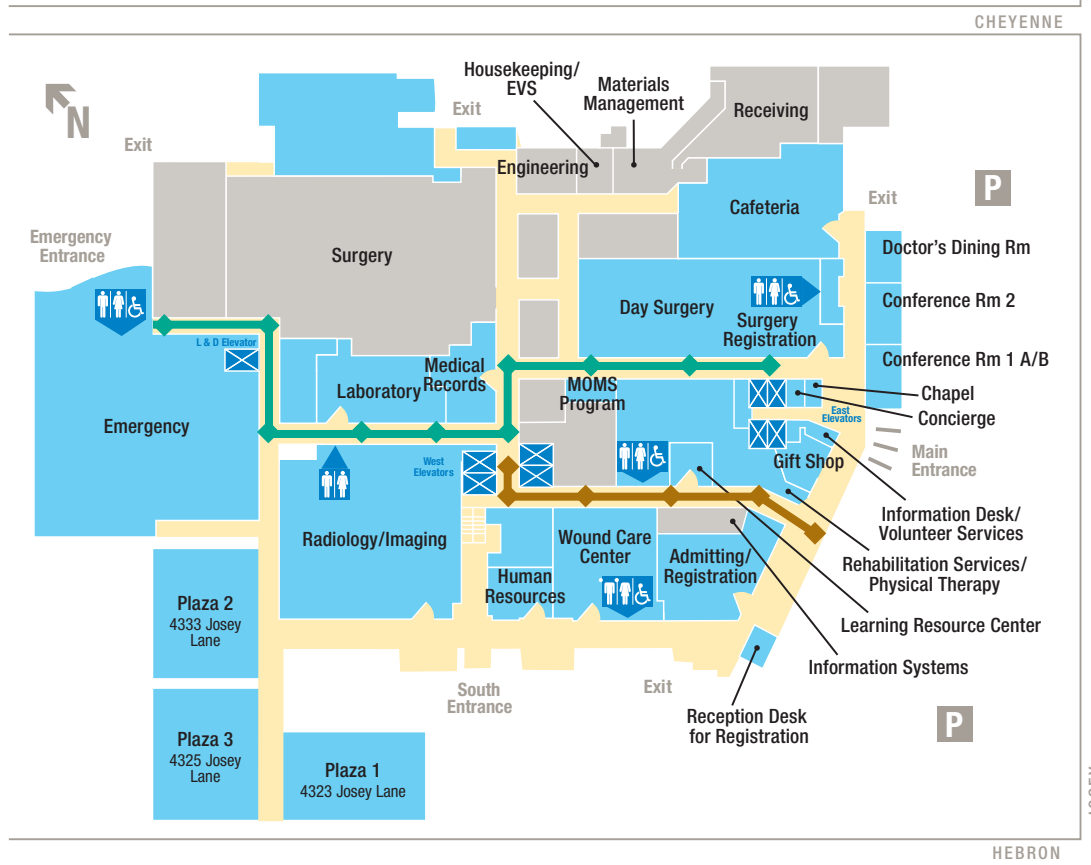


Authorized Personnel Only

1st Floor

- Admitting/Registration
- Cafeteria
- Chapel
- Concierge
- Conference Room 1 A/B
- Conference Room 2
- Day Surgery
- Doctor's Dining Room
- Emergency
- Gift Shop
- Human Resources
- Information Desk/Volunteer Services
- Laboratory
- Learning Resource Center
- Medical Records
- MOMS Program
(Medicaid Obstetrical Management Services)
- Radiology/Imaging
- Reception Desk for Registration
- Rehabilitation Services/Physical Therapy
- Surgery Registration
- Wound Care Center
- Surgery
- Engineering/CBRE
- Housekeeping/Environmental Services
- Materials Management
- Receiving
- Respiratory Therapy
- Information Systems



- Green Route - East Elevators to Emergency Reception
- Brown Route - Main Lobby to West Elevators

Important Phone Numbers

Baylor Medical Center at Carrollton

Main number	972.492.1010
Emergency Department	972.394.2280
Day Surgery	972.394.2470
Gift Shop	972.394.2235
Registration/Admissions	972.394.2481
Guest Services/Information Desk	972.394.2240
Pastoral Care	972.394.2372
Security	972.492.1010
Sleep Lab	972.394.2490
Social Services	972.394.2283
Asthma Center	972.394.2427
Wound Care Center	972.394.2336

Nursing Stations

Labor and Delivery	972.394.2221
Nursery	972.394.2325
NICU	972.394.2233
2nd Floor/Post Partum (rooms 204-254) ..	972.394.2454
3 North (rooms 339-356)	972.394.2334
3 West (rooms 318-338)	972.394.2335
4 West (rooms 422-438)	972.394.2320
5 East (rooms 500-517)	972.394.2363
5 West (rooms 518-538)	972.394.2387
ICU – 5th floor (Beds 1-16)	972.394.2330

Visitor Reference Guide



Baylor Medical Center at Carrollton believes the positive support of family and friends is integral to the healing process. We welcome those persons identified by the patient to be a part of their healthcare team. The following suggestions are offered to provide the best healing environment for all patients.



Peaceful Setting

Please help us provide a restful and quiet setting for patients and all others seeking healing in our hospital by keeping all visitors and conversational sounds within the patient's room. For the safety of all, the hallways must remain clear at all times. Please allow the patient to remain at rest if they are sleeping, it is an essential part of the healing process.

Baylor Carrollton is a smoke-free facility. No smoking is allowed at adjacent medical office buildings or in parking lots. Thank you for helping us provide a safe and healthy environment for our patients and visitors.



Accommodations

If a family member or friend is requested by the patient to stay overnight, Baylor Carrollton staff will work with the patient to fulfill this request, if possible. Some units are not able to provide overnight accommodations. Please check with the patient's nurse for unit specific guidelines on overnight stays. For the patient's safety, visitors cannot sleep in the patient's bed.

Nourishment

Each unit has nourishments available specifically for the patients to meet their nutritional needs. The hospital cafeteria is available on the first floor for family and friends for meals. Vending machines are located throughout the building for visitors. Please do not utilize the patient nourishments for visitor refreshments. Some areas do not allow food or drink to be brought in or consumed in the unit due to infection control concerns. Please ask the staff about any unit restrictions of this type.

Privacy

To respect the privacy of all patients, visitors and family may be asked to leave an area if they are likely to hear the exchange of protected health information of other patients. All patients have the right to privacy of their personal information and some care settings can make this exchange of information difficult without requiring visitors to step out of the area.

Children

Healthy children are welcome to visit the patient if they are prepared emotionally for the sights and sounds of a hospital care setting. Children must be supervised by an adult family member or friend at all times, as there are many potential safety hazards in a hospital. Neither the patient, nor the hospital staff, can be responsible for supervising any visiting children.

Plan of Care

Every patient has a unique plan of care developed for their healing stay at Baylor Carrollton. All visitors should be aware of the plan, in agreement and supportive of this plan. Please follow the directions of the staff regarding isolation precautions for your safety and the patient's. Visitors or other caretakers should check with the nurse before providing any care to the patient, including nourishments, fluids or change of positions.

Communication

After admission, the nurse will seek to identify the patient's designated support person to be the contact between the nursing staff, family and friends, and will also establish a confidential information code. Any information by phone will only be given to family or friends with the confidential information code. We ask that the designated support person help keep family and friends updated on their loved one's condition. This will allow the nurses to center more attention, time and care for your loved one.

Safety

The safety of patients, visitors and hospital staff is a priority for all. Entrance to the hospital after 9:00 p.m. must be made through the Emergency Department on the west side of the building. Please notify the staff if any visitor is staying the night.

Nurse's Shift Change

If you would like to speak with the nurse, please be aware that between the hours of 7 a.m. to 8 a.m. and 7 p.m. to 8 p.m. we have change-of-shift report.

Café

Baylor Carrollton's Café is located on the first floor and open to the public Monday through Friday, from 7 a.m. to 6 p.m. and

on weekends and most holidays, from 7 a.m.-1:30 p.m. The Café offers a wide selection of made-from-scratch recipes daily. Coffee service is available in the dining area 24/7.

Gift Shop

The gift shop is located on the first floor and is open weekdays from 9 a.m. to 7:30 p.m., and on weekends, 10 a.m. to 5 p.m. The gift shop carries an array of snacks and beverages as well as gifts, cards, and flowers.

Gifts for Patients

Visitors should check with the nurse before bringing gifts of food or drink to patients. Please check with the nurse to make sure your gift is appropriate. Fresh flowers and plants are not permitted in the ICU.

Parking

Free guest parking is available for patients and visitors 24 hours a day, seven days a week. Please do not park in areas reserved for physicians. Please be sure to lock your car.

Telephones

Telephones are provided in each patient room, except in the intensive care unit. Patients may make calls from their phone by pressing 9, then the 10-digit phone number. Incoming calls will be routed to the patient's room between the hours of 7 a.m. until 10:00 p.m. Calls received after hours will be routed to the nurse's station.

Cell Phones

Cell phone use is permitted in all areas of the building. As a courtesy, please refrain from using cell phones during procedures or clinical visits with Baylor Carrollton employees and physicians on the medical staff.

Internet Access

Free Wi-Fi is available on the first floor in the front lobby.

E-mail Services

Sometimes family and friends are not able to visit the hospital – maybe because they live too far away, or maybe the patient doesn't feel up to having visitors. Loved ones can send their sentiments to Baylor Carrollton patients via e-mail by accessing our public website at www.BaylorHealth.com/CarrolltonVisitors. Click the link on the right for "e-mail a patient". E-mails are delivered to the patient by the next business day, provided the patient is still in the hospital.