contact the privacy officer at (334) 273-4437.
  • Get a written notice of how your health information will be used and shared. This is called our Notice of Privacy Practices and it contains your rights and our legal duties about your health information.

Access to Medical Records
You have a right to:
• See and get a copy of your medical record within a reasonable time frame.
• Ask that we make a change to your medical record. We are not required to make all changes but will carefully consider making the changes you want. If we do not make the changes, we will explain why and explain your rights in writing.

Caregivers
You have a right to:
• Know the names and roles of the people directly involved in your care. This includes the name of your doctor(s) and other practitioners.
• Have your own doctor or practitioner notified if you choose, when you are admitted to the hospital.

Visitors
You have a right to:
• Have any visitor you want (the visitor does not have to be legally related to you). We may have to limit or restrict visitors at certain times to protect your health and safety.
Reasons include:
- When you are having certain procedures, tests or treatments.
- When the visit may interfere with the care of other patients.
- Any court order that limits or does not allow contact.
- Behavior that is a direct risk or threat to you, hospital staff, or others in the hospital.
- Behavior that disrupts how the patient care unit functions.
- Reasonable limits on the number of visitors at one time.
- Patient has a risk of getting an infection from a visitor.
- Visitor has a risk of getting an infection from a patient.
- Need to control infection because of a pandemic or infectious disease (spreading germs) outbreak.
- Substance abuse treatment protocols that restrict visits.
- Your need for privacy or rest.
- Change your mind about who you want for visitors.

Access to Services for Your Protection and Support
You have a right to:
• Ask for and get a list of names, addresses, and telephone numbers of state client protection and advocacy (or support) groups.

A Secure and Dignified Setting
You have a right to:
• Be free from mental, physical, sexual, and verbal abuse, neglect, harassment and exploitation.
• Be free from seclusion or restraint unless necessary for your safety.
• Be in a setting that supports a positive self-image and preserves human dignity.
• Storage space to meet your personal needs.
• Keep and use personal clothing and possessions (unless this infringes on others’ rights or interferes with your medical care).
• Have access to the outdoors if you are in the hospital longer than 30 days (unless it interferes with your medical care).

Freedom from Unnecessary Restraints or Seclusion
You have a right to:
• Be free from seclusion or restraint unless necessary for your safety.
• If we have to use restraints or seclusion for your safety:
  - It will not be used to force, punish, retaliate or be used for the convenience of our staff.
  - It will not cause physical discomfort or harm.
  - Your rights, dignity and well-being will be protected.
  - We will use the least restrictive method or type of restraint possible.

Pain Management
You have a right to:
• Be comfortable and have your pain controlled as much as possible.
• Take part in developing and carrying out your pain management plan.
• Be taught about your part in managing pain, possible limits to managing pain and the side effects of pain management.

Religious and Spiritual Services
You have a right to:
• Religious and other spiritual services. Baptist Health provides a staff of trained, qualified pastoral counseling providers that are available 24 hours a day, 7 days a week. If you ask, the hospital’s chaplain will also contact your patient’s minister, priest, rabbi, iman or other spiritual advisor.

End-of-Life Decisions
You have a right to:
• Tell us what you want or do not want for treatment at the end of your life.
• Give us a written advance directive such as a living will, healthcare power of attorney or health care proxy. This tells the hospital and your doctor what kind of treatment you want or do not want at the end of your life. It also tells who you want to make decisions for you if you are cannot speak for yourself.
• You do not have to have a written advance directive. Your access to care, treatment, and services is not determined by whether you do or not have an advance directive.
• Ask us for help in making an advance directive. Please tell your doctor or nurse if you need help.
• Have your advance directive honored (within what the law permits and the hospital’s capability).
• Have your wishes about organ donation honored (within what the law permits or the hospital’s capability.)

Understand and Give Consent for Research Treatment
You have a right to:
• Be told about the risks and benefits of research treatment to help you make a decision about taking part in a research study.
• Take part in or refuse to take part in research treatment that is offered. Refusing to take part in research treatment or stopping research treatment will not affect your access to other care, treatment or services.

Tell Us Your Concerns or Complaints
You have a right to:
• Tell us your concerns or complaints (sometimes called “grievances”). This can be done by talking to us or by writing. Please talk to your doctor, nurse or other care giver about any of your concerns.
• If you have a problem that cannot be solved by them, please call the hospital and ask the operator for the patient advocate or nursing supervisor. We will work hard to resolve your complaint in a timely manner. If you would rather write us, address the letter to the Chief Nursing Officer at the hospital.
• Freely voice your complaints and suggestions without it affecting your care, treatment or services.
• Speak to someone outside of Baptist Health about your concerns or complaints. Below are the agencies that you can call or write:
  - Alabama Department of Public Health
    P.O. Box 303017
    Montgomery, Alabama  36130-3017
    Telephone (800) 356-9596
  - The Joint Commission
    Office of Quality Monitoring
    One Renaissance Boulevard
    Oakbrook Terrace, Illinois  60181
    Telephone (800) 994-6610
  - If you have Medicare or Medicaid insurance, you can contact Alabama’s Quality Improvement Organization:
    Alabama Quality Assurance Foundation (AQAF)
    Two Perimeter Park South
    Suite 200 West
    Birmingham, AL 35243
    Telephone: (800) 633-4227

We want you to receive the best and safest care possible. We believe this can be done when patients and families are active members of the healthcare team. While in our care, we ask that you and your family:

Give Accurate and Complete Information
• Tell us all you know about your present illness, other times you have been sick or in the hospital, your health history, your current symptoms, and anything else that you think would be helpful.
• Tell us about:
  - All drugs you are taking including prescriptions, herbal remedies, over the counter medications, natural products, vitamins, alcohol and tobacco use.
  - Any allergies or reactions to medicines, food, adhesive tape, latex, or other things.
  - Anything else that affects your health.

Ask Questions and Speak-up
• Tell us right away if:
  - You have an unexpected change in your condition or symptoms.
  - Your pain medicine is not helping you.

Follow Instructions
• Follow the instructions of your doctor, nurse or other caregiver. If you are not able to follow your plan of care instructions, please tell someone right away. Often your plan of care can be changed to make it easier for you to follow.
• Accept responsibility and risk for your choices if you:

Other Responsibilities
• Show respect and consideration for our staff, doctors, patients, visitors and property.
• Follow the hospital’s rules and regulations.
• Prepare to pay your hospital bill. Please give us the information we need to bill your insurance. Let us know if you need help with a payment plan.

Questions:
If you have any questions regarding these rights or wish to voice a concern about your rights, you may contact the hospital chaplain, or the nursing supervisor. They can be reached by asking your doctor, nurse or the hospital operator. (Dial 00 is you are using a hospital telephone.)
Admissions Non-discrimination Policy

The Health Care Authority for Baptist Health, An Affiliate of UAB Health System and its’ associated providers, does not exclude, deny benefits to or otherwise discriminate against any person on the grounds of race, color, national origin, or on the basis of disability or age in admission to, participate in, or receipt of the services and benefits of any of its programs and activities or in employment therein, whether carried out by the Health Care Authority for Baptist Health, An Affiliate of UAB Health System and its associated providers directly or through a contractor or any other entity.

In case of questions concerning this policy, or in the event of a desire to file a complaint alleging violation of the above, please contact:

Section 504 Coordinator: Corporate Compliance Officer
(334) 273-4417

TDD/State Relay Number: (800) 548-2546

Spanish Relay Number: (800) 548-8317
Facts about Health Care Advance Directives

What is an Advance Directive?
An advance directive is used to tell your doctor and family what kind of medical care you want if you are too sick or hurt to talk or make decisions. If you do not have one, certain members of your family will have to decide on your care. You must be at least 19 years old to set up an advance directive. You must be able to think clearly and make decisions for yourself when you develop an advance directive. You do not need a lawyer but you may want to talk with one before you take this important step. Whether or not you have an advance directive, you have the same right to get the care you need.

Types of Advance Directives
In Alabama, you can set up an advance directive for healthcare. The choices you have include:

- A living will is used to write down ahead of time what kind of care you do or do not want if you are too sick to speak for yourself.
- A proxy can be a part of a living will. You can pick a proxy to speak for you and make the choices you would make if you could. If you pick a proxy, you should talk to that person ahead of time. Be sure that your proxy knows how you feel about different kinds of medical treatments.
- Another way to pick a proxy is to sign a durable power of attorney for healthcare. The person you pick does not need to be a lawyer.

You can choose to have any or all of these three advance directives: living will, proxy and/or durable power of attorney for healthcare.

Why You Should Have a Written Advance Directive
It is best to write your wishes down. If you don’t have one, certain members of your family will have to decide on your care.

How You Can Make an Advance Directive
Tell your doctor or nurse or hospital chaplain that you would like to fill out an advance directive form. They can explain the forms but cannot give you legal advice. You do not need a lawyer but you may want to talk to one before you make this important step.

You may also tell your doctor what you wish. Your doctor will write it in your medical record.

The Alabama law is that you must be:
- At least 19 years old
- Able to think clearly
- Able to make decisions for yourself.

If You Have a Written Advance Directive
Give a copy to your doctor, the hospital and your family as soon as possible. A copy is as good as an original.

How You Can Change Your Advance Directive
Tell your doctor or nurse if you want to change it. You have the right to change or cancel an advance directive at any time or change the proxy (the person you chose to speak for you).

Our Policy
All adult patients who are competent (can make decisions for themselves) have the right to refuse care and make advance directives. We will tell you if we cannot carry out your wishes. Please contact the hospital chaplain if you need more information about advance directives.
Organ/Tissue/Eye Donation

In Alabama, there are more than 2,300 individuals awaiting organ donations and the list keeps growing. They could be your father or mother, sisters or brothers, your children, co-workers or friends. If you have indicated your intent to become an organ donor on your driver’s license, be sure to discuss your decision with your family.

Perhaps what’s most incredible is that a donation from just one person can save the lives of eight individuals and dramatically improve the lives of countless others.

Donor families are never charged for any aspect of the organ recovery and transplantation process.

Organ donation has no impact on the donor’s funeral arrangements. It does not alter the appearance of the body.

Clothing covers all incisions, so the organ recovery process does not prevent open-casket funerals or any other traditional funeral practices.

No major religion opposes organ and tissue donation, considering it a charitable act toward one’s fellow human beings. Most religions have stated that organ donation is a personal decision and some actively encourage it.

Your choice to become an organ donor will not affect your day-to-day living. It’s only after an individual has died that the Alabama Organ Center checks the Registry to determine whether that individual was a registered donor. As a donor, your gift is a legacy of your life and your memory will live on through those who receive this gift. It is the policy of Baptist Health to honor and respect every patient’s and families’ right to consider organ and tissue donation.

Please contact the hospital chaplain if you need more information about organ donation.
Financial Counselors
We have financial counselors located at each facility to help our patients with understanding their insurance benefits and financial obligations. They also provide assistance with setting up payment options to meet our patients’ needs.

Insurance Claims
As an accommodation to you, the hospital will submit claims to your insurance company or other third-party payer. However, you, or the person responsible for your account, remain ultimately responsible for payment of your hospital bill until it is paid in full.

Payment of Hospital Bill
At the time of discharge, you or a family member should go to the Patient Registration Department to arrange for payment of your hospital bill and/or co-pays (if not already done). The hospital attempts to make preliminary financial arrangements at the time of admission. We will verify your insurance coverage either prior to or during your stay; however, final settlement must be made at the time of discharge, you may use Master Card, Visa, Discover, American Express or cash.

Statement of Hospital Charges
Upon request, you or the person responsible for your account will be mailed a summary statement of all hospital charges. If payment has not been received from your insurance company or third-party payer within 45 calendar days after billing, you will be sent a statement informing you that we have not received payment, and requesting that you contact the insurance company or third-party payer. If it has not been paid within 60 days after billing, you will be expected to pay the remaining balances.

Anesthesiology Services
Anesthesiology services include hospital-provided services and the anesthesiologist’s professional fee. The hospital portion will be billed by the hospital, while the anesthesiologist’s fee will be billed by the anesthesiology group. Any amount not covered by your insurance will be billed to you.

Radiology (X-ray) Services
X-ray services include hospital-provided services and the radiologist’s professional fee. The hospital portion will be billed by the hospital, while the radiologist’s fee will be billed by Montgomery Radiology Associates, P.A. Any amount not covered by your insurance will be billed to you.

Professional Physician Billing
Your physician may or may not participate with Medicare, Blue Cross/Blue Shield or other third party players. Your hospital bill does not include charges for professional services provided by physicians involved with your care. Your physician(s) will bill you separately from the hospital. These physicians can include: anesthesiologists, surgeons, cardiologists, radiologists, pulmonologists, nephrologists, pathologists and/or other specialties.

Emergency Department Physician Service
If you are admitted through the Emergency Department, you may receive a separate bill for these services.

Obtaining Assistance with Your Hospital Bill
If you have a question pertaining to your hospital bill, call Customer Service at (334) 273-4560 or toll free at (800) 359-7403.
Important Telephone Numbers
Billing Customer Service            (334) 273-4560 or
                                          (800) 359-7403
Case Management   (334) 286-2230
Gift Shop     (334) 286-3194
Information Desk    (334) 286-3491
Hospital Administration    (334) 286-2975
Hospital Operator                Dial '00'
Medical Records     (334) 286-2951
Menu Line              (334) 286-2764
Nursing Administration (334) 286-2470
Pastoral Care and Counseling     (334) 286-2964
Patient Advocate     (334) 286-2380
Patient Registration (Admitting)    (334) 286-2900
Senior Advantage     (334) 286-3400
Volunteer Services     (334) 286-2974
Security     (334) 286-5555

Cafeteria Hours:
Open daily
• 6:30-9:30 a.m.
• 11 a.m.-1:30 p.m.
• 4-7 p.m.
• 10:00 p.m.-1:30 a.m.

Chappy's Deli (334) 286-3354

Hospital Visiting Hours
General Visitation Hours 8 a.m. – 9 p.m.
Postpartum Unit 8 a.m. - 9 p.m.
Infant Viewing/Newborn Nursery 10 a.m. – 8:30 p.m.
ICU visiting Hours 10 a.m. – 10:30 a.m.
                          1 p.m. – 1:30 p.m.
                          5:30 p.m. – 6 p.m.
                          8:30 p.m. – 9 p.m.

Clergy may visit at all times, as appropriate.

Gift Shop Hours
8 a.m.-6 p.m. Monday – Friday
Closed on weekends.

Information subject to change.
Important Telephone Numbers

Billing Customer Service: (334) 273-4560 or (800) 359-7403
Case Management: (334) 213-6399
Gift Shop: (334) 213-5077
Information Desk: (334) 213-5078
Hospital Administration: (334) 244-8500
Hospital Operator: Dial ‘00’
Medical Records: (334) 244-8531
Menu Line: (334) 213-6368
Nursing Administration: (334) 244-8387
Pastoral Care and Counseling: (334) 213-6265
Patient Registration (Admitting): (334) 244-8505
Senior Advantage/Volunteer Services: (334) 244-8308
Security: Dial 5555 or (334) 213-6271

Gift Shop Hours
Monday-Friday 9 a.m.-5 p.m.

Cafeteria hours
Monday-Friday
- Breakfast – 7-9:30 a.m.
- Lunch – 11 a.m.-3:30 p.m.
- Dinner – 4:30-6:30 p.m.
- Snack – (9:30-11:30 p.m.)

Saturday-Sunday
- Breakfast – 7-9:30 a.m.
- Lunch – 11:30 a.m.-3:30 p.m.
- Dinner – 4:30-6:30 p.m.

Hospital Visiting Hours

Daily
- 8 a.m.-9 p.m.
Clergy may visit at all times, as appropriate.

ICU Visiting Hours

Limit two visitors at a time and must be older than 14 years of age.

Daily
- 10-10:15 a.m.
- noon-12:15 p.m.
- 2-2:15 p.m.
- 4-4:15 p.m.
- 6-6:15 p.m.
- 9-9:15 p.m.
Clergy may visit at all times, as appropriate.
Important Telephone Numbers

Administrat on (334) 361-4267
Dietary (334) 361-4264
Patient Safety Line (334) 361-4253
Patient Advocate (334) 361-4866
Medical Records (334) 361-4221
Surgery/ICU Waiting Room (334) 361-3165
Outpatient Waiting Room (334) 361-3160
Housekeeping (334) 361-4229
Security (334) 361-3159
Senior Advantage/Volunteer Services (334) 361-4866
Hospital Operator Dial ‘00’
Gift Shop (334) 361-4850

General Visiting Hours

Daily
• Until 9 p.m.
• No morning restrictions
Clergy may visit at all times.

Cafeteria Hours

Open Monday-Friday
• Breakfast - 7-9 a.m.
• Lunch - 11 a.m.-1 p.m.

Gift Shop Hours
Monday-Friday 9 a.m.-4 p.m.

ICU Visiting Hours

Daily
• 9-10 a.m.
• 1-2 p.m.
• 5-6 p.m.
• 8-9 p.m.
Clergy may visit at all times, as appropriate.
Discharge from the Hospital

When you are admitted to the hospital, your doctor and our staff will start planning with you and your family for your discharge. We start planning early to make your discharge as smooth as possible.

Before you leave the hospital you and your family members (if you wish) should know:
- Your diagnosis, prognosis and reason why you are being discharged.
- What major laboratory tests, X-ray tests and procedures you had.
- What options you have for getting care and support services after discharge, including places to stay.
- Problems to watch for and what to do about them, including when to call your doctor.
- Who to contact if you have questions.
- When to return to your doctor or others for a follow-up visit.
- What tests or procedures you need after you are discharged.
- What medicines you are taking, what they are for and how to take them.
- What medication prescriptions you need.
- Possible side effects of medications and what to do if you have side effects.
- How to keep an up to date list of all your medications to give to your doctor or other healthcare provider on every visit.
- What special equipment you will need and how to order it.
- How active you can be.
- What changes may be needed in your diet and what foods you should limit or not eat.
- How to manage pain.
- Special skills you may need like changing a bandage or giving a shot.
- How medication, services and other healthcare items will be billed and your options for paying. (A financial counselor may come by to see you during your stay).

Patient Education

While you are here, don't forget to check out our Patient Education channel. A variety of health related topics are broadcast 24 hours a day. Once discharged, you can access patient education information online at www.gehealthcare.com/education/thepatientchannel. Or visit the Baptist Health website, www.baptistfirst.org to learn more about upcoming community seminars.

Thank you for choosing Baptist Health!