

 **baptisthealth system**

# patient and visitor guide

 **princeton**  
baptist medical center

 **shelby**  
baptist medical center

 **walker**  
baptist medical center

 **citizens**  
baptist medical center

 **baptisthealth centers**

Because it is our sacred privilege to serve you, our goal is to ensure that you receive the best care in a manner that exhibits the love of Christ.

We promise to deliver an experience that ensures you feel confident in **recommending Baptist Health System** as the best place for all health-related needs.

## We promise to:

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always provide **attentive and personalized care** that is sensitive to your physical, emotional and spiritual well being;  
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always be **compassionate and responsive to your needs**;

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always **listen to understand your needs and coordinate your care** with our expert physicians and medical team;  
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always provide you with **open and honest communication**, and **the information you need** – every step of the way;  
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always **provide a safe and clean environment for you, your family and friends**;

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always **value your time while keeping focused on the importance of your health**.

## Dear Patients and Visitors,

On behalf of our expert staff and physicians, I would like to welcome you to Baptist Health System. We are pleased that you have chosen us to provide your care.

Since 1922, our faith-based ministry of healing has been characterized by compassion and caring. And today, after more than eight decades, we strive to deliver the expert care that you have come to expect.

Baptist Health System is committed to providing you with the latest technology, service and facilities available. We understand that hospitalization is never an entirely pleasant experience, but we will do our best to make you as comfortable as possible. If you have any questions or concerns, please do not hesitate to ask your physician or your nurse. If your concern requires additional follow-up, please notify our administrative team.

We hope this patient information guide will be of help during your stay—and even afterwards. You'll find a wealth of information about Baptist Health System's many programs and services. Our expert nurses and physicians take pride in all aspects of your care, including our attention to detail, listening to you carefully and responding quickly to your requests. Our goal is to ensure that you are completely satisfied with your experience and that you feel confident in recommending Baptist Health System to friends and families.

May God Bless You,

Keith Parrott, *President and Chief Executive Officer*  
*Baptist Health System*

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# 1. About Baptist Health System

## **Baptist Health System,** Answering the Call

For more than 85 years, Baptist Health System has been an integral part of Alabama's health care landscape. As a faith-based, not-for-profit health care system, we are committed to ministering expert quality health care—physically, mentally and spiritually—while serving as a witness to the love of God as revealed through Jesus Christ.

Our four hospitals and extensive network of Baptist Health Centers located throughout north and central Alabama stand ready to help. Whether you are expecting a baby or facing a life-threatening medical condition, we offer you a dedicated staff of expert health care professionals who value compassion and cutting-edge technology. It's the Mission we will live by each and every day. We're here to answer the call.

## **Our Mission and Belief**

As a witness to the love of God, revealed through Jesus Christ, Baptist Health System is committed to ministries that enhance the health, dignity and wholeness of those we serve, through Integrity, Compassion, Advocacy, Resourcefulness and Excellence.

## **Our Values**

**Integrity:** To honor God in all we do.

**Compassion:** To minister to the body, mind and spirit of those entrusted to our care.  
To treat each other as we would want to be treated.

**Advocacy:** To improve the well-being of people in our communities.

**Resourcefulness:** To advance the benefits of faith-based, not-for-profit health care in our communities. To make the best use of our God-given resources.

**Excellence:** To support education and research to enhance performance. To continuously improve ourselves and our services.

## 2. You and Your Expert Health Care Team

### **Physicians**

Baptist Health System has more than 1,000 expert on-staff physicians with interests in over 30 specialties. The physician who admits you is responsible for directing your care while you are a patient in the hospital. Your physician, as the coordinator for your treatment program, should be consulted if you have questions about your illness.

### **Hospitalists**

Hospitalists are physicians who care for patients in our hospitals 24 hours a day, seven days a week. They will work closely with your personal physician to be sure there is continuity of your care at discharge.

### **Nursing Staff**

A registered nurse is assigned to each shift to supervise your care. The registered nurse may be assisted in your care by licensed practical nurses and/or nursing assistants, each of whom is dedicated to making your hospital stay as comfortable as possible. Our nurses encourage and welcome your questions and concerns so that we can better address your medical needs. We understand that illness can be a time of uncertainty and anxiety, but know that we are here to help you and care for you. Baptist Health System nurses view their profession as a calling and our health care as a ministry—a witness to the love of God.

### **Physicians and Nurses in Training**

Because Baptist Health System is committed to hiring the most up-to-date staff, we work closely with colleges and universities to train physicians and clinical staff. Medical residents are physicians who are receiving specialized training and may be involved in your care. Residents work under the supervision of the expert medical staff. Student nurses also train at our facilities. The nursing students work under the close supervision of staff nurses, all of whom are highly qualified registered nurses.

## **Chaplains**

Baptist Health System is committed to providing total patient care with attention to the physical, emotional and spiritual needs of each patient. Chaplains are available 24 hours a day to assist you, whatever your religious tradition. If you would like to speak to a chaplain, ask your nurse or call the hospital operator to request the chaplain on call.

## **Social Workers**

Licensed social workers may be available to help you and your family cope with the emotional and economic stresses that can often accompany illness and hospitalization. In addition to counseling services, our social workers can provide information about community agencies that offer assistance in areas including discharge planning, home health services, vocational rehabilitation, social security benefits, mental health programs, temporary housing, transportation, support groups, drug and alcohol treatment programs, children's services and senior citizens' activities. Referral to community agencies providing emergency financial assistance may also be available.

## **Technologists and Therapists**

Technologists and therapists from various departments may assist in your care. You may see professionals from radiology (X-ray), laboratory, respiratory care, physical therapy and other departments. All of these staff members are qualified in their areas of care and work under the direction of your physician.

## **Dietitians**

Baptist Health System also has a staff of registered dietitians to address your nutritional needs during your stay and after you are discharged.

## **Case Managers**

A case manager is a registered nurse who works with your physician, nurses and other team members to assist with your care. The health care team develops a plan of care to help coordinate services while you are here and works with a social worker to plan for your needs after you leave the hospital.

## Administrative Representatives

We are committed to providing you with the very best patient care. However, as human beings, we may fall short of your expectations at times. It is very important to us to know how you feel about the care you are receiving. We have representatives on staff to specifically resolve, to the best of their ability, any concerns that you may have. To reach an administrative representative, please see the Hospital Highlights section of this guide. Your concern will be treated respectfully and as confidentially as possible.

## Volunteers

Volunteers provide valuable assistance to the patients and staff by donating more than 75,000 hours of service each year. Volunteers provide delivery for mail, flowers, magazines and many other services. Their reward is the satisfaction they gain from helping to make your stay as pleasant and comfortable as possible. New volunteers are always welcome.

## Other Departments

You may come in contact with a variety of other staff members while at Baptist Health System. Each member of the hospital team wears an identification badge displaying a name and photo. Feel free to ask the name and duty of any person involved in your care.

## You, the Patient

As the patient, you play a key role as a member of your health care team. We encourage your questions and active participation in your care and treatment. Here are some of the ways you can be involved as a member of the health care team:

- *The duration of your hospital stay is dependent on a number of factors. Advances in modern medicine, care available in post-hospital settings, outpatient services and home health options have reduced the need for extended hospitalizations. When you no longer need inpatient hospital care, your doctor or the hospital staff will inform you of your proposed discharge. It is important that you share information with the staff that may relate to your care or future care needs. It is also important that you let your family know of the anticipated discharge date so arrangements can be made for discharge early in the day.*

- *If the medicine you receive looks different from what you expect, ask about it.*
- *Make sure you are informed of the results of any test or procedure.*
- *If you are having surgery, make sure that you and your physicians all agree and are clear on exactly what will be done.*
- *Inform the nursing staff if you have any problems standing or walking, so they can assist as needed.*
- *If the health care provider does not check your armband before care or treatment, please ask that they do so.*
- *Do your part to minimize the risk of infection.*
- *Ask health care workers to wash their hands before providing your treatment if they fail to do so.*
- *Ask a relative or friend to be with you if this will help you ask questions and better understand answers.*
- *After surgery, follow instructions, such as if asked to cough, take deep breaths or get out of bed.*
- *When you are discharged, make sure your physician or nurse talks with you about your prescribed medications—the dosage and purpose of the drug.*

More on patient responsibilities is described in a Patient's Bill of Rights and Responsibilities section on page 24.

### 3. Your Emergency Department Experience

Baptist Health System emergency rooms offer 24 hours a day, 7 days a week coverage. Our staff of expert physicians, nurses and technologists is dedicated to providing you with the highest quality of medical care available. You, the patient, come first, not the paperwork. Our bedside registration program allows the patient to be admitted to a bed and assessed by a health care professional before any required paperwork is completed.

With an emergency department located at each of its four hospitals, Baptist Health System offers the most comprehensive network of emergency services available in north and central Alabama. Each year, more than 135,000 people seek treatment in a Baptist Health System emergency department.

If you or a loved one need emergency care, a Baptist Health System emergency department is ready to meet your needs.

#### Frequently Asked Questions

**How does the emergency department staff determine when I will be seen by a doctor?** All of our emergency departments follow a triage system. The first professional caregiver you will likely meet is a triage nurse. This individual's primary role is to obtain a brief, focused history and to perform a rapid physical assessment in order to determine the severity of illness.

**Why is triage necessary?** Triage (a process that helps us rapidly and safely determine which patients need to be seen first) is essential because the emergency department treats many types of patients.

Several patients may arrive at the same time with varying severity of physical concerns. As you would expect, patients whose conditions are considered the most serious will be seen first.

**What if my condition changes while I'm waiting?** Tell the nurse immediately if your symptoms worsen or if new symptoms develop.

**What type of information will the emergency department clerk require?** Your name, age and date of birth. The reason for your visit to the emergency department. Your drivers license or other identification. Insurance, Medicare or Medicaid card.

**If my condition is not considered critical, how long will I wait to be seen?** Your wait will depend on how busy the emergency department is and your condition. In general, evenings, weekends and holidays are the busiest times. While we strive to attend to your needs as quickly as possible, please be advised that during peak periods, the wait could be as long as several hours.

## 4. Your Surgery Experience

Prior to surgery, your physician will give you detailed instructions to help you prepare.

The following information is only a general outline of what you might expect.

### Before Surgery

**Tests:** Your physician may schedule a series of tests, including blood and urine analysis, chest x-rays and an electrocardiogram (EKG).

**Surgery permit:** You must sign a surgery permit. A parent or legal guardian must sign for a minor. The next of kin or legal guardian must sign for a patient who is unable to sign for himself. Guardians must bring proof of guardianship.

**Food and drink:** It is important to have an empty stomach to avoid vomiting and other complications during surgery. Therefore, you will be asked not to eat or drink anything after midnight (including water, gum and candy).

### Day of Surgery

**Getting Ready:** Bathe or shower the day of your surgery as recommended by the pre-admit testing nurse, removing all makeup and nail polish. At the hospital, you will change into a hospital gown. At this time, you should remove contact lenses. Notify your nurse if you have dentures or partial plates.

**Valuables:** The hospital cannot be responsible for your jewelry and other valuables. Please leave them at home or give them to a family member to hold for you.

**Medications:** You may receive a pre-op medication to help you relax. If you are not given medication in your room before your surgery, you will receive it in the surgery holding area. Check with your physician before taking your regular medications.

**Surgery:** We will make final surgical preparations in the surgery holding area before taking you to the operating room. Once there, your operating room nurse will introduce him or herself, check your identification bracelet and ask you a few questions. An anesthesia professional will speak with you and answer any questions you may have before administering your anesthetic.

## **Surgery Recovery**

**Post Anesthesia Care/Recovery:** After surgery, you'll be taken to recovery where you will be monitored. The recovery area is designed to care for several patients at a time. You may be aware of other patients or activities going on around you. Patients may not have visitors while in recovery.

## **Pain Control**

At Baptist Health System, we are concerned about controlling our patients' pain. While we may not be able to take all of your pain away, we want to make you as comfortable as possible. When pain is controlled, you may heal faster, get your strength back more quickly, feel better sooner and improve your outcome. You should talk with your nurses and doctors about pain control.

## **Instructions for Family**

**Family Waiting:** One or two of your family members may wait in the surgery waiting area. Usually, your physician will visit with them there after your surgery.

**Visitors:** Your family will be able to see you once you're settled in your room.

## 5. Your Outpatient Experience

We are pleased that you have chosen Baptist Health System for your outpatient procedure or test. Each of our hospitals and health centers offer a variety of expert health services that you may need. In addition to our hospitals, we have health centers located throughout north and central Alabama to serve you. Please see the map on page 66 of this guide for a location near you, call the Baptist Healthline at 1-877-222-7847 or visit [www.bhsala.com](http://www.bhsala.com).

Prior to your outpatient visit, your physician will give you detailed instructions to help you prepare. The following information is only a general outline of what you might expect prior to and the day of your visit.

### Before Your Procedure or Test

**Physician Referral:** Most outpatient procedures require an order from your physician. If you need help finding an expert physician, you can contact our Healthline at 1-877-222-7847.

**Location:** To find a Baptist Health System facility conveniently located near you, see the map on page 66 of this guide.

**Food and Drink:** During a procedure or test, it may be necessary that you have an empty stomach. Therefore, you may be asked to not eat or drink anything after midnight the day before your procedure including water, gum and candy. Please verify this with your physician prior coming to the hospital.

## **Day of Your Procedure or Test**

Be sure to follow physician instructions on preparing for your procedure or test. Please arrive early for registration, as you may need to allow extra time for parking.

## **Follow-up**

Please contact your physician to obtain your test or procedure results. For billing information, refer to the Financial Information section of this guide.

## 6. Your Labor and Delivery Experience

On behalf of Baptist Health System's Women's Centers' expert physicians and staff, welcome! The birth of a child is an extraordinary experience and the Women's Centers reflect our commitment to the families in our communities. We are proud to provide you with expert, compassionate, faith-based care as well as modern obstetrical services in our beautiful centers. Our Women's Centers include an electronic security system to ensure the safety of your baby. Additionally, an online nursery is available for family and friends unable to visit in person. Visit [www.bhsala.com](http://www.bhsala.com), click on the appropriate facility and look for the "View Nursery" tab on the right side of the page to view.

### **Citizens Baptist Women's Center**

The Citizens Baptist Women's Center includes the Obstetrics/Gynecology, Labor and Delivery and Nursery units. The Labor and Delivery Unit includes five labor/delivery/recovery rooms, one high risk post partum room and two operating rooms. Centralized fetal monitoring is used throughout the unit and the physicians' offices. The unit practices family centered care, which includes baby remaining with mom and family immediately after birth and throughout the stay. The unit has two certified lactation counselors on staff to promote breast feeding and to assist and support moms who choose to breastfeed.

### **Princeton Baptist Women's Services**

The Princeton Baptist Women's Services includes the OB/GYN, Labor and Delivery, and Neonatal Intensive Care Units. The Labor and Delivery Unit includes six labor/delivery/recovery (LDR) rooms and two operating/post-operative care rooms. Centralized fetal monitoring is available throughout the unit and the physicians' offices. After delivery, baby remains with mom on the Mother/Baby Unit. This strengthens bonding between mother, baby and family. The Neonatal Intensive Care Unit (NICU) is a 12-bed level three unit. It is staffed with board certified neonatologists and 24 hour in-house neonatal nurse practitioners.

### **Shelby Baptist Women's Center**

The Shelby Baptist Women's Center includes 14 upscale, state-of-the-art labor, delivery, recovery and postpartum (LDRP) suites designed to pamper you and your family during this exciting time. The suites include custom cabinetry, flat screen televisions, all new furnishings and

fixtures, artwork and sleeper sofas for birth partners. The LDRP approach emphasizes a family-centered environment where the baby remains in the room with the family rather than being in a nursery. This helps ensure bonding time between the baby and family. The Neonatal Intensive Care Unit (NICU) is staffed with board certified neonatologists and 24 hour in-house neonatal nurse practitioners. The Women's Center also includes services for gynecological (GYN) needs.

### **Walker Baptist Women's Center**

The Walker Baptist Women's Center includes five labor/delivery/recovery (LDR) rooms, four larger post-partum suites and nursery. These suites offer hotel-like amenities and an up-to-date, progressive environment for larger families to enjoy the birthing experience. A centralized fetal monitoring system is available in the LDR rooms and the physicians' office. After delivery, baby and mother remain together on the unit to strengthen bonding between mother, baby and family.

## 7. Specific Information for During Your Hospital Stay

### Your Hospital Stay

If you (or a family member) require a hospital stay, you can count on the expert medical professionals at Baptist Health System to do whatever it takes to make your hospitalization as comfortable as possible. With that in mind, we present the following guidelines.

### What to Bring

To assure a smooth admission process, please bring the following:

- Insurance identification card, Social Security card or Medicare card (if applicable).
- List of all medications you are taking, as well as any food or medication allergies.
- Personal items such as toiletries and reading materials.

Some personal belongings require special care. Ask your nurse for a denture cup for your dentures and a personal belongings bag for any other items you may need to store. Be sure your name is on the cup or bag.

We cannot accept responsibility for valuables left in your room. Please leave money, jewelry and credit cards with a family member or leave them at home. If you must keep your valuables with you, arrangements can be made by a staff member to use the hospital safe. Any items you choose to keep in your possession are your responsibility.

### Food Service

Wholesome, nourishing and well-balanced meals are an important part of your treatment and recovery. Baptist Health System makes every effort to provide nutritious meals, which are prepared according to your doctor's orders.

During your stay, you'll receive a pre-planned menu selection according to your diet order. If your diet allows, you may be able to select your menu items. Requests for alternative selections are not guaranteed, but will be honored when possible.

Patient meal service varies according to facilities and units. Please ask your nurse for specific times for your stay.

If you would like to have a family member or friend dine with you in your room, arrangements can be made to have a reasonably priced guest tray delivered to your room. Visitor trays are pre-planned on a daily schedule, so menus are not available. Charges for guest trays must be paid prior to each meal. Please ask your nurse for more instructions. For a list of local restaurants and hotels, please see the Hospital Highlights section.

## **Your Room**

It is our intent to provide you with an environment that fosters good health and well-being. Your bed has controls to enable you to raise or lower it for your comfort. Your room will be cleaned and disinfected regularly. Your room assignment is based upon your admitting diagnosis and the bed availability on the day of your admission. Your room may have an individual thermostat. If so, you may regulate the thermostat so the temperature is comfortable to you. It takes about one hour for the temperature to adjust. If you are not comfortable, please inform your nurse.

If you would like a room orientation (how to operate the bed, call button, TV, etc.), please ask your nurse to do so.

## **Your Hospital Bed**

Hospital beds are electrically adjusted and your nurse will show you how to operate it. The bed is not like your bed at home. The bed rails may be raised at night or during the day if you are resting, recovering from surgery or taking certain medications. If the bed rails are up, please press the call button for help before trying to get out of bed.

When you are out of bed, please wear a robe and slippers.

## Calling for Nurse Assistance

A call button is located on each of the bedrails and on the television remote. Use the call button if you need assistance from the nursing staff. First response will be via the intercom in your room, followed by a personal visit. Each bathroom is also equipped with an emergency nurse call button.

## Medications

All medications you take while in the hospital should be prescribed by your doctor, dispensed by the hospital's pharmacy and administered by a nurse. **Patients are not permitted to administer their own drugs or to keep personal medications at the bedside.** If you have any questions about this, please ask your doctor or nurse.

## Telephones

A bedside telephone is provided in each room, except in certain behavioral health units and the intensive care units. For your rest and comfort, the switchboard does not put through incoming calls between 10:00 p.m. and 7:00 a.m.

Long distance calls must be made collect, charged to a credit or calling card or your home telephone. To make a long distance call, dial "0" for the hospital operator and ask to be connected to a long distance operator.

For hearing impaired patients, a Telecommunications Device for the Deaf (TDD) is available at no charge. Please ask your nurse for assistance.

## Television

Remote-controlled color televisions are provided in each room, except certain specialized patient areas. Controls for power, volume and channel selection can be accessed on the TV remote as well as the bed rails. Please be considerate of other patients by keeping the volume low and turning off the TV at bedtime. Many commercial and public channels are offered as well as in-house channels that provide hospital information and health-related programs.

## Wireless Local Area Network (WLAN)

For your convenience, free public Wi-Fi is available for use in our hospitals.

## Leaving Your Room

If you want to leave the nursing unit, please check first at the nurses station to make sure your physician has given approval and to let the staff know where you can be reached.

## Interpreters

Interpreter services are available. Please notify your nurse if you need an interpreter.

## Mail and Packages

Volunteers deliver letters and packages to patients. Letters and packages that arrive after you have been discharged are forwarded to your home or returned to sender. Outgoing mail may be left at the nurses' station or given to a volunteer.

## Newspapers

Newspapers may be purchased at the hospital. See Hospital Highlights for specific information at your facility.

## For the Hearing Impaired

A telecommunications device for the deaf (TDD) is available to help hearing-impaired patients or patients who want to communicate with a hearing-impaired relative or friend. Arrangements can also be made to have an interpreter to assist with a hearing-impaired or deaf patient.

## Deciding About Your 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 an advance directive, 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 set it up. You do not need a lawyer, but you may want to talk with a lawyer 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 Health Care.

The choices you have include:

- **Living Will:** 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:** A proxy can be 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.
- **Durable Power of Attorney:** Another way to pick a proxy is to sign a durable power of attorney for health care. The person you pick does not need to be a lawyer.

You can choose to have any or all of these three advance directives. Hospitals, home health agencies, hospices and nursing homes usually have forms you can fill out if you want to set up a living will, pick a proxy or set up a durable power of attorney for health care. If you have questions, you should ask your own lawyer or call your local Council on Aging for help.

**When You Set Up an Advance Directive:** Be sure to sign your name and write the date on any form or paper you fill out. Talk to your family and doctor now so they will know and understand your choices. Give them a copy of what you have signed. If you go to the hospital, give a copy of your advance directive to the person who admits you to the hospital.

**What Do I Need to Decide?:** You will need to decide if you want treatments or machines that will make you live longer even when you will never get better. An example of this is a machine that breathes for you. Some people do not want machines or treatments if they cannot get better. Some may want only food and water through a tube or pain medicine. With an advance directive, you decide what medical care you want.

**Talk to Your Doctor and Family Now:** The law says doctors, hospitals and nursing homes must follow advance directives, living wills and proxies. Before you set up an advance directive, talk to your doctor. Find out if your doctor is willing to go along with your wishes. If your doctor does not feel he or she can carry out your wishes, you can ask to go to another doctor, hospital or nursing home.

Once you decide on the care you want or do not want, talk to your family. Explain why you want the care you have decided on. Find out if they are willing to let your wishes be carried out.

Family members do not always want to go along with an advance directive. This often happens when family members do not know about a patient's wishes ahead of time or if they are not sure about what has been decided. Talking with your family ahead of time can prevent this problem.

**You Can Change Your Mind Anytime:** As long as you can speak for yourself, you can change your mind anytime about what you have written down. If you make changes, tear up your old papers and give copies of any new forms or changes to everyone who needs to know.

For help or more information, call the Alabama Commission on Aging at 1-800-243-5463.

## **A Patient's Bill of Rights and Responsibilities**

As a natural outgrowth of our organizational values and Mission, the Board of Trustees, the medical staff and the employees of Baptist Health System jointly respect, protect and promote the following rights and responsibilities of patients.

The staff and physicians of Baptist Health System want to enhance your health, dignity and wholeness. Because of our Mission, we hereby adopt this Bill of Rights and Responsibilities.

### **You Have the Right To:**

1. Be treated with respect, kindness, personal privacy and dignity.
2. Nondiscrimination. The effectiveness and safety of care, treatment and services for your

health condition does not depend on your race, religion, sex, gender identity or expression, sexual orientation, language, ethnicity, country of origin, culture, age, socioeconomic status, physical or mental disability or source of payment.

3. Communication and education during your medical care, treatment and services in a manner that meets your oral and written communication needs.
4. Make choices about your own care, treatment and services including the right to request care, treatment and services or the right to refuse care, treatment and services in accordance with law and regulation and without coercion, discrimination or retaliation.
5. Be informed about the outcomes of care, treatment and services that have been provided, including unanticipated outcomes.
6. Have your cultural, psychosocial, religious, spiritual and personal values, beliefs and preferences respected.
7. Expect we will assess and address your pain concern.
8. Have your family or your caregiver notified of your admission to the hospital at your request.
9. Have your personal physician notified of your admission to the hospital.
10. Make an advance directive, including a living will and/or power of attorney for health care.
11. Have a designee (parent, legal guardian or person with medical power of attorney) exercise your rights when you are incapable of doing so without coercion, discrimination or retaliation.
12. Privacy, confidentiality and security of your medical records and details about your care.
13. Be free from mental, physical, sexual and verbal abuse and neglect. If restraints are necessary, you have the right to have them applied safely.
14. Be informed of protective and community services.
15. Be told of business ties between the hospital and your other caregivers.
16. Know that the hospital will give you the best care it can. You may be asked to move to another hospital or place of treatment. If so, you will be told your choices and what could happen with those choices.
17. Say yes or no to being a part of research.
18. Be told about how to continue your care upon your discharge from the hospital.
19. Be told of the hospital rules which include no smoking.
20. Receive a copy of your bill.
21. Know the name of and professional status of any person providing your care/services.

22. Know the reasons for any proposed change in the professional staff responsible for your care.
23. Know the reasons for your transfer either within or outside the hospital.
24. Be informed of the source of the hospital's reimbursement for your services and of any limitations which may be placed upon your care.
25. Effective communication, including qualified interpreter or translation services and auxiliary aids for vision, speech, hearing or cognitive impairment provided by your health care facility, at no cost to you, in a manner that meets your needs in accordance with law and regulation and as reasonably available.
26. Informed consent.
27. Specify language preference for discussing your health care information.
28. Have a family member, friend or other individual with you for emotional support during the course of the hospital stay unless this individual's presence infringes on other's rights, safety, or is medically or therapeutically contraindicated.
29. Be told of how and to whom you may voice a complaint including the hospital patient representative; Alabama Department of Public Health Hotline at 1-800-356-9596; Alabama Department of Public Health, Complaint Department, Suite 600 RSA Tower, 201 Monroe Street, Montgomery, AL 36104; Alabama Quality Assurance Foundation at 1-800-760-4550 or Alabama Quality Assurance Foundation, Two Perimeter Parkway South, Suite 200, Birmingham, AL 35243; or The Joint Commission at 1-800-994-6610 or One Renaissance Blvd, Oakbrook, IL 60181.

**You Are Responsible For:**

1. Giving the hospital a copy of your advance directive, if you have one.
2. Letting the hospital know about any medicines you are taking at home, your present medical problems and any medical information that could help make it easier for the doctors and hospital staff to provide care, treatment and services for you. You should tell your doctors or nurses about any changes to your medical problems while you are in the hospital. This includes telling your doctors or nurses if you are in pain.
3. Asking questions and letting your physician or hospital staff know when you or your family do not understand what you have been told about your medical condition, your treatment or what you should do to care for yourself.

4. Following instructions, including your plan of care as developed by your health care team.  
Your plan of care includes the effect of lifestyle on your health. You are also responsible for accepting the consequences of not getting treatment or not following the instructions of your caregivers.
5. Knowing and following hospital rules, policies and regulations in place to support quality care for all patients and a safe environment for all individuals in the hospital, as outlined in this Patient and Visitor Guide. This includes, but is not limited to, the hospital's no smoking guidelines.
6. Showing respect for other patients, visitors and the hospital staff by using polite and courteous language and conduct. This includes treating hospital belongings and property with respect.
7. Paying your hospital bill. This includes giving the hospital correct information about your insurance or your way for paying your bill.

These rights and responsibilities can and should be exercised on the patient's behalf by a parent, guardian, designee or proxy decision-maker if the patient lacks decision-making capacity, is legally incompetent or is a minor in accordance with the law.

## 8. Notice of Privacy Practices

**EFFECTIVE APRIL 14, 2003**

**This notice describes how medical information about you may be used and disclosed and how you can get access to this information. please review it carefully.**

### **THE PRIVACY OF YOUR MEDICAL INFORMATION IS IMPORTANT TO US.**

THIS NOTICE GIVES YOU INFORMATION REQUIRED BY LAW about the duties and privacy practices of BAPTIST HEALTH SYSTEM to protect the privacy of your medical information. BAPTIST HEALTH SYSTEM includes all of the following companies and their respective facilities:

- Princeton Baptist Medical Center
- Shelby Baptist Medical Center
- Citizens Baptist Medical Center
- Walker Baptist Medical Center
- The Medical Staff of each hospital
- Baptist Health Centers, Inc.
- Baptist Health System, Inc. Administrative Offices

We use the term "medical information" in this notice to mean your protected health information, including demographic information, that may identify you and that relates to your past, present or future physical or mental health or condition and related health care services and other information related to your health care that we maintain about you.

To request additional copies of this notice or to receive more information about our privacy practices or your rights, please contact us at 205-715-5475.

**We are Required by Law to:**

- Maintain the confidentiality of your medical information in accordance with applicable federal and/or state law;
- Comply with the terms of this notice until it is replaced with a new notice; and
- Give you this notice of our legal duties and privacy practices with respect to medical information we maintain about you.

We reserve the right to change the terms of this notice at any time. We also reserve the right to make the changes apply to your medical information we already have. Before we make a material change to this notice, we will promptly post a new notice in a clear and prominent area at each of our facilities and on our web site. You can also request a copy of the new notice from any of our registration staff at each facility or via our web site ([www.bhsala.com](http://www.bhsala.com)).

## How May We Use or Disclose Your Medical Information?

We may use and disclose your medical information without your authorization for treatment, payment, and health care operations as explained below:

**For Treatment:** We may use and disclose your medical information to the physicians, nurses, and other health care personnel located at each of our facilities who provide, coordinate or manage your health care and any related services. For example, our doctors and nurses may use and disclose your medical information with each other to provide treatment to you. We may also disclose your medical information to another health care provider who is not located at one of our facilities, at his request, for your treatment by him. For example, your medical information may be provided to a doctor to whom you have been referred so that he may diagnose or treat you.

**For Payment:** We may use and disclose your medical information in order to bill and collect payment for the treatment and services provided to you. For instance, we may provide portions of your medical information to your health insurance plan to get paid for the health care services we provided to you. We may also disclose your medical information to your health insurance plan to permit it to make a determination of eligibility or coverage for insurance benefits, to review the services we provided to you for medical necessity, and to perform utilization review activities. We

may also disclose medical information about you to the responsible party of your account. If you are listed as a dependent on another person's insurance policy, financial information regarding medical care provided may be mailed to that responsible party. In addition, if you do not timely pay us for the health care services we provided to you, we may also disclose limited medical information to a collection agency. We may also disclose your medical information to other health care providers, health plans or health care clearinghouses for their payment activities. For example, we may provide your medical information to an ambulance/transportation company that provided services to you.

**For Health Care Operations:** We may use and disclose your medical information in order to support our business activities, such as quality assessment activities, employee review activities, training of medical students, licensing, and conducting or arranging for our other business activities. For example, we may use your medical information to review our treatment and services and to evaluate the performance of our staff in caring for you. We may also disclose your medical information to medical school students who see patients at our facilities. In addition, we may use and disclose your medical information to other health care providers, health plans or health care clearinghouses for their limited health care operations, such as quality assessment activities, licensing and other health care compliance activities.

**Single Affiliated Covered Entity:** Each of the companies and facilities that are listed as included within Baptist Health System in this notice are participants in an affiliated covered entity for purposes of compliance with the requirements of the federal privacy regulations. As such, each of the companies and their facilities within Baptist Health System may share your medical information with each other as needed for the purposes of treatment, payment and/or health care operations (described above).

**Organized Health Care Arrangement:** Each of the hospitals in Baptist Health System has a medical staff, which includes physicians and other professionals who are not employees of the hospital. Members of the medical staff of each hospital are not part of the single affiliated covered entity, unless they are employed by the hospital or one of the companies or other facilities that is part of the single affiliated covered entity. Instead they are participants in an

organized health care arrangement with that hospital. This permits each hospital and its medical staff to share protected health information for purposes of treatment, payment and/or health care operations (described above) relating to such organized health care arrangement.

**Business Associates:** We may disclose your medical information to our business associates that assist us in our delivery of health care and related services, such as billing companies, lawyers, accountants and others. Before we disclose your medical information to our business associates, we will have a written contract with each of them that will require each of them to agree to maintain the privacy of your medical information.

### [Below are other reasons we may use and disclose your medical information without your consent or authorization:](#)

**Uses and Disclosures Required by Law:** We may use or disclose your medical information as required by law, but must limit such use or disclosure to relevant information and otherwise comply with applicable legal requirements. We must also disclose your medical information to the Secretary of Health and Human Services to determine our compliance with federal privacy laws.

**Public Health Activities:** We may use or disclose your medical information to public health authorities authorized to receive or collect information for public health purposes, such as for preventing or controlling disease and certain regulatory activities of the Food and Drug Administration.

**Abuse, Neglect, or Domestic Violence:** We may use or disclose your medical information in some instances if we reasonably believe that you are a victim of abuse, neglect, or domestic violence.

**Health Oversight Activities:** We may use or disclose your medical information to a health oversight agency for health oversight activities authorized by law, including, for example, inspections and licensure of health care facilities.

**Judicial and Administrative Proceedings:** We may use or disclose your medical information under certain conditions to comply with legal proceedings, such as a subpoena or order by a court or administrative tribunal.

**Law Enforcement Purposes:** We may use or disclose your medical information for law enforcement purposes to law enforcement officials, such as for identification of suspects or where a crime has been committed on our premises.

**Decedents:** We may use or disclose medical information about decedents to coroners, medical examiners, and funeral directors.

**Organ, Eye, Tissue Donation:** We may use or disclose your medical information to notify organ procurement organizations to assist them in organ, eye or tissue donation and transplants.

**Research:** In limited circumstances, we may use and disclose your medical information to conduct medical research.

**Serious Safety Threat:** We may use or disclose your medical information where we believe it is necessary to prevent or lessen a serious threat to the safety of a person or the public.

**Special Government Functions:** We may use or disclose your health information under some circumstances for specialized government functions, including those related to the armed forces, national security, and intelligence.

**Workers' Compensation:** We may use or disclose your medical information as authorized by and to the extent necessary to comply with laws related to workers' compensation and similar programs.

**Scheduling Appointments, Appointment Reminders and Health Related Benefits or Services:** We may use and disclose your medical information to schedule appointments, give you appointment reminders, and give you information about treatment alternatives or other health care related services or benefits we offer.

**Fundraising:** We may use and disclose your demographic information and the dates that you received treatment, as necessary, to contact you for fundraising activities supported by us.

**To Your Personal Representatives:** We may disclose your medical information to your personal representatives that are appointed by you or authorized by applicable law.

**Inmates:** If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may release medical information about you to the correctional institution or law enforcement official. We may release such information for purposes that include (1) providing you with health care; (2) protecting your health and safety or the health and safety of others; or (3) protecting the safety and security of the correctional institution.

## Potential Impact of State Law

In some situations, the federal privacy laws do not preempt (or take precedence over) state privacy laws that give you greater privacy protections. As a result, the privacy laws of a particular state might impose a privacy standard under which we will be required to operate. For example, Alabama law may provide greater privacy protections to medical information related to artificial insemination records, sexually-transmitted diseases, and certain mental health records.

## Uses and Disclosures for which You Have An Opportunity to Agree or Object:

**Facilities/Patient Directories:** We may include your name, location in our facility, general condition, and religious affiliation in our patient directory at your location for use by clergy and visitors who ask for you by name unless you object in whole or in part. The opportunity for you to agree or object may be given retroactively in emergency situations.

**Individuals Involved in Your Care:** We may disclose your medical information to a family member, friend or other person that you indicate is involved in your care or the payment for your health care, unless you object in whole or in part. The opportunity for you to agree or object may be given retroactively in emergency situations.

## Your Authorization Is Needed for Other Uses and Disclosures:

We will not use or disclose your medical information for any other purpose unless you give us written authorization to do so. If you give us written authorization to use or disclose your medical information for a purpose that is not described in this notice, then, in most cases, you may revoke it in writing at any time. Your revocation will be effective for all your medical information that we maintain, unless we have taken action in reliance on your authorization.

## What Rights Do You Have Regarding Your Medical Information?

**The Right to Request Additional Restrictions on Uses and Disclosures of Your Medical Information.** You have the right to ask that we put additional restrictions on how we use and disclose your medical information. We do not have to agree to your request.

**The Right to Inspect and Copy Your Medical Information.** You have the right to inspect and copy your medical information that we may use to make decisions about you. In limited circumstances, we do not have to agree to your request.

**The Right to Amend or Correct.** If you feel that your medical information is incorrect or incomplete, you have the right to ask us to correct or amend the information. We will require that you submit the request in writing and explain your reasons for asking for an amendment. In some cases, we do not have to agree to your request.

**The Right to Request Confidential Communications.** You have the right to request that we communicate with you about medical matters by a different means or at a different location than what we are currently doing. In limited circumstances, we do not have to agree to your request.

**Paper Copy of this Notice.** You have the right to request and receive a paper copy of this notice if you received it by email or on the Internet.

**The Right to an Accounting of Disclosures.** You have the right to request a list of certain disclosures that we and our business associates made for certain purposes for the last six (6) years (except for disclosures made before April 14, 2003).

If you want to exercise any of these rights described in this notice, please contact our Contact Office (below). We will give you the necessary information and forms for you to complete and return to us. In some cases, we may charge you a nominal fee to carry out your request.

**How to Complain About Our Privacy Practices:** If you think we may have violated your privacy rights, you may file a complaint with our Contact Office (below). You also may send a written complaint to the Secretary of the Department of Health and Human Services. We will take no retaliatory action against you if you file a complaint about our privacy practices.

**Our Contact Office:** To request additional copies of this notice or to receive more information about our privacy practices or your rights, please contact us at the following Contact Office:  
(205) 715-5475.

## 9. Your Hospital Highlights

### Citizens Baptist Medical Center

604 Stone Avenue

Talladega, AL 35160

Main Number: 256-362-8111

**Welcome to Citizens Baptist Medical Center:** Citizens Baptist Medical Center is a 122-bed acute care facility located in Talladega, Alabama. The original hospital building was constructed and opened in 1912 by the Alabama Synodical College for Girls. In 1921, a group of local physicians purchased the school building, renovated and remodeled it for use as a hospital. In 1942, at the request of this same group of physicians, a committee of local citizens was formed to assume direction of the hospital; thus the name Citizens Hospital.

In 1991, Citizens Hospital formed a partnership with Baptist Health System to assure the continued operation of the hospital as a community, not-for-profit, health care ministry. Today, Citizens offers a comprehensive range of clinical services, including diagnostic imaging, emergency services, home care and a Senior Care Unit, in addition to specialized medical and surgical care.

**Cafeteria:** The cafeteria at Citizens Baptist is open Monday through Friday for breakfast from 6:30 a.m. until 9:00 a.m. (weekends from 7:00 a.m. to 8:00 a.m.) and for lunch from 11:00 a.m. until 1:00 p.m. (weekends from 11:00 a.m. to 12:00 p.m.).

**Gift Shop:** Citizens' gift shop is located on the first floor adjacent to the Stone Avenue lobby entrance. The gift shop's hours are Monday through Friday from 8:00 a.m. to 4:00 p.m. Call 256-761-4596.

**Hearing Impaired:** A telecommunications device is available to help hearing-impaired patients or patients who want to communicate with a hearing-impaired relative or friend. Arrangements can also be made to have an interpreter to assist with a hearing-impaired or deaf patient.

**Home Health Care:** This is a full service, Medicare-certified home care agency, which supplies nurses/nurse aides, medical social workers and therapists for home health care.

**Hotels in the area:**

- Holiday Inn Express: 240 Haynes Street, Talladega, AL 256-362-7780
- Somerset House Bed and Breakfast: 701 East North Street, Talladega, AL 256-761-1117

**Mail and Packages:** Volunteers deliver letters and packages for patients. Letters and packages that arrive after you have been discharged are forwarded to your home. Outgoing mail may be left at the nurses' station or given to a volunteer.

**Medical Records:** Medical Records is located on the first floor adjacent to the emergency department and main lobby of the hospital. Hours of service are Monday through Friday from 8:00 a.m. to 4:30 p.m. If requesting a medical record, please bring photo ID or power of attorney documentation.

**Patient Relations:** A representative of our team is standing by to assist you with any concerns or issues that you may have regarding your care. Call 256-761-4029.

**Restaurants in the area:**

- Stampede Steakhouse: 710 East Battle Street, Talladega, AL 256-315-0600
- Margaritas Mexican Restaurant: 115 Stephen J. White Memorial Blvd., Talladega, AL 256-315-9711
- Golden Eagle Chinese Buffet: 728 East Battle Street, Talladega, AL 256-362-8383
- Buddy's BBQ: 313 East Battle, Talladega, AL 256-362-8851
- Café Royale Delicatessen: 110 Court Sq. East, Talladega, AL 256-362-3681

**Smoking Areas:** Citizens Baptist is a tobacco-free facility. For the safety and well-being of our patients and visitors, we respectfully request that these products not be used. However, for those whose lifestyle choices include the use of these products, you may do so only in specially designated area(s) outside of the hospital. A covered smoking area is conveniently located adjacent to the emergency department and the heliport pad.

**Pastoral Care:** As a faith-based entity, Citizens Baptist offers chaplaincy services to its patients and families. Our chaplains give consideration to the spiritual, cultural, religious and psychosocial variables that may influence the patient's perception of illness and health and contribute to the patient's healing and recovery. For your convenience, a chaplain is on call 24 hours a day, 7 days a week and may be reached at the chaplain's office by calling 256-761-4024. If there is no answer in the chaplain's office, please call the main hospital number at 256-362-8111 and a chaplain will be contacted through the on-call service.

**Pizza/Sandwich Shop:** The Pizza/Sandwich Shop is located inside the Citizens hospital cafeteria. Hours of operation are Monday through Friday 11:00 a.m. to 1:00 p.m.

**Vending Machines:** Vending machines for snacks and beverages are located outside the cafeteria, on the second and third floors, in the surgery waiting room and in the emergency department waiting room. They are available 24 hours a day.

**Visiting Hours:** In order to support a healthy environment for our patients, we ask that visitors who are sick or not feeling well postpone their visit until they are well. For the safety of our younger visitors, children who visit must have an adult with them at all times.

- **Medical Unit:** General visiting hours are 10:00 a.m. until 9:00 p.m. Healthy children over the age of 12 years may visit based on the patient's condition.
- **Intensive Care Unit:** We support visitation with our patients with recommended times during the day and evening. The number of visitors, specific times and length of stay are based on the patient's condition. Healthy children over the age of 12 years may visit based on the patient's condition. Please ask your nurse for details.

- **Labor and Delivery:** Anytime for a patient-designated “labor partner.” Two additional visitors designated by the patient may visit as the patient’s status allows. Healthy siblings over 12 years of age are welcome to visit after the post delivery phase is complete. A waiting room is available on the labor and delivery floor.

**Volunteer Opportunities:** For volunteer opportunities, contact our Volunteer Services Department at 256-761-4664 or visit our web site at [www.bhsala.com](http://www.bhsala.com).

## Princeton Baptist Medical Center

701 Princeton Avenue Southwest

Birmingham, AL 35211

Main Number: 205-783-3000

**Welcome to Princeton Baptist Medical Center:** The purchase of Birmingham Infirmary, now Princeton Baptist Medical Center, marked the formation of Baptist Health System in 1922. Today, Princeton Baptist offers a wide range of medical and surgical specialties including cardiology, surgery, women's services, diagnostic imaging and emergency care. Licensed for 499 beds, the hospital has more than 400 physicians representing 30 specialties and more than 1,400 employees.

**ATM's:** Automated Teller Machines (ATM) are located in the main hospital lobby and in the corridor between the hospital and the professional office buildings near Legacy Credit Union.

**Cafeteria:** Princeton's cafeteria, located on the hospital's first floor, offers hot meals, salads and desserts. It is open Monday through Friday with breakfast from 6:30 a.m. to 9:30 a.m.; lunch from 11:00 a.m. to 2:00 p.m.; dinner from 5:00 p.m. to 6:30 p.m.

**Hearing Impaired:** A variety of services, including sign language interpreters, are available at no charge for hearing-impaired patients. Such services are accessed by video satellite and are available in most patient rooms and treatment areas of the hospital. Video-accessed interpreters are available 24 hours a day. An interpreter can visit in person, if needed; however, advance notice is required to schedule a personal visit by an interpreter. Please ask your nurse, administrative representative or social worker (ext. 3110) for assistance with these services.

**Hotels:**

- Princeton Guest Rooms, Princeton Baptist Medical Center, Professional Building II 205-783-7700
- Courtyard Birmingham Downtown at UAB, 1820 5th Ave. South, Birmingham, AL 205-254-0004
- Holiday Inn Birmingham/Airport, 5000 Richard Arrington Jr. Blvd. North, Birmingham, AL 205-591-6900
- LaQuinta Inn and Suites Homewood, 60 State Farm Pkwy, Homewood, AL 205-290-0150
- Sheraton Birmingham Hotel, 2101 Richard Arrington Jr. Blvd. North, Birmingham, AL 205-324-5000

**Language Interpreters:** Language interpreters are available to assist with communication for non-English speaking patients. Your nurse can access a qualified language interpreter by telephone 24 hours a day. Or, to schedule an on-site language interpreter, please call ext. 3110 or ask your nurse for assistance.

**Mail:** Letters and packages for patients are delivered each day by volunteers. Mail received after your discharge will be forwarded back to sender. Outgoing mail may be left at the nurses' station or given to a volunteer.

**Medical Records (Health Information Services):** Please call 205-783-3436 to make a request or for the location and hours.

**Newspapers:** Newspapers may be purchased from news boxes located near the elevators on several floors and just outside the main hospital entrance.

**Parking:** Parking fees at Princeton are charged seven days a week with the fee based on time in the lot. Weekly parking passes at a reduced rate are available in Patient Financial Services on the hospital's first floor. Valet parking service and wheelchair assistance is provided at the front of Professional Office Building III, the main hospital entrance and the front of Simon-Williamson Clinic. Valet service is provided by Park Rite, who also manages the parking lots. A courtesy shuttle provides transportation from the visitor parking lot at the western end of the

campus to the entrance of Professional Office Building III. The shuttle runs from 8:00 a.m. to 4:30 p.m., Monday through Friday.

**Patient Action Line (PAL):** The Patient Action Line was created to address a patient's needs. A call to PAL allows you to reach a medical professional at any time. Call PAL at ext. 4357.

**Patient Relations:** Please call an administrative representative at 205-783-3654 or 205-783-3646 for assistance between 8:00 a.m. to 4:30 p.m. Monday through Friday. At other times, please call the hospital operator to page a nursing house supervisor.

**Prayer Rooms:** Prayer rooms are located on most floors for those who wish a quiet place to meditate or pray.

**Princeton Gift Shop:** The gift shop offers gifts, cards, fresh flowers and other personal items. Located just off the hospital North lobby on the first floor, the shop's hours are Monday through Friday from 8:00 a.m. to 4:00 p.m. and Saturday and Sunday from 10:30 a.m. to 3:00 p.m.

**Princeton Perks:** Princeton Perks offers gourmet coffees, fresh pastries and fruit from 6:30 a.m. to 1:00 p.m., Monday through Friday. Located across from the entrance to Princeton's cafeteria.

**Restaurants in the area:**

- Subway, inside the Princeton Baptist Medical Center Cafeteria
- Wall St. Deli, Princeton Baptist Medical Center, Professional Building III
- Sneaky Pete's, Princeton Baptist Medical Center, Professional Building III
- McDonald's, 732 Lomb Ave, SW, Birmingham, AL
- Niki's West, 233 Finley Ave. West, Birmingham, AL
- Rally's Hamburgers, 636 Lomb Ave. SW, Birmingham, AL

**Smoking:** Princeton Baptist Medical Center is smoke free. Smoking inside is not permitted. However, if you must smoke, please use one of Princeton's designated outside smoking areas.

**Subway:** Subway, is located within the cafeteria and is open seven days a week from 7:00 a.m. to 9:00 p.m. Breakfast is served between 7:00 a.m. and 9:00 a.m.

**Vending Machines:** Vending machines are located in the following areas:

- In the corridor between Professional Office Buildings I and II
- On the first floor of the hospital, near MICU
- On the outside patio on the hospital's third floor

**Visiting Hours:**

- General Visiting Hours: 10 a.m. to 8:30 p.m.
- Cardiac Intensive Care Unit: 9:00 a.m., 1:00 p.m., 5:00 p.m. and 8:00 p.m.
- Medical Intensive Care Unit and Medical Intensive Care Unit North: 9:00 a.m., 1:00 p.m., 5:00 p.m. and 8:00 p.m.
- Surgical Intensive Care Unit: 9:00 a.m., 1:00 p.m., 5:00 p.m. and 8:00 p.m.
- Step Down Unit: 10:00 a.m. to 8:30 p.m.
- Neonatal Intensive Care Unit: Parents may visit at any time except between 6:00 a.m. to 7:30 a.m. and 6:00 p.m. to 7:30 p.m. Grandparents and siblings may visit twice per day. Children must be accompanied by a parent or grandparent. Please allow for only two visitors per bedside at one time.
- Labor Room: Two visitors per patient at one time as patient's condition allows.
- Women's Unit: 10:00 a.m. to 8:30 p.m. Children are allowed to visit accompanied by an adult.

**Wall Street Deli and Sneaky Pete's:** Wall Street Deli and Sneaky Pete's at Princeton are located on the first floor of Professional Office Building III. A variety of hot and cold food and beverages are available from 7:00 a.m. to 3:00 p.m., Monday through Friday.

**Whitten Chapel:** Whitten Chapel is located in hospital's North lobby on the first floor. Non-denominational services are held in the chapel daily at 11:30 a.m. The services are also televised simultaneously to patient rooms on TV channel 47.

## Shelby Baptist Medical Center

1000 First Street North

Alabaster, AL 35007

Main Number: 205-620-8100

**Welcome to Shelby Baptist Medical Center:** In 1959, community leaders established the 35-bed Shelby Memorial Hospital with the goal of bringing needed medical services to the area. Today, there is a new name and more than \$120 million in capital improvements recently completed and/or currently underway. We have grown to 192 beds with a diversity of services that provide some of medicine's latest technologies and most innovative procedures to thousands of patients each year.

**ATMs:** ATMs are located in the cafeteria, the Emergency Department waiting room and the admitting area lobby of the South Tower.

**Blood Donation:** Anyone interested in donating blood may do so every Friday from 10 a.m. until 3 p.m. The American Red Cross has a Blood Donation Room located on the second floor of the South Tower. In addition, the hospital conducts a blood drive every quarter.

**Cafeteria:** The cafeteria hours are from 6:45 a.m. to 9:00 a.m. for breakfast, 11:00 a.m. to 2:00 p.m. for lunch, and 5:15 p.m. to 6:45 p.m. (Monday through Thursday only) for dinner.

**Gift shops:** There are two gift shops at Shelby Baptist Medical Center: one in the main lobby (205-620-8191) and the newest addition on the third floor of the South Tower (205-620-7655).

**Hearing Impaired:** A telecommunications device is available to help hearing-impaired patients or patients who want to communicate with a hearing-impaired relative or friend. Arrangements can also be made to have an interpreter assist with a hearing-impaired or deaf patient.

**Hotels in the Area:**

- Candlewood Suites, 1004 Balmoral Drive, Alabaster, AL 205-620-0188
- Shelby Motor Lodge, 1560 1st St N, Alabaster, AL 205-663-1070
- Hampton Inn & Suites, 232 Cahaba Valley Road, Pelham, AL 205-313-9500
- Holiday Inn Express, 260 Cahaba Valley Road, Pelham, AL 205-987-8888
- Comfort Suites, 2235 Pelham Parkway Pelham, AL 205-982-1999

**Laboratory:** Outpatient lab services are provided in the Diagnostic Center Monday through Friday from 7:00 a.m. to 5:00 p.m. For additional information, please call 205-620-8902.

**Language Interpreters:** A certified Spanish medical interpreter is available Monday through Friday from 8:00 a.m. to 4:30 p.m. If calling after these hours or if you are in need of another language service, your nurse can access a qualified language interpreter by telephone 24 hours a day.

**Medical Records:** Located in the main hospital near the cafeteria, 205-620-8181. Office hours are Monday through Friday from 8:00 a.m. to 4:30 p.m.

**Newspapers:** Newspapers are available for purchase outside the main hospital entrance.

**Outtakes Coffee:** Outtakes is located in the Women's Center lobby and offers coffee, breakfast biscuits, lunch salads, sandwiches and snacks from 6:30 a.m. to 2:00 p.m. 205-620-7035.

**Parking:** There are two parking decks. The North Parking Deck serves the Women's Center, Diagnostic Center, Medical Plaza and the Physicians Center. On the third level are designated parking spaces for emergency labor and delivery. The South Parking Deck is available with three levels and serves the South Tower, Emergency Department, cath lab and Outpatient/One-Day Surgery. There is a direct crosswalk to the South Tower located on the first level of the parking deck. There is a charge of \$2.00 to exit and the machine accepts quarters, \$1 and \$5 bills. In the event you need assistance to or from the South Parking Deck, please use the service phones located near the elevators on each level, or call protective services by dialing 8600 from any in-house phone.

**Patient Advocacy Administration Representative:** Please call 205-620-8121 Monday through Friday, from 8:00 a.m. to 4:30 p.m. If calling after these hours, please contact the house supervisor at 205-620-8886.

**Restaurants in the area:**

- McDonald's, 205 Colonial Drive, Alabaster, AL 205-621-2805
- Arby's, 652 1st Street North, Alabaster, AL 205-664-1797
- Sol Azteca, 807 1st St North, Alabaster, AL 205-621-0751
- Pizza Hut, 1385 1st Avenue North, Alabaster, AL 205-663-5137
- Papa John's Pizza, 565 1st Street North, Alabaster, AL 205-663-3132
- Chick-fil-A, 125 Colonial Circle, Alabaster, AL 205-685-1190
- Dairy Queen, 780 Colonial Promenade Pkwy, Alabaster, AL 205-663-3593
- LongHorn Steakhouse, 30 South Colonial Pkwy, Alabaster, AL 205-620-0511
- Mizu Japanese Steakhouse, 750 Colonial Promenade Pkwy, Alabaster, AL 205-621-8388
- Whataburger, 1100 1st St South, Alabaster, AL 205-620-4188
- Waffle House, 1104 1st St South, Alabaster, AL 205-663-2651
- Moe's Southwest Grill, 300 Colonial Promenade Pkwy #100, Alabaster, AL 205-621-3335
- Full Moon BBQ, 470 Colonial Promenade Pkwy, Alabaster, AL 205-620-4442

**Smoking Areas:** Smoking areas are located outside the material management department and near the Emergency Room. Additionally, there is a smoking section behind the Physicians Center.

**Pastoral Care:** To request a chaplain, please call 620-8100. Two chapels are accessible 24 hours a day: the Homer Lloyd Chapel (South Tower) and the Reeves Chapel on the second floor of the main hospital. A prayer garden is also available on the second floor and provides a quiet place for meditation and prayer. Chapel services are led weekly by chaplains, staff and area clergy, who serve as a resource for spiritual support and encouragement. Devotional thoughts and prayers can be heard Monday through Friday mornings over the public address system.

**Vending machines:** Vending machines are located near the cafeteria, on the third Floor of the South Tower behind the information desk, behind the elevators in the Women's Center lobby, and in the nursery viewing area.

**Visiting Hours:**

General Visiting Hours: 9:00 a.m. to 9:00 p.m.

- Medical Intensive Care Unit (MICU): Family may visit on the even hours for 30-minute durations with exception of 8 a.m. to 10 a.m. and 8 p.m. to 10 p.m. The last visitation time is 10 p.m. For safety and health reasons, children under 12 years of age are not allowed in the MICU.
- Cardiovascular Unit (CVU): Family may visit patients at any time with exception of open heart patients. Due to the serious condition of open heart patients, visiting hours are 30-minute durations at 9 a.m., 12:30 p.m., 4:30 p.m. and 8:30 p.m. For safety and health reasons, children under 12 years of age are not allowed in the CVU.
- Surgical Intensive Care Unit (SICU): Visiting hours are 30-minute durations at 6:00 a.m., 10:00 a.m., 2:00 p.m., 4:30 p.m. and 8:00 p.m. For safety and health reasons, children under 12 years of age are not allowed in the SICU.
- Intermediate Step-down Unit (IMC): Family may visit at any time and two visitors per bedside at one time. Please, limit to one visitor for overnight stays.
- Neonatal Intensive Care Unit (NICU): Parents may visit at any time except between 6:30 a.m. to 7:30 a.m., 12:00 noon to 2:00 p.m. and 6:30 p.m. to 7:30 p.m. Grandparents and siblings are encouraged to visit at parent's discretion. Children must be accompanied by a parent or grandparent. Please allow for only two visitors per bedside at one time. Visiting guidelines may be altered at any time depending on illness trends in the community. If you have questions, please contact the nurse caring for your baby.
- Labor and Delivery Unit: Two visitors per patient at one time based on physician, nurse and/or patient discretion and as the patient's condition allows. Visitors will be asked to wait in the waiting room located in the Women's Center lobby.

**Volunteer Opportunities:** To volunteer, please call 205-620-8065. For the summer program for students, please contact human resources at 205-620-7770.

## Walker Baptist Medical Center

3400 US Highway 78 East

Jasper, AL 35501

Main Hospital: 205-387-4000

**Welcome to Walker Baptist Medical Center:** Walker Baptist Medical Center is a 267-bed acute care facility in Jasper, Alabama with more than 600 employees. The hospital offers a comprehensive range of clinical services, including obstetrics/gynecology, orthopedics, emergency services, pain center and a Senior Care Unit, in addition to specialized medical and surgical care. Serving an area covering Walker, Winston, Marion and Fayette counties, Walker was the first hospital in Alabama built with all private rooms.

**ATMs:** ATMs are located in the main lobby of the hospital.

**Cafeteria:** The cafeteria is located on the first floor and is open daily from 6:30 a.m. to 9:30 a.m. for breakfast and 11:00 a.m. to 1:30 p.m. for lunch.

**Gift Shop:** The gift shop is located in the main lobby and is open Monday through Thursday from 9:00 a.m. to 7:00 p.m. and Friday from 9:00 a.m. to 5:00 p.m. Call 205-387-4004.

### Hotels in the area:

- Hampton Inn, 100 Industrial Parkway, Jasper, AL 205-221-3334
- Jamison Inn, 1100 Highway 118 West, Jasper, AL 205-387-7710
- Holiday Inn Express Hotel, 202 Oakhill Road, Jasper, AL 205-302-6400
- Days Inn, 101 N 6th Avenue, Jasper, AL 205-221-7800
- Super 8, 287 Hwy 78 West Highway 118, Jasper, AL 205-221-3050
- Travel Rite, 200 The Mall Way, Jasper, AL 205-221-3050

**Lobby Latte's Coffee Shop:** Lobby Latte's Coffee Shop is located on the first floor in the main lobby and is open Monday through Friday from 7:00 a.m. to 4:00 p.m.

**Med-Center Deli:** Med-Center Deli is located inside the cafeteria and is open from 11:00 a.m. to 2:00 p.m. and from 4:00 p.m. to 7:00 p.m.

**Medical Records:** Medical records (HIM—Health Information Management) is located on the ground floor just behind the main lobby. The office is open Monday through Friday from 8:00 a.m. to 4:30 p.m. Call 205-387-4177.

**Patient Relations:** The patient representative can be reached at 205-387-4575, Monday through Friday from 8:00 a.m. to 5:00 p.m. At other times, please call the hospital operator to page a nursing house supervisor.

**Restaurants in the area:**

- Black Rock Bistro, 24888 Highway 69 North, Jasper, AL
- Cabo San Lucas, 4330 Highway 78 East, Suite 128, Jasper, AL
- Perico's Mexican Restaurant, Highway 78 East, Jasper, AL
- Ryan's, 2009 Hwy 78 East, Jasper, AL
- Jim 'n Nick's Bar-B-Q, 1804 Highway 78 East, Jasper, AL
- Johnny Brusco's New York Style Pizza, 1705 Highway 78 East, Jasper, AL

**Smoking Areas:** Visitors may smoke in the gazebo located in the courtyard off the cafeteria.

**Pastoral Care:** The chapel is located on the ground floor just off the main lobby. A prayer room is located on the second floor between ICU and surgery waiting, other meditation/prayer rooms are located in convenient locations throughout the facility. For more information, please call 205-387-4403.

**Vending Machines:** Vending machines for snacks and beverages are located in the main lobby on the ground floor. They are accessible 24 hours a day.

**Visiting Hours:**

Main hospital visiting hours are from 10:00 a.m. to 8:00 p.m.

- Behavioral Medicine Unit (Adult Psych Unit): The adult inpatient psychiatric unit welcomes visitors from Monday through Friday from 6:00 p.m. to 7:00 p.m. and Saturday and Sunday at 1:00 p.m. to 2:00 p.m.
- Medical Unit: 10:00 a.m. to 8:00 p.m. daily.
- Intensive Care Unit: ICU visiting hours are in 30 minute increments at 9:30 a.m., 1:30 p.m., 5:30 p.m. and 9:30 p.m.
- Labor and Delivery: The Women’s Center welcomes visitors from 10:00 a.m. until 8:00 p.m. daily.
- Senior Care (GeriPsych Unit): The GeriPsych Unit welcomes visitors from 5:30 p.m. to 6:30 p.m. daily.

**Volunteer Opportunities:** Volunteers provide valuable assistance to the patients and staff at Walker Baptist by donating more than 20,000 hours of service each year. These women and men are here to help make your stay as pleasant and comfortable as possible. Volunteers provide delivery of mail, flowers, newspapers and magazines, as well as many other services for our patients and hospital staff. Volunteers are available weekday mornings and afternoons and can be reached by calling 205-387-4025. If you are interested in becoming a volunteer at Walker Baptist, please complete a volunteer application that can be obtained from the volunteer coordinator.

## The Baptist Health Centers

**Welcome to the Baptist Health Centers:** We are proud of the dedicated group of physicians who comprise the medical staff of Baptist Health Centers, one of Alabama's largest multi-specialty physician group networks. With more than 65 primary care physicians, our staff also includes a variety of other medical specialties such as dermatology, endocrinology, general surgery, obstetrics/gynecology, oncology, rheumatology and urology.

Our goal at Baptist Health Centers is to provide innovative treatments combined with compassionate, quality-driven care to each and every patient. We look forward to serving your family's health care needs.

Baptist Health Center locations and phone numbers are listed below. For additional information, please visit our web site at [www.bhsala.com](http://www.bhsala.com).

Alabama Neurology (205-664-7852): Alabaster

Baptist Cancer Center – Walker (205-387-0333): Jasper BHC

Bessemer (205-426-8708): Bessemer

BHC Blount – Oneonta (205-274-8198): Oneonta

BHC Blount – Snead (205-466-7114): Snead BHC

Gardendale (205-631-5521): Gardendale BHC

Hueytown (205-744-4410): Hueytown

BHC Jemison (205-668-1616): Jemison

BHC Lincoln (205-763-7848): Lincoln BHC

Munford (256-358-4553): Munford

BHC Pinson Valley Pediatrics (205-681-8002): Pinson

BHC Pinson Valley Family Care (205-680-4836): Pinson

BHC Surgical Associates (256-761-0921): Talladega BHC

Talladega (256-362-3636): Talladega

BHC Talladega Family Medicine (256-362-4000): Talladega BHC

Talladega OB/GYN (256-362-5228): Talladega

BHC Talladega Pediatrics (256-362-1725): Talladega BHC  
Trussville (205-655-7600): Birmingham  
BHC Walker Family Practice (205-221-1755): Jasper Cahaba  
Internal Medicine (205-664-7970): Alabaster  
Comprehensive Wound Care Clinic at Princeton (205-783-3740): Birmingham Graysville  
Medical Group (205-674-9406): Graysville  
Hoover Family Healthcare (205-682-6077): Hoover  
Hoover Internal Medicine Associates (205-682-9124): Hoover James  
Belyeu, M.D. (205-664-0442): Alabaster  
Jasper Urology Associates (205-384-3013): Jasper  
Martin-Bentley Dermatology and Skin Wellness (205-682-8022): Hoover Montclair  
Infectious Disease (205-592-5917): Birmingham  
Prestige Family Medicine (205-387-8159): Jasper  
Princeton Medical Associates (205-781-3752): Birmingham Shelby Baptist  
Advanced Arthritis Care (205-620-8676): Alabaster Shelby Baptist Health  
Center Calera (205-668-0626): Calera  
Shelby Endocrinology and Diabetes Center (205-620-8672): Alabaster Shelby  
Internal Medicine (205-663-5770): Alabaster  
Shelby Internal Medicine (205-620-1089): Pelham Shelby  
Psychiatry (205-620-7004): Alabaster Shelby Sports  
Medicine (205-358-9120): Alabaster  
Southeastern Dermatology Centers (205-781-6995): Birmingham Walker  
Gastroenterology (205-384-4212): Jasper

## 10. Information for Your Family and Friends

### Visiting

The following are general guidelines for visitors:

- Please see the Hospital Highlights section for information concerning visiting hours at each facility.
- Visitors may not smoke in patient rooms or anywhere in the hospital, except the designated smoking areas.
- Visitors must dress appropriately and must wear shirts and shoes.
- Visitors in semi-private rooms should be considerate of both patients.
- People with colds, sore throats or any contagious diseases should not visit patients.
- Visits should be kept short so that patients are able to rest.
- Visitors should maintain a quiet environment and avoid unnecessary noise.
- Visitors may be asked to leave the room during tests or treatments or when the physician or nurse needs to see the patient.
- Visiting arrangements may be made for families of surgical patients on the day of surgery.
- For their own health protection, visitors must observe isolation procedures as listed on the sign on the patient's door.
- For the health and safety of our patients and visitors, please be sure to wash your hands before arriving at the hospital and again after you leave.

### Condition Reports

Any personal information about your diagnosis and treatment must come from your physician, and this information is only available to members of your immediate family whom you designate to receive it.

### E-Cards/CareCards

Family and friends can email a Baptist CareCard to patients. Just visit [www.bhsala.com](http://www.bhsala.com) to select your card and provide requested information. Cards are delivered Monday through Friday between 8:00 a.m. and 4:00 p.m. Cards will be delivered within 48 hours.

## **Gifts for Patients**

Visitors should check with the nurse before bringing gifts of food or drink to patients. On the intensive care unit, please check with the unit regarding any gifts for patients.

## **Parking**

Parking is available 24 hours a day, seven days a week. Patients and visitors are cautioned not to park in reserved areas or certain designated areas. Vehicles are parked at the owner's risk. Parking charges are for the use of the space only. Neither the parking service company nor Baptist Health System assumes responsibility for loss through fire, theft, collision or other damage to your vehicle or its contents. Please be sure to lock your car. If something happens which causes you to need assistance to or with your vehicle, please call the hospital operator (dial 0) who will notify the security department. Please see the Hospital Highlights section for information about parking at a specific hospital location.

## **Gift Shops**

Gift shops are available at Baptist Health System locations. Please see the Hospital Highlights section for more information about specific locations at each facility.

## **Chapel**

Visitors of all faiths are welcome to visit the hospital chapel for worship services, prayer and meditation. Please see the Hospital Highlights section for more information about specific facilities.

## **Wireless Local Area Network (WLAN)**

Free public Wi-Fi is available at Baptist Health System locations.

## 11. For Your Safety and Security

### **Smoking**

Cigarettes and smoking materials are not sold at Baptist Health System facilities, and smoking is strictly prohibited throughout the hospitals. Visitors may smoke only in the designated smoking areas. Please see the Hospital Highlights section for more information.

### **Fire Drills**

For your protection, our hospitals conduct fire and disaster drills regularly. If a drill occurs while you are here, please remain in your room and do not become alarmed. Our hospitals are fire-resistant buildings and the staff is trained in fire protection.

### **Cellular Phones**

Magnetic interference can cause medical equipment to work improperly or completely shut down. For this reason, all wireless sources of magnetic interference, such as cellular phones, should not be used in the hospitals, except in main lobbies or waiting areas. Cellular phones should not be used in patient rooms or other areas that contain medical equipment.

### **Medications**

All medications you take while in the hospital are prescribed by your physician, dispensed by the hospital pharmacy and administered by a nurse. Patients are not permitted to administer their own drugs or keep personal medications at their bedside. Prescriptions given to you when you leave the hospital may be filled at the pharmacy of your choice.

### **Oxygen**

Special regulations are in effect in areas where patients are receiving oxygen. Electrically operated equipment and aerosol products are not permitted in these areas. Absolutely no smoking is permitted in any room where oxygen is in use or on standby.

## **Wheelchairs**

Wheelchairs are available on all nursing units, but getting in and out of them without assistance may be hazardous. Please ask for help from a member of the hospital staff.

## **Weapons and Alcoholic Beverages**

Under no circumstances are weapons (guns, knives, etc.) or alcoholic beverages allowed on our hospital campuses.

## **Valuables or Lost Items**

Baptist Health System cannot be responsible for lost or misplaced valuables. Please leave money, jewelry, credit cards and other valuables with a family member or leave them at home. Patient and family are responsible for securing patient items such as glasses, hearing aids, dentures and personal items. If you must keep your valuables with you, arrangements can be made by a staff member to use the hospital safe. Any items you choose to keep in your possession are your responsibility.

## 12. Financial Information for You

### **If You Have Health Insurance**

You should be familiar with the terms of your insurance coverage. It is the responsibility of the patient to know the terms of their insurance coverage and to be sure pre-certification is completed if required. If you provide Baptist Health System with accurate insurance information, we will submit bills to your insurance company and do everything possible to get your claim processed in a timely manner. You should remember that your policy is a contract between you and your insurance company, and you have the final responsibility for payment of your bill. We have several payment options available to assist you in paying your bill. If you have any questions about your coverage, call your insurance company or employer.

### **Pre-Registration for Scheduled Patients**

If you are being scheduled for an outpatient test or a surgical procedure at Baptist Health Systems, we would like to make your registration process as quick and pleasant as possible. By pre-registering you by phone, we will be able to ask all the necessary information before your scheduled date of procedure. Once you are pre-registered, we will only need to have you sign the appropriate forms, collect your deductible or co-pay, and make copies of your insurance card/drivers license the day you present for your services. Please see the direct phone number to each of the facilities Pre-Registration Department and the hours the Pre-Registration staff can be reached.

#### **Citizens Baptist Medical Center**

Pre-Registration's main telephone number is 256-761-4056. The Pre-Registration staff can be reached from 8:00am to 4:30pm Monday through Thursday and 7:00am to 3:30pm on Friday.

#### **Princeton Baptist Medical Center**

Pre-Registration's main telephone number is 205-599-4204. The Pre-Registration staff can be reached from 8:00am to 5:00pm Monday through Thursday and 7:00am to 3:30pm on Friday.

#### **Shelby Baptist Medical Center**

Pre-Registration's main telephone number is 205-599-4211. The Pre-Registration staff can be reached from 8:00am to 5:00pm Monday through Thursday and 7:00am to 3:30pm on Friday.

#### **Walker Baptist Medical Center**

Pre-Registration's main telephone number is 205-387-4919. The Pre-Registration staff can be reached from 7:30am to 4:00pm Monday through Thursday and 7:00am to 3:30pm on Friday.

#### **Walker Baptist Outpatient Surgery Center**

Pre-Registration has 2 phone numbers – 205-385-0716 and 205-385-0714. The Pre-Registration staff can be reached from 7:30am to 4:00pm Monday through Thursday and 6:00am to 2:30pm on Friday.

## **If You Have No Insurance**

Financial Counselors are available at each hospital to discuss financial options based on your needs.

## **Acceptable Forms of Payment**

Baptist Health System accepts cash, check, MasterCard, Visa, American Express and Discover as forms of payment. You may also make an electronic payment. You can access our online bill pay system by using the link reference provided on your statement or by using the Pay Now feature on the [www.bhsala.com](http://www.bhsala.com) website.

## **If You Are a Member of an HMO or PPO**

Your plan may have special requirements, such as a second surgical opinion or pre-certification for certain tests or procedures. It is your responsibility to make sure the requirements of your plan have been met. If your plan's requirements are not followed, you may be financially responsible for all or part of the services rendered in the hospital. Some physician specialists may not participate in your health care plan and their services may not be covered.

## **If You Are Covered by Medicare/Medicare HMO**

We will need a copy of your Insurance card to verify eligibility and process your claim. You should be aware that the Medicare program specifically excludes payment for certain items and services, including but not limited to cosmetic surgery, some oral surgery procedures, personal comfort items, hearing evaluations and others. Deductibles and co-payments are the responsibility of the patient and due at the time of service.

## **If You Are Covered by Medicaid**

We will need a copy of your Medicaid card. Medicaid has payment limitations on a number of services and items. Medicaid does not pay for the cost of a private room. Co-pays and deductibles, as required by Medicaid, are due at the time of admission. Medicaid Patient's First recipients are required to obtain a referral from their PCP (Primary Care Physician) prior to scheduled health care services.

## **Your Hospital Bill in Detail**

The hospital will submit bills to your insurance company based on the information you provided at the time of service. You will receive a bill after insurance payment for any outstanding balance. If you have a question about your bill, our customer service representatives are here to serve you. You can reach them at 800-443-1039. You may receive bills from your own doctor, doctors who assisted in your care or from other service providers.

## **How to Read Your Statement/Bill**

1. Name of Hospital: facility where services were rendered.
2. Statement Message: this indicates if any action on your part is needed.
3. Patient Name: name of person that received services from the hospital.
4. Account Number: your unique patient account number for the service date seen.
5. Service Date(s): the date you were seen for this visit.
6. Attending Physician: the name of the physician that treated you.

7. Statement Date: the date your billing statement was created.
8. Total Charges: the total amount billed for this date of service.
9. Insurance Payments: the amount the hospital received from your insurance company for this date of service.
10. Patient Payments: the amount the hospital received from the patient or responsible part
11. Adjustments: the amount that has been discounted based on the hospital's agreement with your insurance company.
12. Current Account Balance: the amount outstanding on your account for this date of service.
13. Current Patient Balance Due: the amount due from the patient and/or responsible party for this date of service.
14. Insurance Information: the insurance company we have on file for you and who we submitted your hospital bill to.
15. Statement Date: the date your statement/bill was created.
16. Check Box: you would need to check this box if your address and/or insurance information is incorrect on this statement/bill.
17. Addressee: the patient/responsible parties' name and address the statement/bill was mailed to.
18. Message: a message from Baptist Health System and phone numbers you will need to call regarding any patient balance due.
19. Message: the Spanish translation of the message from Baptist Health System.
20. Payments sent by mail: complete this section if you wish to pay by credit card and submit by mail.
21. Remit to: if you are submitting your payment by mail or need to notify the hospital with corrections to your mailing address or insurance information, this is the hospital address to mail it to.
22. Hospital Summary of Charges: this is the second page of your statement/bill summarizing the charges from the services received.

- 23. Charge Detail: this is a breakdown of charges and prices that make up your total charges.
- 24. Total Charges: this is the total amount of your bill for this date of service.
- 25. Date(s) of Service: this is the date you were seen for this visit.
- 26. Customer Service: this lists the phone numbers you can call with any questions regarding this statement/bill and any balances due. It also lists the web site you may visit if you wish to pay your bill online.
- 27. Account Number: This is your account number.
- 28. Information Changes: complete this section if your address and/or insurance needs to be updated.



LJ  
f11...IL BAPTIST

**1** PRINCETON

-----YOUR STATEMENT-----  
PLEASE SUBMIT YOUR AGREED UPON PAYMENT.

....ACCOUNT SUMMARY

@] Patient Name:	Doe, John
Account Number:	123456789 0
@] Service Date(s):	10/01/10
@] Attending Physician:	Burns, Edmond
I[Z] Statement Date:	11/2/10
[ID] Total Charges:	1,662.00
Insurance Payments:	500.00
Patient Payments:	.00
[DJ] Adjustments:	1<:62.00
[lg] Current Account Balance:	100.00
Current Patient Balance Due:	\$100.00

....MESSAGES(t8]

Baptist Health System is committed to its mission of providing emergency healthcare to all who need it regardless of ability to pay. If you believe you might qualify for financial assistance on this and/or other Baptist Health System bills, please call 205-592-1216 or 800-443-1039. We will explain the evaluation process and forward the appropriate forms that are necessary for your consideration of financial assistance. Thank You.

If your check is returned for non-sufficient funds, you expressly authorize your account to be electronically debited or bank drafted for the amount of the check plus any applicable fees. The use of a check for payment is your acknowledgement and acceptance of this policy and its terms and conditions.

....MENSAJES(t9]

El Baptist Health System estB dedicado a su misi:s1 de ofrecer cuidado de la salud de emergencia a todas las personas, sin importar su capacidad de poder pagar. Si piensa que podr4t ser elegible para recibir ayuda financiera en estas facturas y/u otras facturas del Baptist Health System, por favor llame al205-592-1216. Le explicaremos el proceso de evaluaci:s1 y le enviaremos los formularios apropiados necesarios para que se le considere para recibir ayuda financiera. Muchas gracias.

....INSURANCE INFORMATION

Primary: BLUE CROSS

Si se devuelve su cheque por falta de fondos, usted autoriza expresamente que su cuenta se cargue electr!Sicamente o que se ejecute un giro bancario por el monto del cheque ademBs de las tarifas aplicables. El uso de un cheque para el pago es su confirmaci!SI y aceptaci!SI de esta pol<)ica y de sus t<1hlinos y condiciones.



PRINCETON

[@] Hospital Summary of Charges

Description	Amount	Description	Amount
Med-Surg Supplies	590.00		
Laboratory < 1231	216.00		
Other Pharmacy ... ----- ,::	10.00		
Emergency Room	846.00		
<u>12411</u> Total Charges = \$1,662.00			

Date(s) of Service:  
10/01/10

Customer Service

r.Y7I Account Number  
1234567890

For specific questions about your account, or to request an itemized bill, please call: 205 592 1216 or toll free at 1-800-443 1039. Customer Service Representatives are available to talk with you from 8:00 a.m. to 5:00 p.m. CST Monday through Friday. For your convenience, you can pay your bill online at <http://www.bhsaba.com>. Simply click on "View/Pay My Account". If you are unable to pay your bill in full, you may qualify for financing through the Bank of Nevada - please contact us to apply.

You may receive bills from your own doctor, doctors who assisted in your care, or from other service providers.

f-

( IF ANY OF THE FOLLOWING HAS CHANGED SINCE YOUR LAST STATEMENT, PLEASE INDICATE ... )

ABOUT YOU: J			( ABOUT YOUR INSURANCE: )		
YOUR NAME (La&-1, First, Middle Initial)			YOUR PRIMARY INSURANCE COMPANY'S NAME		EFFECTIVE DATE
ADDRESS			PRIMARY INSURANCE COMPANY'S ADDRESS		TELEPHONE
CITY STATE ZIP			CITY STATE ZIP		
TELEPHONE			POLYHOLDERS NUMBER		GROUP PLAN NUMBER
MARITAL STATUS (Sopata led 0Single 0Married 0Widowed)			YOUR SECONDARY INSURANCE COMPANY'S NAME		EFFECTIVE DATE
EMPLOYER'S NAME TELEPHONE			SECONDARY INSURANCE COMPANY'S ADDRESS		TELEPHONE
( )			( )		
EMPLOYER'S ADDRESS CITY STATE ZIP			CITY STATE ZIP		



## Frequently Asked Billing Questions (FAQ's)

**Will Baptist Health System send my hospital bill to my insurance company or will I have to do that?** We will bill any insurance company for which you have indicated, provided the information is complete: address, policy number, group number, etc. We request a signed authorization permitting us to file a claim with your insurance company. For scheduled procedures, insurance information must be provided prior to service being performed.

**How long will it take to get things settled with the insurance company?** Generally, it takes 45 to 60 days to obtain payment from your insurance carrier. We work with them for up to 90 days to resolve your bill. If it is not resolved during that time, the bill becomes your responsibility.

**How can I find out whether my insurance has paid my bill or how much they have paid?**

You should receive an EOB (Explanation of Benefits) from your insurance provider indicating how much has been paid and any remaining balance for which you are responsible. If you do not receive this or have any questions, please contact your insurance provider.

**How can I get a copy of my statement/bill?** You can call us at 800-443-1039, or e-mail us at [WebMaster@bhsala.com](mailto:WebMaster@bhsala.com).

**I received notice that my insurance company has paid part of the bill, but I don't understand how they calculated the payment amount. Can you help me?** For answers to any questions about insurance payments, deductibles or copayments, you should first check with your insurance carrier. If we have received information from your insurance carrier, we will be glad to share it with you.

**Why am I getting bills from physicians?** The hospital and the physician bill separately. Each physician who provides professional services will send you a separate bill from his or her office. If you have questions about these bills, please call the telephone number on the statement that you receive.



## 13. Going Home

When your physician decides you are ready to leave the hospital, a discharge order will be written. You may want to make arrangements with a family member or friend to help you when it is time to go home.

### **Discharge Instructions**

Your physician and your nurse will give you instructions about post-hospital care. If you have questions about your diet, activities or other matters, please ask.

### **Personal Belongings**

Before leaving your room, double-check all closets and drawers for your personal items. The hospital cannot be responsible for personal items left in patient rooms.

### **Escort to Your Car**

When you are ready to leave, a member of the hospital staff will escort you to the entrance and help you into your car.

### **Discharge Timing**

On the last day of your stay at the hospital, your physician will indicate to us when you are ready to go home. There are several important procedures that must take place in order for us to safely discharge you. Please understand that the time varies greatly, depending on your individual needs, and may take several hours for us to complete. Please check with your nurse to get an estimated time for your safe departure. We appreciate your understanding in this important part of your overall health care.

### **Discharge Planning**

On leaving the hospital, patients often need help with their care and activities of daily living.

Ask yourself the following questions:

- Will I be able to get in and out of bed by myself when I leave the hospital?
- What equipment or assistive devices will be recommended for me to use?
- Will I have incisions, wounds, drains or tubes that will require nursing attention?

- Can I, a family member or friend learn the care needed?
- Would participating in a short-term skilled nursing or rehabilitation program be of benefit in preparing me to return home?

After considering these questions and discussing your needs with your family and physician, you may wish to request discharge planning assistance from the case management department staff.

Discharge planning is a service that ensures that you have a planned program for continuing care after discharge. In using this service, you may receive information that will allow you to take better care of yourself.

During your stay, the hospital staff will work with you to prepare for your safe discharge and arrange for services you may need after you leave the hospital. Our social workers and nurse case managers, in collaboration with your physician and nurses, can assist you in identifying your needs and the resources to meet them.

Discharge planning professionals are available to discuss your options for care after release from the hospital. Within 48 hours of discharge, patients who are Medicare beneficiaries will be reminded of their rights in regard to discharge. It is important that you share your concerns with the hospital staff about care that may be needed after leaving the hospital.

## 14. How Did We Do?

### Patient Relations

Your complete satisfaction with your stay with us is of the utmost importance! Our Patient Promise reflects our dedication to your overall health and well-being. The expert medical staff and employees of Baptist Health System seek to treat you with fairness and concern, recognizing your needs and satisfying them to every extent possible.

**If you have any questions or problems that have not been answered to your satisfaction or if you have a special need, please contact the hospital's patient representative before you leave.**

This way, we can rectify any issues in a timely manner.

Please see the Hospital Highlights section for information about contacting the proper representatives at your specific facility.

### Patient Satisfaction Survey

Striving for Excellence...*Always*

So that we may continue to improve our services, some of our discharged patients may be contacted by telephone regarding their hospital care. If you are called, we would appreciate a few minutes of your time to respond to the survey. It's easy and takes only a few minutes to answer questions—no mailing, no paperwork. We are striving to always provide you with an excellent experience. With your input, we can maintain our hospitals' high standards of patient satisfaction that have been recognized with national awards.

### Patient Concerns

Baptist Health System is committed to providing expert health care and medical services in a caring, safe and supportive environment. We try to make your hospital visit pleasant; however, if you have concerns or issues, there are steps in place to help you. Our goal is to handle a complaint promptly.

A patient, family member, guardian or significant other may register a concern, file a complaint or grievance, ask questions or make recommendations. We will respect your comments and keep this information private.

If you have problems or questions about safety or any issue regarding your care or the care of your loved ones while in our hospital, please talk to your nurse, a member of your patient care team or the nurse manager. If you are not comfortable talking with one of these people, you may call an administrative representative, a nursing house supervisor, administration or nursing administration.

All concerns will be treated with respect and in a timely manner. If after sharing your concerns, you are still not satisfied, then you may choose to file a grievance. A grievance is a verbal or written notice regarding dissatisfaction with patient care. It can be submitted to any hospital department manager or to hospital administration. If you do not feel comfortable contacting hospital personnel regarding your concerns, you may contact any of the following:

Alabama Department of Public Health  
Complaint Department Suite 600 RSA Tower  
201 Monroe Street  
Montgomery, AL 36104  
1-800-356-9596

Alabama Quality Assurance Foundation  
Two Perimeter Parkway South, Suite 200  
Birmingham, AL 35243  
1-800-760-4550 or 205-970-1600

The Joint Commission  
One Renaissance Blvd.  
Oakbrook, IL 60181  
1-800-994-6610

## 15. Our Specialty Services

### **Cardiopulmonary Services**

For the diagnosis and treatment of heart and lung disease, we offer echocardiology, stress tests, pulmonary function testing and a full range of respiratory therapy.

### **Diabetes Care Clinic**

One out of every ten people has diabetes. Currently there is no cure for diabetes, but most forms can be controlled. Learning about diabetes is the key to knowing how to control this disease, instead of letting it control you.

### **Gastrointestinal (GI) Services**

Our hospitals' GI/endoscopy services bring together a specially trained group of board certified gastroenterologists, surgeons and nurses who are dedicated to the diagnosis and treatment of gastrointestinal disorders, as well as promoting the importance of regular cancer prevention screenings. In the GI lab, sophisticated equipment enables our staff to evaluate both routine and complex diagnostic problems. Referring physicians also remain involved in subsequent treatment decisions and the follow-up care of their patients.

### **Laboratory Services**

Well-trained technologists using computerized equipment can provide quick and accurate results for more than 100 different medical laboratory tests.

### **Mammography**

Women should have a baseline mammogram at age 35. Then, beginning at age 40, all women should have a mammogram as part of their regular breast care. This service is performed by a staff of specially trained and certified mammography specialists. State-of-the-art technology is used to ensure that the highest quality exam is provided. Also, the program has received the highest level of certification by the Alabama Department for Public Health. Educational resources on breast self-examination and breast cancer are also available.

## **One Day Surgery**

Many surgical procedures and/or GI procedures can often be performed on an outpatient basis. Procedures include cataract surgery, gallbladder removal, arthroscopy, laser surgery, endoscopy and colonoscopy. Consult your physician for more information about outpatient surgery and whether or not it is right for you.

## **Pain Management Clinic**

Comprehensive pain management services are available in the Pain Clinic. These services are available for patients who are trying less-invasive methods to avoid surgery. These clinics also treat patients whose pain cannot be decreased by surgery. The primary goal of the Pain Clinic is to give some relief to people who live in constant pain from ailments such as arthritis or bulging disks. Patients are monitored for effectiveness, safety and long-term results under the guidance of a well-trained staff and experienced physicians.

## **Pastoral Care**

In keeping with the Baptist Health System Mission to serve as a witness to the love of God, as revealed through Jesus Christ, pastoral care is available around the clock at Baptist Health System hospitals. Staff and volunteer chaplains are available to serve patients and family members whenever needed.

## **Physical Therapy**

Therapy services at Baptist Health System are available to inpatients and outpatients and includes sophisticated exercise equipment. Therapy helps patients return to a more normal, active lifestyle as quickly and efficiently as possible by improving and maximizing physical strength and functioning. Physical therapy works to relieve pain and promote health through evaluation and treatment of biomedical dysfunction.

## **Psychiatric Services**

Comprehensive psychiatric services are available at Baptist Health System. Both inpatient and outpatient adult and senior adult psychiatric programs are designed for individuals experiencing mental, emotional or behavioral problems. The geriatric programs are dedicated to assisting older adults in maximizing their ability to function independently, thereby enhancing their quality of life.

## **Pulmonary Rehabilitation**

Cardiac/pulmonary rehab offers one of the most comprehensive exercise and risk factor programs available to people who have experienced a heart attack, angina, open heart surgery, angioplasty, COPD or asthma. There are several components to the program, including: outpatient cardiac monitored exercise, outpatient cardiac supervised exercise, graduate exercise, dietary consultation and patient education classes.

## **Rehabilitation Services**

Full-service rehab services are available including: physical therapy, occupational therapy, speech therapy, industrial rehab, cardiac rehab, pulmonary rehab and sports medicine. These services are a vital part of the recovery process for many injuries, surgeries and illnesses. Rehab services can also play an important role in preventing future problems and improving quality of life.

## **Sleep Disorders Services**

Diagnostic testing is available for a variety of sleep disorders. Services include monitoring of breathing patterns, heart function and stages of sleep and body movement. The physiological responses are recorded while the patient sleeps so the sleep disorder and related medical problems can be diagnosed correctly. The design of Baptist Health System's sleep centers resembles a comfortable bedroom in a home-like setting. Patients are monitored overnight by a technologist expertly trained in poly-somnography, the study of sleep disorders.

# Additional Programs

## **Baptist Health Foundation**

Because Baptist Health System is a nonprofit organization, charitable gifts are critical to ensure that our hospitals stay on the cutting edge of medicine and that quality care is always available for you and your family. It is the responsibility of the Baptist Health Foundation to receive these gifts and disburse them according to the wishes of the donor. We are grateful for the generosity of donors and are proud of what has been accomplished with their support. Each and every gift helps.

Gifts are often made in honor or in memory of a special friend or loved one, in recognition of a special occasion or in appreciation of someone's service or help.

Making a gift can be done in several ways:

- by mail to the Baptist Health Foundation, PO Box 830605, Birmingham, AL 35283-0605;
- by calling toll free 1-877-474-4243;
- online at [www.bhsala.com/Foundation](http://www.bhsala.com/Foundation).

## **Keeping Healthy Classes**

Baptist Health System is committed to the quality of your life and offers a wide variety of classes, programs and support groups to help you live healthier. Topics include:

- Cardiac Rehabilitation
- Child Birth Education Classes
- Diabetes Management
- FreshStart, Freedom from Smoking
- Nutrition and Weight Control
- Pain Management Clinic
- Pulmonary Education
- T.O.U.C.H. (Today Our Understanding of Cancer is Hope)

Baptist Health System also offers community health education programs such as breast cancer screenings, health fairs, adult and pediatric CPR, first aid classes and free heart risk assessments by the cardiac rehabilitation staff. If you would like to know more about any of these programs, please call 1-877-222-7847.

## Prenatal Education Programs

For information or to register for a prenatal class at a Baptist Health System hospital, call 1-877-222-7847. Classes include:

**Early Pregnancy Class:** Mothers and their support team need to enroll and attend in the first trimester or the first to third months of their pregnancy; or as soon as their pregnancy is confirmed. In this class you will learn about: nutrition for a healthy pregnancy, changes the mother will go through during pregnancy, normal discomforts of pregnancy and how to deal with them and warning signs of when to notify your physician.

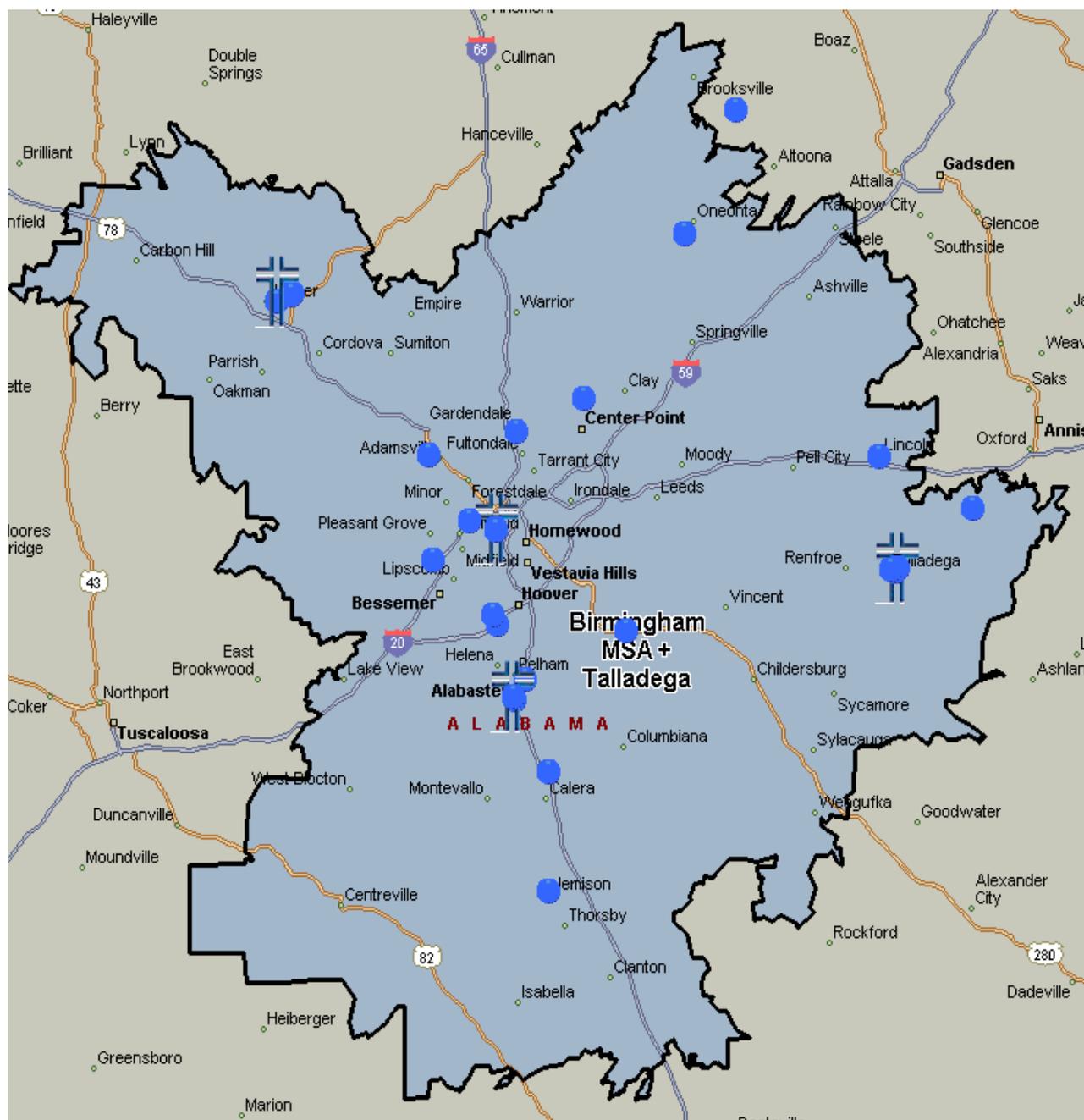
**Prepared Childbirth Class:** In this class Mom and her support team will learn about pregnancy, labor, delivery and infant care. We also discuss exercises, relaxation and medications to assist Mom with the labor and delivery process. Our goal is to decrease Mom and her support team's anxiety by giving them an idea of what to expect.

**Breast-Feeding Class:** This class helps answer questions and sort through the myths about breast-feeding. It addresses the benefits of breast-feeding for both Mom and baby, teaches breast-feeding techniques, discusses plans for returning to work and begins a support group for mothers who choose to breast feed.

**New Parent CPR (Infant CPR):** This course trains individuals to recognize and properly care for life-threatening and cardiac emergencies for newborns to 12 months of age.

# baptisthealth system

Answering the call.





**Please comment on the guide's usefulness:**

**What can we do to improve this guide? What would you like to see added:**

**About you (optional):**

Name: Address:

Daytime phone: E-

mail address:

**Would you like to receive mailings or email notices about upcoming programs, seminars and new services from Baptist Health System?**

Yes (If yes, please be sure to provide your name and address above.)

No thanks

*Privacy policy: Baptist Health System takes the privacy of our patients very seriously. Our notice of privacy practices outlines the limited ways we may use and disclose health information.*

# Important Numbers

## Admitting

Citizens	256-761-4661
Princeton	205-783-3755
Shelby	205-620-8792
Walker	205-387-4469

## Nursing (Patient Care Services)

Citizens	256-761-4529
Princeton	205-783-3900
Shelby	205-620-8179
Walker	205-387-4406

## Financial Counselor

Citizens	256-761-4500
Princeton	205-783-3963
Shelby	205-620-8933
Walker	205-387-4438

## Patient Relations

Citizens	256-761-4029
Princeton	205-783-3654
Shelby	205-620-8121
Walker	205-387-4575

## Chaplain/Pastoral Care

Citizens	256-761-4042
Princeton	205-783-3493
Shelby	205-620-8947
Walker	205-387-4403

## Discharge Planning/Case Management

Citizens	256-761-4652
Princeton	205-783-3110
Shelby	205-620-8135
Walker	205-387-4284

## Main Hospital Number

Citizens	256-362-8111
Princeton	205-783-3000
Shelby	205-620-8100
Walker	205-387-4000

## Physician Referral

1-877-222-7847