

# BAPTIST MEMORIAL HOSPITAL

6019 Walnut Grove Road  
Memphis, TN 38120  
901-226-5000



A Guide for  
Your Hospital  
Stay

 **BAPTIST**<sup>®</sup>



# Welcome to Baptist Memphis

Baptist Memorial Hospital-Memphis is the flagship hospital of Baptist Memorial Health Care, one of the largest health care systems in the country. Named as the No. 1 hospital in the Memphis metropolitan area and No. 2 hospital in the state of Tennessee by U.S. News & World Report for 2024-2025 and 2025-2026, we serve as a major referral center for patients across the Mid-South.

## **Our Mission:**

In keeping with the three-fold ministry of Christ - Healing, Preaching and Teaching - Baptist is committed to providing quality health care.

## **Our Vision:**

To create an expert system of care in the Mid-South where love abounds so that God can do the impossible.

# Patient Experience



Our goal is to partner with patients and their loved ones to provide the very best care so patients can return home as quickly as possible. Regardless if your hospital stay was unexpected or planned in advance, we consider it a privilege to care for you during this time.



## Questions or Concerns are Welcome

Should you have a question or concern, we encourage you to speak up as quickly as possible so we can help resolve any concerns and get things back on track. Please ask to speak with the nurse, charge nurse, head nurse or nurse manager if you have questions or concerns.



## Help Line

Our Help Line is available 24/7 by calling 901-226-5555. Don't let frustrating things get in the way of healing.



## Your Feedback is Important

Your feedback about your hospital stay is important to us. Our goal is to provide consistent, compassionate care to every patient. After leaving the hospital, you will receive a survey by text, email or mail. Your recognition of team members and feedback is greatly appreciated!

# Patient Rooms



## Bed Alarms and Medical Equipment

Please do not touch, silence or connect/disconnect any medical equipment, hospital bed, tubing, or devices in a patients room. **If an alarm is sounding, please press the call light for assistance.**



## Bed Controls and Linen

**Adjust your bed:** control buttons that can move the head or the foot of the bed up and down are on the side rails or the foot of the bed.

**Linen:** The care team will straighten your bed and provide necessary linens for overnight guests. Linens will be changed as needed or requested.



## Housekeeping

Our Environmental Services team cleans patient rooms daily. Microfiber pads are used to clean floors and special disposable wipes are used to clean surface areas.



## Personal Care Items

Patient rooms include a washbasin and water pitcher. Towels, washcloths, and soap are in the bathroom. Please ask the staff for a toothbrush, toothpaste or mouthwash if you need these.



## Room Temperature

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



## Telephone

The telephone number for your room is 901-226- plus your room number. If you need a phone and your room does not have one, please ask a staff member for assistance.

# Your Care Team



## Nursing

**Nurse leader:** Each nursing unit has a nurse leader who is responsible for the entire unit. In addition, each shift has a charge nurse so there is always someone in a leadership role to provide oversight. During your hospital stay, the nurse leader may visit to ask about your hospital stay.

**Nurses:** Nurses follow orders placed by physicians and give medications prescribed while you are in the hospital.

**Bedside Shift Report:** This should occur twice a day as your nurses change shifts. The purpose is for the nurse going home to introduce you to the oncoming nurse, along with a brief synopsis of what happened during the previous shift. Bedside Shift Report only takes a couple of minutes and patients and families are encouraged to participate.



## Patient Care Assistants/Technicians

Patient Care Assistants (PCA) and Patient Care Technicians (PCT) are team members who may take vitals (blood pressure, temperature), assist with bathing and mobility, and changing linens.



## Physicians

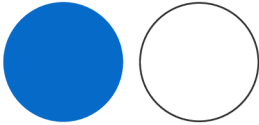
Care for patients in medical/surgical and stepdown units will be coordinated by a hospitalist. Care for patients in intensive care units will be coordinated by an intensivist. These physicians will consult specialists as necessary.



## Unit Coordinators

These team members answer your call lights and are available if you need to locate your nurse or PCA/PCT for additional assistance.

# Care Team Uniform Colors



**Nurses**

Royal Blue or White



**PCA/PCT**

Light Blue



**Unit Coordinator**

Navy Blue



**Phlebotomy (Lab)**

Caribbean Blue



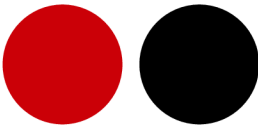
**Respiratory**

Green



**Dietitian**

Brown



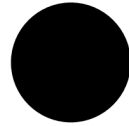
**Cardiac Rehab**

Red & Black



**Rehab &  
Surgery**

Gray



**Case Management &  
Social Work**

Black, White Lab Coat



**Pharmacist**

Galaxy Blue

White Lab Coat



**Pharmacy Tech**

Teal



**Radiology**

Navy Blue



**Patient Dining  
Associate**

Navy Blue



**Environmental Services**

Navy Blue



**Transportation**

Teal

# Medication & Pharmacy



## Discharge Prescriptions

Utilize our **Meds to Beds** program and have your discharge medications delivered to your room before leaving the hospital. Once discharged, our Pharmacy will gladly transfer refill prescriptions to your local pharmacy. There is no cost to participate in the Meds to Beds program.



## Medications

Understanding your medication is important. Always ask your nurse: Is this a new medication? What is the purpose of this medication? What are the side effects of this medication?



## Retail Pharmacy

In addition to filling prescriptions, the Plaza Pharmacy also has a variety of over-the-counter medications and personal care items.

# For Your Safety



## Prevent Falls

Medication, lying in bed, or recovering from a procedure can make you feel dizzy or weak. Help prevent falls by using your call light to ask for assistance. Wear the non-skid socks provided to you and keep personal belongings, such as eyeglasses, within reach. Family of patients identified as fall risks are asked to not assist patients - always call for assistance.



## Personal Belongings

We recommend patients leave all valuables at home, including money, jewelry, credit cards, purses, etc. If you have brought items with you that are valuable to you, please ask a team member to contact Security to have these items safely stored until your discharge from the hospital. You will be given a security-issued receipt and may access your valuables at any time.

**Dentures/removable dental devices** are the responsibility of the patient and should be kept in a special dental container to prevent these from being accidentally thrown away. Always keep your dentures/removable dental devices in the special dental container provided to you and **do not wrap in napkins or place on meal trays.**

**Eyeglasses, hearing aids, cell phones, electronic devices, etc.** are the responsibility of the patient. Please keep these items in a safe place and **do not leave these items in the bed.** **Any item that a patient feels is valuable** may be safely secured in our Security office and may be accessed at any time.

# Patient Meals



Your physician will determine diet orders during your hospital stay. Diet orders may change based on your condition or upcoming tests or procedures. Contact the Diet Office at 901-226-5744 if there are questions.

<b>Unit</b>	<b>Breakfast</b>	<b>Lunch</b>	<b>Dinner</b>
	<i>Delivery carts arrive anytime between these times.</i>		
1 West ICU Rooms 1401-1412	6:41-7:11 am	10:41-11:11 am	3:41-4:11 pm
1 West Stepdown Rooms 1429-1447	6:41-7:11 am	10:41-11:11 am	3:41-4:11 pm
2 North Rooms 2128-2146	7:30-8:00 am	11:30am-12:00 pm	4:30-5:00 pm
2 East Rooms 2201-2246	7:29-7:59 am	11:29-11:59 am	4:29-4:59 pm
2 South Rooms 2351-2396	7:07-7:37 am	11:07-11:37 am	4:07-4:37 pm
2 West Rooms 2401-2447	7:01-7:31 am	11:01-11:31 am	4:01-4:31 pm
3 North Rooms 3101-3146	8:29-8:59 am	12:29-12:59 pm	5:29-5:59 pm
3 East Rooms 3201-3246	8:02-8:32 am	12:02-12:32 pm	5:02-5:32 pm
3 South Rooms 3351-3396	8:51-9:21 am	12:51-1:21 pm	5:51-6:21 pm

# Patient Meals



Your physician will determine diet orders during your hospital stay. Diet orders may change based on your condition or upcoming tests or procedures. Contact the Diet Office at 901-226-5744 if there are questions.

<b>Unit</b>	<b>Breakfast</b>	<b>Lunch</b>	<b>Dinner</b>
	<i>Delivery carts arrive anytime between these times.</i>		
3 West Rooms 3401-3447	7:55-8:25 am	11:55 am-12:25 pm	4:55-5:25 pm
4 North Rooms 4101-4146	7:09-7:39 am	11:09-11:39 am	4:09-4:39 pm
4 West Rooms 4424-4447	7:39-8:09 am	11:39am-12:09 pm	4:39-5:09 pm
5 North Rooms 5101-5146	8:02-8:32 am	12:02-12:32 pm	5:02-5:32 pm
5 East Rooms 5201-5246	7:42-8:12 am	11:42 am-12:12 pm	4:42-5:12 pm
5 South Rooms 5351-5373	8:24-8:54 am	12:24-12:54 pm	5:24-5:54 pm
5 West Rooms 5401-5447	8:17-8:47 am	12:17-12:47 pm	5:17-5:47 pm
CVICU Rooms 2901-2930	7:20-7:50 am	11:35 am-12:05 pm	4:20-4:50 pm
ICU Rooms 201-238	6:43-7:13 am	10:43-11:13 am	3:43-4:13 pm
Transplant Rooms (2931-2942	7:30-8:00 am	11:30am-12:00 pm	4:30-5:00 pm

# Television Channels



Ch. 3 - CBS

Ch. 4 - ABC

Ch. 5 - NBC

Ch. 6 - MSNBC

Ch. 7 - FOX News

Ch. 8 - CNBC

Ch. 9 - CNN

Ch. 10 - PBS

Ch. 11 - Paramount

Ch. 12 - Day Star

Ch. 13 - FOX13

Ch. 14 - A&E

Ch. 15 - History

Ch. 16 - Discovery

Ch. 17 - Animal Pl.

Ch. 19 - HGTV

Ch. 20 - TLC

Ch. 21 - ESPN

Ch. 22 - ESPN 2

Ch. 23 - ESPN News

Ch. 24 - FOX Sports

Ch. 25 - ESPN U

Ch. 26 - DXD

Ch. 27 - AMC

Ch. 28 - BET

Ch. 29 - CMT

Ch. 30 - CW30

Ch. 31 - Food Network

Ch. 32 - Hallmark

Ch. 33 - Hallmark Movie

Ch. 34 - HLN

Ch. 35 - Lifetime

Ch. 36 - E!

Ch. 37 - FX

Ch. 38 - Disney

Ch. 39 - TBN

Ch. 40 - Bravo

Ch. 41 - Tru TV

Ch. 43 - WE

Ch. 44 - REELZ

Ch. 45 - TBS

Ch. 46 - TNT

Ch. 47 - USA

Ch. 48 - TV Land

Ch. 49 - TCM

Ch. 50 - ION

Ch. 56 - Chapel Channel

# Recognize Our Team



## Recognize an Outstanding Nurse

Our DAISY Award honorees demonstrate excellence through their clinical expertise and compassionate care and are recognized as role models in our nursing community.

Nomination forms are available at the main nursing station on each nursing unit.



## Recognize an Outstanding Team Member (who isn't a nurse)

Our IRIS Award honorees who provide care and compassion by going above and beyond in helping others. This award is for team members who are not nurses.



## Recognize an Outstanding Team Member

Every day, our team members accomplish extraordinary work behind the scenes. If you have a story, we'd love to hear it.

# Baptist OneCare MyChart



**Your feedback matters!**

**After leaving the hospital,  
you will receive a text,  
email or paper survey  
asking about your stay.  
Please take the time to let  
us know how we did!**



 **BAPTIST.**

 **PressGaney**

# Baptist OneCare MyChart

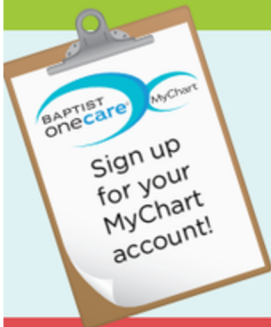


## See Your Care Plan While You're in the Hospital

Baptist OneCare® MyChart has a special feature called Inpatient Day at a Glance. Our hospital patients and their loved ones can see their daily hospital care schedule by logging into their MyChart account by visiting [mychart.baptistonecare.org](http://mychart.baptistonecare.org) through the web browser on their smartphone, tablet or laptop.



Use this tool to see what's happening with you or your loved one while in the hospital.



### Steps to activate your MyChart account with an activation code:

- 1) Go to [mychart.baptistonecare.org](http://mychart.baptistonecare.org) and choose "Sign Up Now"
- 2) Enter your 15 digit code, last 4 digits of social security number and date of birth
- 3) Create a username, password and security question
- 4) Enter your email address (optional)
- 5) Accept user agreement

### Steps to activate your MyChart account without an activation code:

- 1) Go to [mychart.baptistonecare.org](http://mychart.baptistonecare.org)
- 2) Click "Sign Up Now"
- 3) Click "Sign Up Online"
- 4) Enter the requested information and click "Submit"

Learn more by visiting [baptistonecare.org](http://baptistonecare.org).