

Baptist Health Lexington

1740 Nicholasville Rd.
Lexington, KY 40503

859.260.6100

MAGNET RECOGNIZED

AMERICAN NURSES CREDENTIALING CENTER

Patient Guide

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MISSION

Baptist Health demonstrates the love of Christ by providing and coordinating care and improving health in our communities.

VISION

Baptist Health will lead in clinical excellence, compassionate care and growth to meet the needs of our patients.

FAITH-BASED VALUES

Integrity, Respect, Compassion, Excellence, Collaboration, Joy

Patient rights and responsibilities are given at admission, in this patient guide and can be accessed at Baptisthealth.com

WELCOME

THANK YOU FOR TRUSTING US

Welcome to Baptist Health Lexington. We are pleased that you and your physician have chosen us for your healthcare needs. We strive to make you as comfortable as possible to meet your needs and those of your loved ones. If you have any questions or concerns, please don't hesitate to ask your physicians or your nurses. You also may call Patient Experience at ext. 6168 for assistance, information or to register a concern. Baptist Health Lexington offers some of the most advanced medical facilities, technologies and capabilities available in the region. Since opening in 1954, we've been committed to finding ways to serve the people of Kentucky's Bluegrass area. What began more than 60 years ago as a 173-bed community hospital is now a 434-bed major medical research and education center. Today, Baptist Health Lexington has one of the busiest and most respected heart programs in the Commonwealth. Our Cancer Center offers a range of services, from chemotherapy to clinical trials. We are a certified orthopedic hospital and stroke center. Our family-centered obstetrics program delivers some 4,000 babies a year. In fact, we pride ourselves on being the facility of choice for families in Central and Eastern Kentucky.

Sincerely,



Chris Roty

President, Baptist Health Lexington



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VISITOR INFORMATION

GENERAL VISITATION

7:30am to 9:00pm
One visitor may stay overnight.
Visitation may be restricted for the following, but not limited to:

- Situations in which visitation could jeopardize the health and well-being of the patient, significant other, visitor, or Baptist Health Lexington employees
- Minimizing the risk of infection
- Space constraints

*Critical care and specialty units may have different or more restrictive visitation guidelines, detailed in the following section.

EMERGENCY DEPARTMENT:

2 visitors can accompany the patient in the waiting room and patient's room. Space is limited and visitation may be restricted at the discretion of the Charge Nurse or Unit Director.

2H ICU:

2 visitors are permitted during visiting hours. Overnight visitors are not allowed. If a patient is still in surgery after visiting hours, 2 visitors may wait. After surgery, 2 visitors may visit with the patient for 15 minutes.

CRITICAL CARE:

Visitors are limited to two at a time, one visitor may stay overnight at the discretion of the Charge Nurse or unit Director.

NICU:

Parents are permitted in the NICU 24/7.General NICU visiting hours are from 8:00am to 9pm, visitors are limited to 3 for a single baby and 4 for multiples, one of which must be a parent.

LABOR AND DELIVERY:

Visitors are limited to 2 per patient. 1 visitor may stay overnight.

ANTEPARTUM:

Visitors are limited to 2 per patient. 1 visitor may stay overnight. Siblings of the infant are the only children permitted to visit and do not count towards visitor limit.

MOTHER/BABY:

Visiting hours are 7:30am to 9:00pm to help provide new mothers and infants the time needed to rest and heal.
Family members play a very important role in the healing process of our patients. However, to promote patient safety and keep our patients healthy, the following guidelines are in place:

-Any family member or visitor with a fever, diarrhea, or respiratory infections may not visit.
-Children who have received a chicken pox vaccine within the past month are not able to visit.
-Unless they are siblings of the new baby, children must be 14 years old to visit.
-All children, including siblings, must be accompanied by an adult who can supervise and leave with the child as necessary.
-One person 18 or above may stay overnight as a support person.

CANCER CENTER:

2 visitors allowed for provider visits. For infusion and radiation therapy treatment days, visitors are not allowed with exceptions for extenuating circumstances such as physical or cognitive assistance needs requiring a caregiver.

MAIN SURGERY:

- Two family members or friends per patient in the surgical waiting room at a time.
- One person may be with the patient in the preoperative area, but they may rotate with another person.
- One person may be with the patient in the post-anesthesia care unit when the patient is being discharged.

- If the patient is admitted, you may wait in the patient's room when available (See Guest Service Representative)
- To be with a patient in preop or postop areas you must be 18 years old.
- Please do not take food or flowers to the patient.
- Please do not photograph or videotape staff or the patient without permission.
- Our hospital is a healing environment, and we appreciate your kindness and grace. If there is aggressive or violent behavior, security may be called.

CAFETERIA & GIFT SHOP HOURS

Cafeteria & Gift Shop Hours are Subject to Change

Cafe Central

- Monday and Friday: 6:30 a.m. - 10 a.m. and 11 a.m. - 7:30 p.m.
- Tuesday, Wednesday and Thursday: 6:30 a.m. - 10 a.m. and 11 a.m. - 7:30 p.m. and 10 p.m. - 2 a.m.
- Saturday and Sunday: 6:30 a.m - 10 a.m and 11 a.m - 2 a.m.
- The cafe is closed daily from 10 a.m. to 11 a.m.

Cafe North

- Monday and Friday: 6:30 a.m. - 2 a.m.
- Tuesday, Wednesday and Thursday: 6:30 a.m. - 10 p.m.
- Saturday and Sunday: 6 a.m. to 11 a.m.

Gift Shop

- Monday through Thursday: 10 a.m. - 7 p.m.
- Friday: 10 a.m. - 5 p.m.
- Saturday and Sunday: 10 a.m. - 3 p.m.

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Who’s Who

Below is an illustration of the scrub colors for each discipline. An FAQ is included to assist with basic questions about jackets, undershirts, as well as a list with common scrub brands and color equivalent names. If you have specific questions please contact your department leader.



Respiratory
Gray



Radiology
Navy



RN
Galaxy Blue



Procedural (Cath, IR, OR, LD)
Hospital Provided Ceil Blue



Mammography
Shocking Pink



PCT/HUC
Eggplant



Laboratory
Teal Blue



Transport
Black



Rehab (PT/OT/SLP)
Caribbean Blue



Pharmacy/Sleep/EEG/Paramedic
Pewter



Inpatient Dietitian
Hunter Green

ADVANCE CARE PLANNING

Advance Care Planning is for all adults over the age of 18 regardless of their medical condition. This type of planning prepares you and your loved ones for future healthcare decisions in the event that you no longer have decisional capacity, have a terminal condition, or become permanently unconscious. One of the most important decisions you can make about your healthcare, is to document your wishes in an advance directive. Kentucky law recognizes several types of advance directives, including a living will and healthcare surrogate designations, durable powers of attorney, medical orders for scope of treatment and mental health treatment directives. Laws vary from state to state.

Let your nurse know if you would like to speak to someone about Advance Care Planning. For more information or a living will, contact Pastoral Care at 859.260.6575.

INTERPRETING SERVICES

Baptist Health Lexington is pleased to help patients and their family members who do not speak English and patients who are deaf or hard of hearing. For non-English-speaking patients, we provide interpretation for more than 280 languages and dialects through a phone interpreting service. On-site interpreters and video remote interpreting service are available when needed. In-person American Sign Language interpreters are available for patients who are deaf. These services are available 24 hours a day, seven days a week, and are offered at no cost to the patient.

Contact our on-call Chaplain at 859.260.6575 with any questions.

PATIENT EXPERIENCE MATTERS TO US

How's your stay? Are you getting the care you need? Are your doctors and nurses listening and responding to your questions or requests? Our goal is to provide the best quality care. To do so, we ask for feedback from patients like you.

During your stay

Please speak with your nurse or nurse leaders if you have any questions or concerns about your care. If your issue still is not resolved, then contact patient experience at 859.260.6168. You also have the right to file your complaint with either:

Kentucky Cabinet for Health and Family Services Office of Inspector General Division of Healthcare
275 E. Main St., 5E-A Frankfort, KY 40621 502.564.2888

Office of Quality and Patient Safety
Accreditation Commission for Health Care, INC 139 Weston Oaks Ct., Cory, North Carolina 27513
855.937.2242, customerservice@achc.org

After Your Stay

Once you leave our care, we may continue to seek your feedback through the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. The HCAHPS survey is a tool to measure and report patient satisfaction.

If you're selected to receive this brief survey, please take the time to complete it. The results will help us know what we're doing right and where we can improve.



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DAISY AWARD

The DAISY Award recognizes extraordinary clinical skill and compassionate care provided by nurses. Patients, visitors, nurses, volunteers, and employees may nominate a deserving nurse for the award.

To nominate a nurse, fill out this nomination form and email it to lbowles@bhsi.com or mail it to The DAISY Award, Attn: Lindsay Bowles, Baptist Health Lexington, 1740 Nicholasville Road, Lexington, KY 40503.

The DAISY FOUNDATION™

HONORING NURSES INTERNATIONALLY
IN MEMORY OF J. PATRICK BARNES

BEE AWARD

The BEE Award honors and recognizes health care team members, outside of nursing, who go above and beyond to provide excellent health care experiences. These team members exemplify the values of Baptist Health through the respect, excellence and compassion they offer to patients and families.

To nominate a team member, fill out this nomination form. You may also email it to lbowles@bhsi.com or mail it to The DAISY Award, Attn: Lindsay Bowles, Baptist Health Lexington, 1740 Nicholasville Road, Lexington, KY 40503.



Patient Rights & Responsibilities

You Have the Right to the Best Care

Please review the rights and responsibilities below to help us provide you with quality care.

Patient's Rights

1. Receive fair and compassionate care at all times and under all circumstances.
2. Be treated equally and receive the same level of care regardless of your race, color, national origin, religion, sex, age or disability.
3. Retain your personal dignity and privacy, receive care sensitive to your personal feelings and need for bodily privacy, receive care in a safe setting, and to be free from abuse and harassment.
4. Have family members, representative and physician of your choice notified promptly of your admission to the hospital.
5. Receive personalized treatment through an individual treatment plan, and to participate in the development and implementation of your treatment plan, discharge plan and pain management plan. This institution values each patient's cultural, racial and religious heritage as part of that plan.
6. Maintain confidentiality of your clinical records and to access information contained in your medical record withing a reasonable time frame.
7. Consent to receive visitors of your choice unless such visits harm your medical condition, negatively affect your recovery or are not consistent with hospital policy. You may withdraw this consent at any time.
8. Send and receive mail without interference from hospital personnel or other parties.
9. Examine and receive an explanation of your bill.
10. Be informed of hospital rules and regulations that affect your activities and behavior as a patient.
11. Formulate advance directives (living will, durable power of attorney, healthcare surrogate, etc.) and to have hospital staff and practitioners comply with these directives in accordance with federal and state law.
12. Be free from restraints and seclusion, of any form, that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation.
13. Receive appropriate control and management of pain.
14. Make informed decisions regarding your care, including being informed of your health status; be involved in care planning and treatment; be

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able to request or refuse treatment to the extent permitted by law, and be told of the medical consequences of your actions.

15. Refuse to participate in clinical training programs or to be used in the gathering of data for research purposes, regardless of your payment source – government, personal or third party.
16. Know the identity of the doctor responsible for your primary care.
17. Be told of any medical procedures and tests to be performed, the reason for the procedure and tests, and the identity of those who will be performing them.
18. Expect reasonable continuity of care to assure that you are advised of your outpatient care options, requirements and of your follow-up care needs.
19. Communicate your problems or concerns with the hospital to the Patient Experience Department at 859.260.6168 or to the Kentucky Cabinet for Health Services by contacting the Office of Inspector General, Division of Licensing and Regulation, 275 E. Main St. 4E-A, Frankfort, KY 40624, 502.564.2800.

Patient Responsibilities

1. Providing, to the best of your knowledge, accurate and complete information about your health, including present complaint, past illnesses, hospital stay, use of all medications and other pertinent matter relating to your health.
2. Asking questions when you do not understand information or instructions
3. Reporting unexpected changes in your condition to your physician or hospital staff member.
4. Understanding the instructions for your ongoing treatment, If you believe you cannot follow through with your treatment, you are responsible for telling your doctor.
5. Showing consideration for the needs of other patients, staff members and physicians involved with your care and to assist with the control of noise, smoking and the number of visitors.
6. Following any hospital rules and regulations that affect your hospital stay, including safety and infection control guidelines.
7. Providing information regarding your insurance and for working with the hospital to arrange payment for services.
8. Making decisions in your daily life and dealing with the effects of those decisions on your personal health.
9. Arranging for any advance directives (living wills, durable power of attorney, healthcare surrogate, etc.) and to communicate these advance directives to the hospital staff providing your care.
10. Communicating any problems or concerns relating to your care to hospital management.
11. Code H enables patient or their caregivers to summon urgent medical care without waiting for the intervention of medical staff. Call 859.639.2633 or ext. 2633.