



Baptist Health Hamburg

3000 Baptist Health Blvd.
Lexington, KY 40509

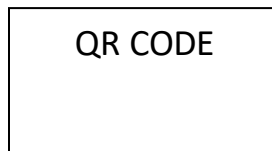
MAGNET
RECOGNIZED



AMERICAN NURSES
CREDENTIALING CENTER

Patient Guide

QR CODE



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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 Hamburg. Situated on 129 acres on Lexington's northeast side, the Baptist Health Hamburg outpatient medical center was designed with a primary focus on convenient patient care, offering an ambulatory surgery center, an emergency department, a cancer center, specialty care, and a multistory physician office complex. The \$253-million investment will provide patients with access to modern healthcare services and experienced, compassionate physicians and clinicians who use advanced technology for timely diagnosis, treatment and care. As Baptist Health Hamburg expands, thousands of patients from central and eastern Kentucky will receive more convenient care through our facilities for cancer, orthopedics, heart care, breast imaging and diagnostics and emergency care, changing healthcare for the community.

Sincerely,



Chris Roty

President, Baptist Health Lexington



VISITOR INFORMATION

SMOKING

Baptist Health Hamburg is a tobacco-free campus. Our policy prohibits smoking and the use of any tobacco products including cigarettes, cigars, pipes, herbal tobacco products and chewing tobacco on campus as well as any facility owned or leased by Baptist Health.

EMERGENCY DEPARTMENT:

One person 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.

CANCER CENTER:

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

BAPTIST HEALTH MEDICAL GROUP:

Baptist Health Medical Group, which includes medical offices and Baptist Health Urgent Care locations, is not currently limiting visitors per patient. Masking is optional at Baptist Health Medical Group Physician offices.

WAITING AREAS:

Designated waiting areas are located throughout the facility. Remember, smoking is not permitted in Baptist Health Hamburg. Our very ill patients appreciate your compliance with our no-smoking policy.

Because of safety regulations, waiting areas cannot be used for overnight sleeping. For your convenience, Baptist Health has made arrangements with several area motels for overnight stays at reduced rates for patient families. If you would like a list of these discounted rates, please call the Patient Relations office at 859.260.6168. On weekends or after hours, you may contact the nursing house supervisor at 859.260.6100.

CAFETERIA & GIFT SHOP HOURS

Cafeteria Hours are Subject to Change

Cafe

- Monday through Friday:
7:00am to 1:00pm
- Saturday & Sunday: Closed

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

BHLEX060523

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 Hamburg 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

The Joint Commission One Renaissance Blvd. Oakbrook Terrace, IL 60181 800.994.6610
patientsafetyreport@jointcommission.org www.jointcommission.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.

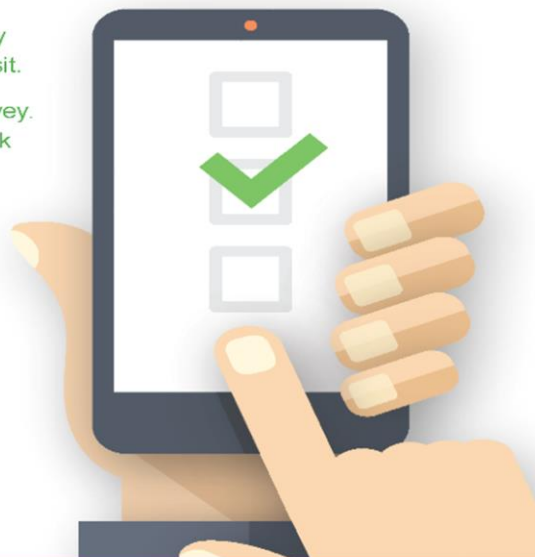
If you're selected to receive this brief survey, please take the time to complete it. The results will help us know what we're doing right and where we can improve.

Our Patients Are Important

We want to improve, and you can help.

You may receive a survey
asking you about your visit.

Please complete the survey.
We will use your feedback
to make improvements.



 PRESS GANEY

Surveys are administered by Press Ganey Associates, Inc. All responses are confidential.

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.



**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.



Baptist Health Hamburg 859.422.9600

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 within 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 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.
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.

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



Baptist Health Hamburg Phone Directory

Administration	859-514-4685	Materials	
Baptist Health Surgery Center	859-278-1460	Management	859-422-8170
Breast Imaging Center	859-422-8061	BHMG Orthopedics	859-639-0800
Café	859-514-4970	Patient Access	859-514-4747
Cancer Center		BHMG Physical Therapy	859-260-4540
Infusion	859-514-4816	BHMG Pulmonary	859-514-4862
Medical Oncology	859-514-4755	Radiology	859-422-8124
Radiation		CT Scan	859-422-8139
Oncology	859-514-4788	MRI	859-422-8136
BHMG Cardiology	859-543-1577	PET	859-422-8144
CIT	859-514-4890	Ultrasound	859-422-8132
Clinical Engineering / BioMed	859-422-8183	X-Ray	859-422-8146
Emergency Department	859-422-8094	Respiratory Therapy	859-514-4717
Clinical Decision Unit	859-514-4726	Retail Pharmacy	859-422-8040
Environmental Services	859-514-4699	Security	859-422-8192
Facilities Mngt - Central Energy Plant	859-422-8163	Security Dispatch	859-422-8196
IT	859-422-8157	BHMG Urology	859-514-4849
Lab Draw Station	859-514-4882	Valet	859-422-8089
Stat Lab	859-422-8090		