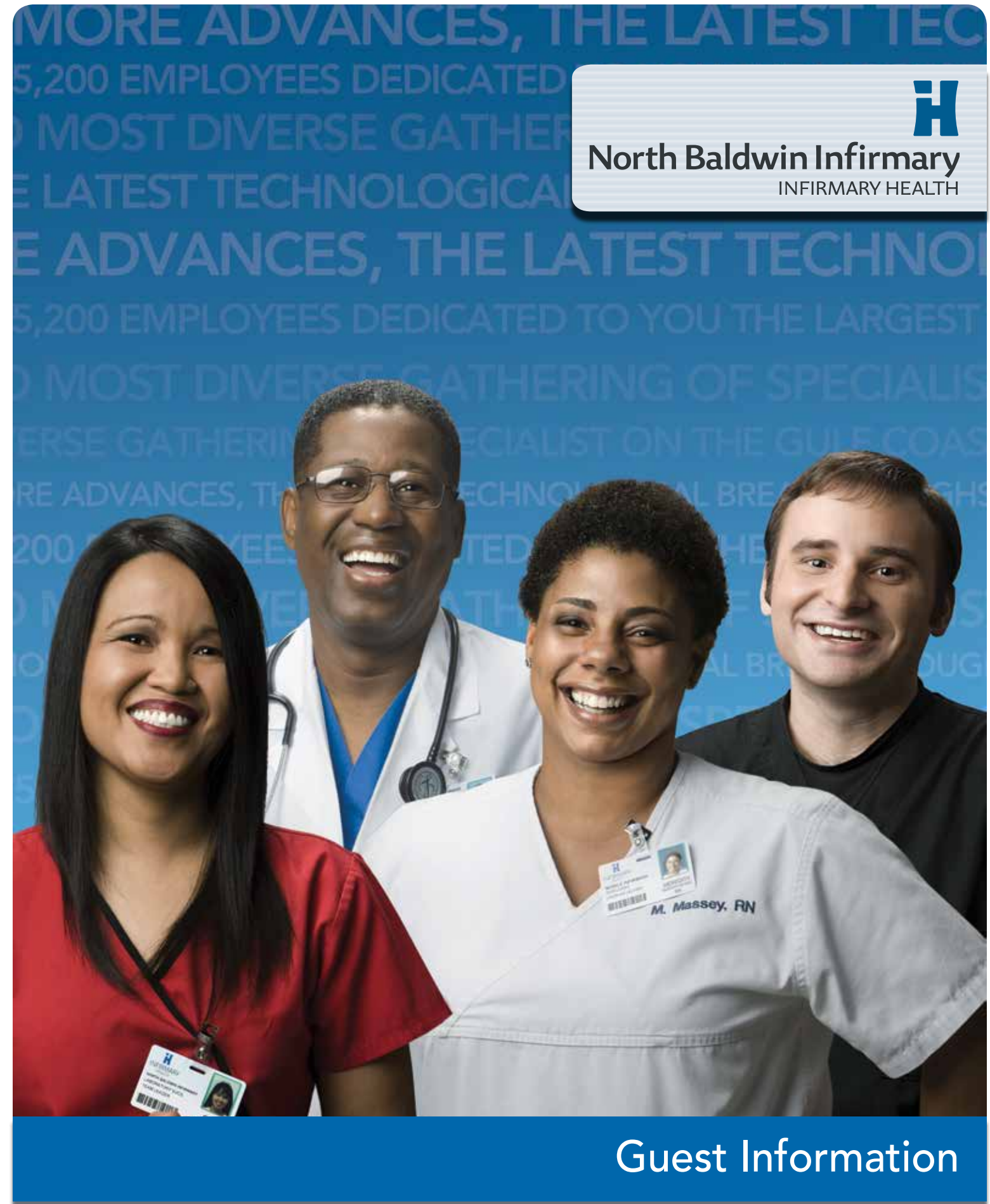


North Baldwin Infirmary
INFIRMARY HEALTH

North Baldwin Infirmary • 1815 Hand Ave. • Bay Minette, AL 36507 • 937-5521



Guest Information

www.northbaldwininfirmary.org

More, devoted to your care.

North Baldwin Infirmary Guest Information

This guide is designed to assist you and make your stay here as comfortable as possible. Thank you for placing your trust in North Baldwin Infirmary for all your healthcare needs. If you have any questions or concerns, please don't hesitate to ask your physician or nurse.

WE BELIEVE OUR PATIENTS DESERVE:

- To feel welcome
- To be treated ethically with dignity, courtesy and respect
- Quality care
- To participate in personal treatment and care decisions
- Personal privacy and confidential management of information
- Safety and security

WE BELIEVE THAT OUR PATIENTS' RESPONSIBILITIES ARE:

- To provide accurate and complete medical information
- To ask questions if procedures or instructions are not completely clear
- To tell us if they have concerns or problems
- To respect the rights of others

HOSPITALIST PROGRAM

While you are a patient at North Baldwin Infirmary you may be treated by our hospitalist. Hospitalists are doctors who devote their skills entirely to taking care of patients in the hospital. Upon discharge, the hospitalist will communicate with your primary care physician regarding your care while in the hospital.

RAPID RESPONSE TEAM

This team is available to provide additional medical assistance if an unexpected change occurs in the patient's condition.

If you have a medical concern, please follow these steps:

1. Contact your nurse immediately.
2. If you desire additional assistance, please dial ext. 47912.

FOOD SERVICE

North Baldwin Infirmary's staff works hard to provide the nourishment important to your recovery. Your physician will order a diet that is appropriate for your medical care. If you have a special request, please notify your nurse. Depending upon the type of diet that you are prescribed by doctor, you will be given the opportunity to make meal choices. Our dietitian is available to discuss special dietary needs and meal planning for home. For family members and other visitors, the cafeteria is located on the first floor and is open for lunch from 11 a.m. until 1 p.m.

CASE MANAGEMENT

Care coordinators are available to assist you and your family with discharge planning and referrals to community resources. If you need assistance or would like more information, please notify your nurse.

SMOKING POLICY

North Baldwin Infirmary is a tobacco-free hospital. Our goal is for no employee, patient, visitor or medical staff member to be subjected involuntarily to smoke.

PATIENT SAFETY

Please follow these guidelines to help provide a safe environment during your hospitalization:

- Tell caregivers about your medical history, allergies, medications you are taking and existing health conditions such as diabetes.
- Provide a list of your current medications, including herbal supplements, vitamins and over-the-counter products. Do not take medications or products from home while at the hospital unless instructed by your nurse or physician.
- Ask questions about your treatment plan, tests, procedures, medications and discharge instructions. A pharmacist is available to provide information about your medications.
- Ask caregivers to identify themselves before they give medication to you or begin a treatment. All employees are required to wear hospital-issued photo identification badges.
- Your nurse explains medication side effects. Tell your caregivers if you believe you are experiencing side effects.
- Your caregiver asks your name and checks your armband to verify your identity.
- Remind physicians, caregivers and visitors to wash their hands before caring for you or your child. Clean hands help protect you from germs.
- Request assistance from a caregiver before getting out of bed in order to prevent the risk of a fall.
- Do not leave the nursing unit without permission from your nurse.
- Speak up if a situation feels unsafe or seems out of the ordinary.

If you perceive a safety risk and have suggestions for improving safety in the hospital, please notify your nurse.

NORTH BALDWIN INFIRMARY VISITING HOURS

General visiting hours are from 7 a.m. to 8:30 p.m. Children under 12 years of age must be accompanied by an adult. Information concerning visiting hours of the Critical Care Unit (CCU) and other specialty areas is available at the nursing station.

North Baldwin Infirmary does not restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability.

PERSONAL PROPERTY AND VALUABLES

We strongly encourage you to leave your personal property and valuables at home prior to your arrival. If you are unable to do so, you may have your valuables placed in the hospital safe by contacting your nurse. North Baldwin Infirmary cannot be responsible for personal property or valuables retained by you during your hospitalization.

PASTORAL SERVICES

The hospital has a list of ministers of different denominations who are available for your needs. Ask your nurse for additional information. Bibles are available for any patient or family member. If you would like a bible, please request one from your nurse. The bibles are yours to keep.

TELEPHONES

A telephone is provided in your room for your convenience. Local and long distance calls may be dialed directly from patient rooms.

- To dial a local call: Dial 9 + the number.
- To dial a long distance call: Dial 9 + 0 for operator services.
- To dial within the hospital: Dial 4 plus the four-digit extension number.
- To report telephone problems: Notify your nurse or call Guest Relations at ext. 41740.
- Alternative means of communication such as tele-communication devices, communication aids, assistive devices, translators and universal signage are also available. Arrangements for individuals with special needs are provided by notifying your nurse.
- To contact the hospital operator: Dial 0.

VOLUNTEER SERVICES

Volunteers are easily recognized by their bright blue uniforms. Their duties include operating the Gift Box, assisting at information desks, and delivering patient mail. They also escort patients, provide free reading materials, and assist at nursing stations. Volunteers include adults and teenagers. Please call volunteer services at ext. 41740 if you need assistance, or would like to learn more about volunteering.

NORTH BALDWIN FOUNDATION

North Baldwin foundation raises funds to help provide exceptional healthcare and finance state-of-the-art equipment at North Baldwin Infirmary. Since its inception, the foundation has raised more than 5 million dollars through a variety of fundraising efforts. For more information call 580-1740.

GIFT SHOP

The Gift Box in the front lobby offers many items including cards, gifts, jewelry, baby items, and toiletries. Profits from the Gift Box are used by the Auxiliary to fund special projects. Gift Box hours are 9 a.m. to 4 p.m., Monday through Friday.

NEWSPAPERS

A complimentary newspaper can be requested by contacting your nurse. Daily newspapers can also be purchased at the front door of the hospital from the newspaper bins.

MAIL

We know how much a card or letter from a friend or loved one is appreciated while you are hospitalized. Mail is delivered to all patients by a nurse or volunteer. They will also see that your outgoing mail is sent. Mail received after your discharge will be forwarded to your home. Please instruct your family and friends of our mailing address for prompt delivery of your mail:

North Baldwin Infirmary
(Attn: Patient Name)
P.O. Box 1409
Bay Minette, AL 36507

TELEPHONE EXTENSIONS

Main Hospital/Operator	937-5521
Admitting	41750
Billing Inquiries	435-3541
Childbirth Education	41729
Gift Shop	41410
Volunteers.....	41740

GET WELL E-CARDS

Electronic greetings may be sent through the hospital website, www.northbaldwininfirmary.org and clicking on "E-mail a Patient."

ORGAN DONATION

North Baldwin Infirmary participates in the organ and tissue referral program in collaboration with the Alabama Organ Center. If you have questions about this important role in supporting community health needs, please ask your nurse.

NOTARY PUBLIC

The service of a Notary Public is available during regular working hours, Monday through Friday. Contact Guest Relations at ext. 41740 for information.

GUESTLINE

Patient satisfaction is our priority, and we anticipate that you will be pleased during your stay. However, if you experience any dissatisfaction or have concerns about your care, please call the Guestline at ext. 22020. We wish to address any issues before you leave the hospital.

PATIENT QUESTIONNAIRE

After being discharged, you may receive a telephone call from our survey vendor, J.L. Morgan & Associates, asking you to rate your hospital experience. We encourage you to take the time to complete the survey as your feedback gives us the opportunity to recognize our staff and address any areas of opportunity for improvement. Your satisfaction is our expectation and priority.

GOING HOME

- Your doctor writes a discharge order and follow up instructions when he or she decides you are well enough to leave the hospital.
- Your doctor and nurse provide instructions about post-hospital care, including symptoms and health problems to look for after you leave. Please ask any questions that you may have about your diet, activities or other matters.

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