



Baptist Health



Patient Information **GUIDE**

Baptist Health Medical Center-Little Rock

9601 Baptist Health Dr. • Little Rock, AR 72205



Welcome To Baptist Health

Thank you for choosing Baptist Health Medical Center-Little Rock to meet your health care needs. We are pleased to have you as our guest and will strive to provide trustworthy service to you and your family while you are in the hospital.

- Our **Belief** is that Baptist Health is more than a business - it is a healing ministry.
- Our **Mission** is to provide quality patient-centered services, promote and protect the voluntary not-for-profit health care system, provide quality health education and respond to the changing health needs of the residents of Arkansas with Christian compassion and personal concern.
- Our **Vision** is that Baptist Health will be the most trusted and innovative health care system in Arkansas.

Sincerely,
Your Care Team

Campus Map



Accessing MyChart

Did you know... Your health information is at your fingertips in the MyChart App.
Key Features for inpatient use:

- Schedule: Shows events that are to take place during the hospital admission
- Care Team: View the members of your care team
- Medications: Review prescribed medications for the hospital stay as well as home medications
- Notes from Care Team: Allows you to view notes during the hospital admission
- Test Results: View released results for various diagnostic tests during the current hospital stay
- Education: Healthcare providers will assign education topics for your understanding



Proxy Access You can now share your health information with a family member or a friend by sending them an invite to view your MyChart. For more information or assistance please ask your nurse.

Scan to sign up for MyChart!

Important Phone Numbers

Main: (501) 202-2000
Housekeeping: (501) 202-4522
Dining Services: (501) 202-6368
Medical Records: (501) 202-1914
Pastoral Care: (501) 202-2569
Security: (501) 202-2700

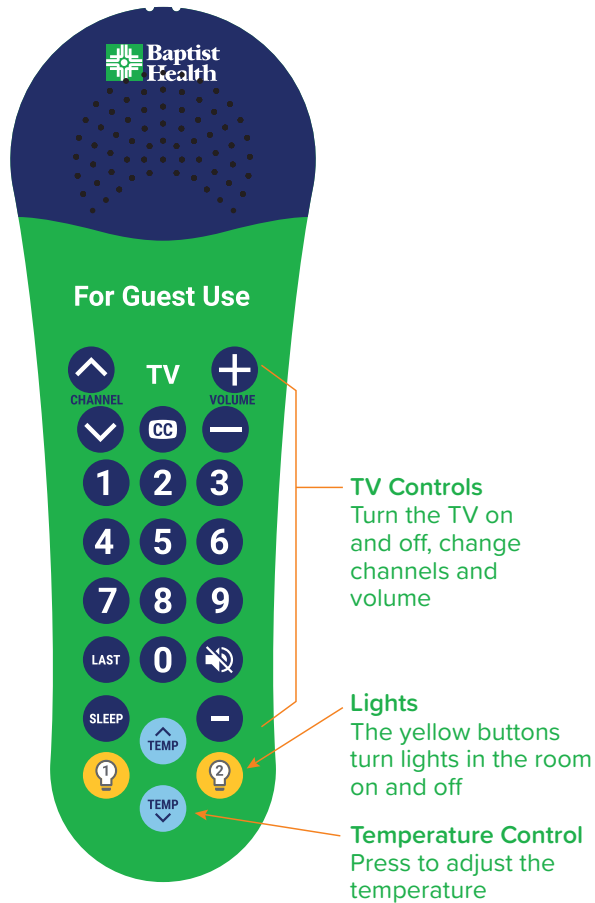
Orienting to Your Hospital Room

Personal Belongings

Patients are responsible for their belongings. Store personal items, like dentures or glasses, in the bedside drawer; do not leave them on your meal tray or bed. Send valuables home with a friend or family member or ask that they be sent to the hospital safe. Never leave valuables unattended as the hospital cannot be responsible for them.

Pillow Speaker/Controls

GUEST PILLOW SPEAKER



PILLOW SPEAKER

Normal Nurse Call
Press this red button when you need to reach the nurse's desk for assistance

Toilet Request
Press this button that looks like a toilet to request assistance to the bathroom

Pain Med Request
Press this button that looks like a pill to request pain medication

TV Controls
Turn the TV on and off, change channels and volume

Lights
The yellow buttons turn lights in the room on and off

Temperature Control
Press to adjust the temperature



WiFi

Baptist Health Medical Centers offer free WiFi to patients and visitors. Simply connect to the network to log in. Network: BHguest

Virtual Care

Baptist Health utilizes Caregility, an innovative virtual tool that supports bedside nurses by automating time-consuming workflows, allowing them to prioritize patient care. This telehealth platform uses virtual nurses to redistribute tasks, providing additional observation, rounding, and consultations in inpatient settings. The Caregility Cloud also includes interpreter services to enhance patient access and health equity.



Maintaining a Safe, Healing Environment



Visitor Policies/Information

Baptist Health understands that visitors such as family members and friends are an important part of the healing process. Please refer to our guidelines below to keep everyone safe.

- The maximum number of hospital visitors at the bedside is determined at the discretion of the care team.
- Some units may have more or less restrictive visitation policies based on limitations of unit/room size and vulnerable patients.
- Visitors may be asked to leave the room when care is being administered.
- Children under 14 years of age may visit only when accompanied by an adult visitor 21 years of age and over. Parents, guardians, or authorized caregivers are responsible for the supervision and safety of their children while on the organization's premises.
- Out of courtesy to patients, please use civil language and respectful conduct. Visitors who create excessive noise and/or disruptive behavior may be asked to leave. Attacking a healthcare worker is a felony. Signs are posted in patient care areas as reminders. *Arkansas Code Annotated § 5-13-202
- Visitors must comply with hand washing and infection control policies as requested. If you are feeling unwell, we ask that you please postpone your visit to protect yourself and others.

Staying Overnight

One visitor may stay overnight at the discretion of the care team. The visitor must adhere to appropriate safety practices.

Parking

Please see the Parking maps located on page 3 of this booklet.



Scan the QR code for more information about Visitor Guidelines.



Maintaining a Safe, Healing Environment

Fall Prevention Education

At our hospital, your safety is our top concern. We are honored to have you as our guest, and we want to make sure you are as safe and comfortable as possible while you are here.

When people are sick or have recently had surgery or a medical procedure, they might not realize how much help they need to do everyday tasks. These tasks can include getting out of bed, going to the bathroom (especially if it's an emergency), reaching for something while lying down or sitting, and getting dressed.

If you try to do some things by yourself, you might fall down and get hurt badly. This is true for people of all ages and abilities.

As a patient, you could be at risk for falling because of:

- Surgery
- Use of ambulatory aids (walker, cane, crutch)
- History of recent falls (within the past 6 months)
- Heart conditions (passing out)
- Stroke, Sensory impairment, such as decrease in vision or hearing difficulty.
- Post-surgical nerve block
- Multiple lines and cords (IV, Oxygen)
- Taking one or more of the following medications:
 - Sleep aids
 - Anti anxiety
 - Blood pressure medications
 - Muscle relaxers
 - Water pills (diuretics)
 - Pain Medication
 - Anti-seizure medications
 - Allergy medications
 - Blood thinners or NSAIDS
 - Diabetes Medications



Staying safe in the hospital is super important! If you try to do things on your own, you might fall and get hurt. This is why you should always ask for help before getting out of bed or going to the bathroom, even if it's an emergency.

Here are some things you can do to stay safe in the hospital:

- Always ask for help when you need it
- Keep your things close by so you don't have to reach
- Wear non-slip socks
- Stay in bed or in your chair until someone comes to help you
- Listen to the nurses and doctors

If your family or friends come to visit, they should also ask the nurses for help before trying to help you. It's important for everyone to work together to keep you safe! Please DO NOT turn off the bed or chair alarms. The alarms have been set to keep you safe. Call us when you need assistance.

Maintaining a Safe, Healing Environment



Hospital Cleanliness & Housekeeping

We strive to always keep your room and bathroom clean. Please call (501) 202-6804 if we do not meet your expectations.

Clean Hands Lead to Healing

Have you witnessed your healthcare provider sanitize today? Let a leader know during rounds. Baptist Health is committed to healing through compassionate care and clean hands that prevent infection and promote safe, faster recovery.



Smoking Policy

In compliance with Arkansas Act 134 of 2005, smoking tobacco, as well as the use of all other types of tobacco products is prohibited on Baptist Health campuses. This includes all buildings, parking lots, vehicles, sidewalks and grounds of Baptist Health Medical Center campuses. Thank you for helping us maintain a healing environment for those receiving and providing patient care.



Weapon-Free Campus

To ensure the safety and well-being of all individuals, weapons are prohibited on all Baptist Health properties.

Hospital Amenities & Services

Dining Options

Nutrition and Food Services

Patient meals are scheduled for delivery during the following windows:

- Breakfast: 7 a.m.-9 a.m.
- Lunch: 11 a.m.-1 p.m.
- Dinner: 5 p.m.-7 p.m.

HOC Snack Cart

Located on the first floor of the Hickingbotham Outpatient Center.

Café 9601

Located on the ground floor of Baptist Health Medical Center-Little Rock.

Breakfast: 6:30-10 a.m.

Lunch: 11 a.m. to 2 p.m.

Dinner: 4:30-8 p.m.

The grill station at Café 9601 is open 6:30-3 a.m., except during the times the cafe is closed.

Starbucks

Located on the ground floor of Baptist Health Medical Center-Little Rock.

Open seven days a week, 6:30 a.m. to 7 p.m.

Subway

Located on the first floor of Medical Towers I, across from Baptist Health Medical Towers Gift Shop & Pharmacy.

Open Monday-Friday from 10 a.m. to 9:30 p.m. and Saturday from 10 a.m. to 8 p.m.

Boulevard Bread

Located on the first floor of Medical Towers I within Baptist Health Medical Towers Gift Shop & Pharmacy. Open Monday-Friday from 8 a.m. to 3 p.m.

McBride's Cafe

Located on the first floor of Medical Towers II, adjacent to Baptist Health Rehabilitation Institute. Offers a variety of menu options and a daily lunch special. Open Monday-Friday from 7:30 a.m. to 2 p.m.



Gift Shop & Pharmacy

Baptist Health Medical Towers Gift Shop & Pharmacy is located on the first floor of Med Towers I.

Gift Shop Hours:

Monday-Saturday, 8 a.m. to 5 p.m.

Pharmacy Hours:

Monday-Saturday, 8 a.m. to 5 p.m.

The Baptist Health Medical Towers Pharmacy offers free bedside prescription delivery or curbside pickup. For curbside pick up, call (501) 202-1472 and our staff will bring your medications out to your vehicle under the overhang at the front of the Medical Towers I building.

ATM Machines

ATMs are available outside Café 9601, across from Subway, and outside First National Bank in Medical Towers I. Banking services are available at First National Bank.

Patient Comfort & Care Services

Enhancing Your Comfort

- Request a warm blanket
- Ask for an additional pillow
- Enjoy a warm cup of coffee or tea

Supportive Care Actions

- Assistance with re-positioning in bed
- Help with walking in the hallway
- Assistance with taking a bath or shower

Available Personal Care Essentials

- Toothbrush and toothpaste
- Mouth swabs
- Comb or hairbrush
- Hand sanitizer
- Deodorant
- Moisturizing lotion

Managing Pain with Medication

- Consult your nurse if you feel medication is required for pain management.
- Talk with your doctor or nurse about various pain relief combinations.
- Notify your nurse if your pain does not improve within 30 minutes of receiving medication.
- Inform your care team if you have an effective pain management routine you use at home.

Patient Advocacy Line

If you or your representative have concerns about care quality, please first notify your healthcare team. If unresolved, the Patient Advocate Line supports both inpatients and outpatients. Contact us at (501) 202-1961, via mail, or through our confidential web portal. More information is available at Baptist-Health.org under Patient Experience.

Med to Bed Program & Discharge Info

We know leaving the hospital can be a busy time, and the last thing you want to do is stop by the pharmacy on your way home. Our Med to Bed program makes it easy by delivering your discharge medications right to your hands before your discharge. Ask your nurse if you would like more information.

- Convenient and stress free
- No extra trip to the pharmacy - medications delivered to you
- Start your treatment right away with everything you need on hand
- Safe and easy process handled by the trusted pharmacy staff

Discharge Checklist

Before you think you'll be able to leave from your hospital stay, go through the checklist below to make your discharge process as smooth as possible.

- Have your photo ID and insurance card prepared to present before you leave.
- Make sure you have comfortable clothes for when you leave the hospital.
- Be sure you have any keys you will need at discharge (for home, automobile, etc).
- Arrange for a friend or family member to drive you home.
- Find out if you can pick up any medications you'll need from the hospital before you leave or if you need to enlist a friend or family member to pick up your prescriptions from your pharmacy.



Discharge Hospitality Center

The Discharge Hospitality Center (DHC) at Baptist Health Medical Center-Little Rock provides a safe, comfortable space for patients awaiting departure after discharge. Staffed by healthcare professionals, the center assists with follow-up appointments, prescriptions, durable medical equipment (DME), and discharge education. They can also help coordinate transportation. Amenities include recliners, refreshments, and restrooms. The DHC is located on the first floor near Admissions and Valet Parking; staff will meet your transport curbside upon arrival.

Hours of Operation:

Monday–Saturday, 7 a.m. to 7 p.m.
(Closed Sundays and holidays).

How Did We Do?

Besty Award

Patients, patient family members or visitors may recognize a deserving employee or volunteer who can be trusted to provide exceptional care when needed the most.



Scan the QR code to nominate a member who has provided exceptional care.



HONORING NURSES INTERNATIONALLY
IN MEMORY OF J. PATRICK BARNES

Daisy Award for Extraordinary Nurses

Patients and their family members can nominate nurses in a nationwide program that celebrates nurses who demonstrate extraordinary clinical skill and compassionate care.



Scan the QR code to nominate a nurse who had provided extraordinary and compassionate care.



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TAKE THIS OPPORTUNITY TO THANK YOUR CARE TEAM!

You may receive a survey in the mail or via email after your stay with us.

We utilize your feedback to recognize our staff members that had the privilege of providing your care.

Please take a moment to complete the survey.

Thank you for choosing
Baptist Health.



baptist-health.org

