

Guide TO Guest Services

WELCOME TO BAPTIST





Welcome to Baptist Memorial Hospital for Women. We are pleased that you and your physician have selected us to provide your medical care.

At Baptist Women's Hospital, it's our goal for you and your family to have a comfortable, safe and ultimately satisfying experience during your stay. If at any time you have concerns about your treatment, please notify a member of your care team, your nurse manager or Administration at 901-227-9101.

Again, thank you for choosing Baptist, we look forward to serving you and helping you get better.

Sincerely,

Kevin Hammeran
CEO and Administrator
Baptist Memorial Hospital for Women
and the Spence and Becky Wilson Baptist Children's Hospital



Healing Care



Healing Care with Compassion and Grace

Our Mission

In keeping with the three-fold ministry of Christ of healing, teaching and preaching, Baptist Memorial Health Care is committed to providing quality health care.

Women's Hospital Promise of Care

As your "family" of compassionate caregivers, we strive to promote and provide high quality, patient-focused healthcare and wellness programs to the women and children of our community - every patient, every day, in every way.

Family-Centered Care Philosophy

The key principles of patient and family-centered care:

- You and your family are treated with dignity and respect.
- We as health care providers communicate and share complete and unbiased information with you and your family in ways that are clear, affirming and useful.
- You and your family build on your strengths by participating in experiences that enhance control and independence in your own health care.
- A collaborative approach - involving you, your family and our providers - drives our policies, program development, professional education, and the delivery of care.
- Patient care and safety are our top priorities.

Patient Engagement



Baptist Memorial Hospital for Women wants you to have a comfortable, safe and ultimately satisfying experience with your care. We have contracted with Press Ganey to conduct random patient surveys. If you are selected to participate, you will receive a survey in the mail with questions about your patient experience. The survey is anonymous, and your information will not be shared with any outside agency. The information you provide helps us to improve our services, and we truly appreciate your feedback.

Reporting Concerns

If you have concerns about the care you receive at Baptist, please notify your care team or the Quality Care Line at 901-227-9888 or 1-877-BMH-TIPS.

Baptist Memorial Hospital for Women is accredited by The Joint Commission. As our patient, you have the right to report any unresolved safety concerns by contacting The Joint Commission at customerservice@jointcommission.org, using the "Report a Patient Safety Event" link at jointcommission.org, faxing to 630-792-5636 or writing to The Office of Quality and Patient Safety (OQPS), The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181. You may also call 630-792-5800 to request an online form from The Joint Commission.

Post-Discharge Call Center

Our care for you doesn't end when you go home. After you are discharged, one of our nurses will call you at home within 24 to 48 hours to answer any questions or concerns you may have. This is a standard service of Baptist at no cost to you.

Before you are discharged and leave the hospital, please:

- Make sure our staff has a valid phone number to contact you in a day or two.
- Watch your caller-ID for a call from Baptist Discharge Call Center or the number 901.227.7000.

Pain Management

Your comfort is very important to us at Baptist Memorial Hospital for Women. It is important for us to know if you are experiencing pain, when it gets better and when it is worse in order to develop a plan to manage your particular type of pain. Throughout the day, the staff will be regularly asking if you are experiencing any pain, and you will be asked to rate the level of pain using the categories below. However, please don't hesitate or wait to be asked to let your nurse know when you're in pain. We are committed to working with you to make you as comfortable as possible while you are our patient.



0
No Pain



1-2
Mild Pain



3-4
Moderate Pain



5-6
Severe Pain



7-8
Very Severe
Pain



9-10
Worst
Possible Pain

Accommodations

Your Room

Your room assignment at Baptist Memorial Hospital for Women is based upon your admitting diagnosis and bed availability on the day of your admission.

Your Hospital Bed

Hospital beds are electronically adjustable, and the nurse will show you how to work the bed properly.

Room Temperature

All rooms in the hospital have a thermostat in the room. Please feel free to adjust the temperature to suit your level of comfort. Please notify the nursing staff if you need assistance.

Telephones

If you use a hospital phone, local calls may be made at any time from the room by dialing 9 and the number.

Television

Televisions are in each room for your convenience and entertainment. Please be considerate of other patients by keeping the volume low.

Vending Machines

Vending machines with snacks and beverages are located on the ground floor across from the elevators in the lobby area. More vending machines are located on the back wall of the dining room/Vines Café, and in the pediatric emergency waiting room. They are available 24 hours per day.



Food & Nutrition



Meals

Baptist makes every effort to provide nutritious meals that are prepared according to your doctor's orders. If your doctor orders a special diet, your choices will be specified to your particular needs.

Approximate serving times to patients are:

Breakfast 7:00 a.m. - 8:00 a.m.

Lunch 11:00 a.m. - 12:30 p.m.

Dinner 5:00 p.m. - 6:00 p.m.

Dieticians

The hospital maintains a staff of full-time registered and licensed dietitians to meet your dietary needs during your stay. Baptist respects multi-cultural preferences by providing meals on special request. Our staff dietician may be contacted at 901-227-9028, Monday through Friday. Please let your care team know if you need assistance.

Vines Café

Vines Café offers a wide variety of foods for family, friends and staff members. Hours of operation are located by the door of the cafeteria.

Safety and Security



Tobacco Free Campus

For your health and safety, Baptist Memorial Hospital for Women is a TOBACCO-FREE CAMPUS. Cigarettes, cigars, vaping and smokeless tobacco products are prohibited on all Baptist Memorial Campuses. This policy is strictly enforced.

Fire Drills

For your protection, the hospital conducts safety drills on a regular basis. If a drill occurs while you are here, do not become alarmed and please remain in your room. In the case of an actual emergency, remain calm and follow the instructions of the staff.

Weapons Free Facility

For your security, weapons of ANY kind are prohibited on Baptist Campuses. We are a weapons-free facility. Law enforcement officers are required to check their weapons at Security (901-227-9797).

Medications

All medications you take while in the hospital are prescribed by your doctor, dispensed by the hospital pharmacy and administered by a nurse. If you need to take medication you currently take at home, it must be acknowledged and ordered by your doctor, approved by the hospital pharmacy, and kept in a secure location. Please ask your nurse for additional information and guidance with home medications.



Wheelchairs

For your convenience, wheelchairs are available on all patient floors. However, getting in and out of them without assistance can be dangerous and result in injury. If you would like to use a hospital wheelchair, please ask for help from a member of the hospital staff.

Valuables or Lost Items

Patients are asked not to bring items of value to the hospital. If you bring a valuable item, we will ask if there is a relative who can take it home for you. If not, the item should be deposited in the safe in the Security Office. You will be given a written receipt for all items, which must be presented when you withdraw them. The hospital does not accept responsibility for items of value unless they are deposited in the safe. If you lose something, please notify your nurse immediately, and we will make every effort to help you find it. To inquire about lost articles, call the Security Office at extension 79797 on your room phone or 901-227-9797 on your cell phone.

Parking

Baptist Memorial Hospital for Women has free parking for patients and guests. Parking is available in the covered garage across from the hospital. There is a covered walk-way on the third floor of the garage which leads to the hospital and Professional Office Building. Parking is available 24 hours a day, seven days a week. Patients and guests are cautioned not to park in reserved spots or certain designated areas. Please take every precaution and lock your vehicle. If you should need assistance, please call the Security Department at extension 79797 from your room phone or 901-227-9797 from your cell phone.

Infant Security System

The entire staff of Baptist Memorial Hospital for Women is committed to the security of your baby during your stay in the hospital. And there are things you can do as well to help keep your baby safe.

- Become familiar with hospital personnel around you. All staff will wear identification badges and will introduce themselves. NEVER give your baby to someone who is not familiar to you. Please feel free to question anyone that comes in your room.
- The staff will always place your baby's bassinet on the side of your bed that is opposite the door.
- Nursing staff responsible for your baby's care wear PINK badges. ALWAYS make sure the nurse has a PINK badge before letting your baby leave your room.
- Never leave your baby alone or unsupervised in the room. Please leave the door ajar to view the baby even when in the bathroom.
- For your infant's security, he/she will be wearing a CODE ALERT band. Do not cut or unclip the band. Before you leave, the band will be removed at the front desk by a staff member. Also, a staff member will always accompany you to the front lobby for discharge.

Keeping your baby safe is a big responsibility when you leave the hospital, too. After you are discharged and return home, we recommend that you have at least one color photograph of your infant printed or on your phone, and a complete written description of your infant including hair color, eye color, length, weight, date of birth and specific physical attributes.

Special Services



Baptist Memorial Hospital for Women offers a variety of special services to make your stay pleasant and comfortable. These special services include:

Language Interpreters/Hearing Impaired Assistance

Interpretation and translation services are available for our non-English speaking patients, and a special communication device is also available for the hearing impaired.

Pastoral Care Services and Chapel

At Baptist Memorial Hospital for Women, we care for the spiritual well-being of our patients as well as their physical and emotional needs. If you would like to speak to a minister, regardless of your denomination, please call Pastoral Care at 901-227-9880 from your cell phone or have the nursing staff contact them for you.

The Daisy Groner Chapel - a lovely, quiet sanctuary located off of the main lobby - is always open and available to you and your family 24 hours per day, seven days a week, regardless of your religious faith. We invite you to come and meditate quietly.

Wi-Fi

Free Wi-Fi can be accessed through any mobile device or laptop. Click on [BMH_guest](#) to connect to the unsecured network. Please take this opportunity to visit sites that align with good moral character. Some sites may be blocked.

The Gift Shop

The gift shop is located on the first floor, down the main hallway past Admissions. There are many inspirational and everyday gifts such as candles, books, jewelry, clothes and accessories. There is also an array of baby and children's toys and gift items. Please call 901-227-9852 for hours of operations or for more information.

Car Seats

The State of Tennessee requires your baby to be secured properly in a car seat prior to leaving the hospital grounds. All car seats must meet federal motor vehicle safety standards. Children under one year of age or under 20 lbs. must be in a rear-facing car seat in the back seat. Certified car seat technicians are available Monday through Friday, 9:00 a.m. to 4:00 p.m. to check your child's car seat in your car. You may make an appointment with them at extension 77920 from your room or 901-227-9720 from your cell phone. This is a free service.

Waiting Areas

There are designated spaces for visitors on each patient floor and in the main lobby. Complimentary coffee is available for guests on all floors and can be found near the windows by the guest elevators.



