

Dear Guest,

Welcome to the Andrews Women's Hospital at Baylor Scott & White All Saints Medical Center - Fort Worth, where our number one priority is your care and recovery. We will empower you to be an active participant in your care. Our care philosophy puts you and your family at the center, surrounded by your care team, physicians and administration. We are all focused on providing important resources and clinical quality to get you back to good health.

This guide will provide you with a list of important resources and amenities available to you during your stay. Please let your care provider know if there is anything you need to make your stay an optimal healthcare experience. Thank you for choosing Andrews Women's Hospital at Baylor Scott & White - Fort Worth; we are honored to be your provider of choice.

Sincerely,



Michelle Stemley, MSN, RN, NEA-BC
Director, Andrews Women's Hospital
Baylor Scott & White All Saints Medical Center - Fort Worth



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MSN, RN, NEA-BC
Director, Andrews
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WE CARE DEEPLY ABOUT YOUR **Experience!**

After you return home, you may receive a survey in the mail. We ask that you complete and return the survey. Your input helps us to recognize those who provide exceptional care and areas in which we can improve. We appreciate your assistance with providing us your valuable feedback.

OUR MISSION

Founded as a Christian ministry of healing, Baylor Scott & White Health promotes the well-being of all individuals, families and communities.

OUR AMBITION

To be the trusted leader, educator and innovator in value-based care delivery, customer experience and affordability.

OUR VALUES

- We serve faithfully
- We act honestly
- We never settle
- We are in it together

A place just for women

Welcome to Andrews Women's Hospital at Baylor Scott & White - Fort Worth.

Complete care for your lifetime

We know your healthcare needs change as your body changes. That's why our women's healthcare services are as individualized as you. We offer the quality healthcare you've come to expect, even if health needs emerge that you didn't expect—through all the ages and stages of your life.

To treat your unique needs, Baylor Scott & White - Fort Worth's Andrews Women's Hospital is a complete healthcare destination designed just for women. We offer innovative women's healthcare and advances in medicine, all in a soothing environment.

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Expecting? Whether you're enjoying a healthy pregnancy or facing unexpected complications, our medical staff can guide you through the process and help you experience a safe pregnancy and delivery.

Medical specialties

Services include:

- Breast screenings
- Gynecologic oncology
- Osteoporosis screenings and treatment
- Genetic testing
- Female pelvic medicine
- Women's wellness and rehabilitation

Obstetrics and gynecology care services include:

- Antepartum unit
- Cesarean births
- Maternal-fetal specialists and care
- Neonatal intensive care unit (NICU)
- High-risk pregnancy care
- Prenatal diagnosis and services
- Reproductive medicine

Parents-to-be

Getting ready for baby? We offer many parent education classes, both online and in a classroom, to prepare you for your new addition.

Classes include:

- Breastfeeding
- Hospital tours
- Infant/child CPR and choking
- Childbirth
- Newborn care
- Dad to dad
- Rockin' Mommas (Post-delivery breastfeeding support and encouragement group)

For access to comprehensive information about Andrews Women's Hospital at Baylor Scott & White - Fort Worth, including medical specialties, visit our website at [BSWHealth.com/FortWorth](https://www.BSWHealth.com/FortWorth).

To find a physician on the medical staff at Baylor Scott & White - Fort Worth, please call [1.844.BSW.DOCS](tel:1844.BSW.DOCS) or visit [BSWHealth.com/FortWorth](https://www.BSWHealth.com/FortWorth).





Your healthcare team members

- Your **physician** oversees your care and will visit you daily, explain test results and procedures, and talk to other specialized physicians about your care as needed.
- **Registered nurses (RN)** will update you on your care plan, teach you about your condition and treatment, and give you medicine and other care as needed.
- A **patient care technician (PCT)** helps you with walking, bathing, getting dressed, and other tasks you are unable to do alone.
- A **respiratory therapist (RT)** may be called to give you treatment that will help you breathe better and/or monitor your oxygen level.
- **Physical/occupational/speech therapists (PT/OT/ST)** focus on your rehabilitation, teaching you skills to help you live as normally as possible once you are back home.
- **Social work/comprehensive care management** team members work with your insurance company, as well as helping identify what your needs will be when you leave the hospital through a process called discharge planning.
- A **chaplain** is available 24 hours a day to provide you and your family with emotional and spiritual care.
- Our **supportive and palliative care team** is specially trained to meet the physical, mental, social and spiritual needs of patients with life-limiting conditions.
- **Dietitians** can help you and your family plan the special diet that you need due to your medical condition or treatment.
- **Laboratory (lab)** technicians may visit your room to draw your blood for testing.
- **Radiology department** staff perform X-rays and scans to help diagnose or track your medical condition.
- **Hospitalists** are physicians who practice hospital medicine and are often the attending physicians while you are with us.

Caring for you during your stay—what you can expect

At Andrews Women's Hospital at Baylor Scott & White - Fort Worth, keeping you informed and making your stay as comfortable as possible is one of our top goals.

Purposeful rounding

Every hour, a member of your care team will visit your room to check on you, ask you about your comfort level and pain, help you change positions or use the bathroom, and make sure everything in the room is how you want it and easy to reach. If you need assistance in between purposeful rounding time frames, please press your call light, and our care team will address your need.

Open visitation

Family members are welcome to visit you in your room anytime, day or night. However, they may be asked to leave during tests or procedures if there is a clinical or safety reason.

Bedside report

During a shift change, your caregiver going off shift will introduce you to your caregiver coming on shift, update him or her on your condition, and give you and your family the chance to ask questions and provide information.

Patient valuables

Please send cash, credit cards, jewelry, outside medications, computers and other valuables home with a family member. If you are unable to do so, Andrews Women's Hospital at Baylor Scott & White - Fort Worth can secure valuables in a safe until you leave the hospital. (Note: Baylor Scott & White Health does not replace lost or damaged personal items not secured upon admission.)

Rapid Response Team—in case of emergency

Sometimes, it is a family member who first notices a change in a patient's condition. If you notice one or more of the following changes in a patient's condition, please dial **6.9977** from the bedside phone to page our Rapid Response Team:

- Increase or decrease in the heart or breathing rate
- Decrease in blood pressure
- Chest pain
- Decrease in urine output
- Confusion or other changes in thinking/mental status
- When something just does not seem or look right with your loved one

Patients also are asked to call, or request that the Rapid Response Team be called, if they notice one or more of these changes. The Rapid Response Team card can be found on each patient care floor.

Infection prevention and control—do the WAVE

The most important thing that you and your family can do to help stop the spread of infection is the W.A.V.E.

Wash

Wash your hands frequently with soap and water or use hand sanitizer before meals, after going to the bathroom, and after touching any equipment.

Ask questions

Do not be afraid to ask caregivers if they cleaned their hands, or about any other infection control measures Andrews Women's Hospital at Baylor Scott & White - Fort Worth follows. Speak up if anything concerns you or if you do not understand something.

Vaccinate

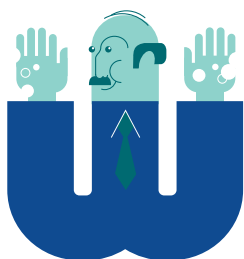
Get your flu and pneumonia shot unless your physician directs you otherwise.

Ensure safety

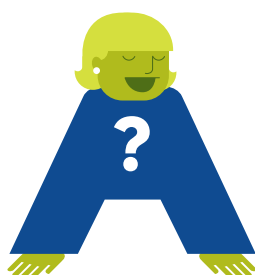
Do not touch medical equipment unless necessary. Work with your care team to make sure catheters and other medical devices are clean and removed when they are no longer needed, and please ask friends and family members who are sick not to visit you in the hospital.



Wash Hands
to protect against germs



Ask Questions
to improve quality of care



Vaccinate
against flu and pneumonia



Ensure Safety
by making sure medical devices are clean and used properly





Preventing falls

You may be at risk of falling down when walking or getting out of bed due to certain factors. If so, you may have fall precautions put in place. If you are at risk for falls, here are some things you and your family can do to help prevent falls:

- Call for assistance when getting out of bed. NEVER get up by yourself.
- Make sure at least two side rails on your bed are in place. You may even request four side rails.
- Your family members should tell staff when they are leaving.
- Please help us keep you safe by using your nurse call button for assistance.

Sleep safe, sleep apart

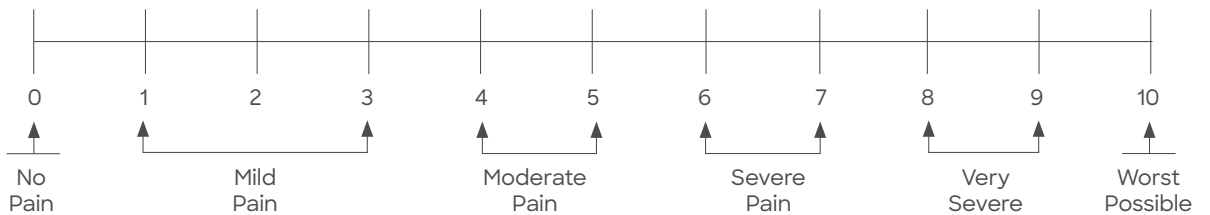
Please remember to lay your baby in the crib on his or her back. To prevent falls, make sure to place your baby in the crib if you become sleepy.



Pain control

Keeping pain under control is important to your well-being and the recovery process. Your care team will ask you about your pain often. Please pay attention to your level of pain and use the 0-10 scale below to report it so your care team can take action to manage your pain as quickly as possible. Please note that even strong pain medications, when given with proper supervision, are safe, effective and rarely addictive.

0-10 Numeric pain intensity scale



It is important to keep your pain out of the moderate to severe range (4 and above), so please do not wait until your pain gets worse to tell one of your care team members. If your pain is not relieved by your medicine, or if you are having any side effects, please tell your physician or nurse.

If you are unable to communicate, Andrews Women's Hospital at Baylor Scott & White - Fort Worth uses a different pain intensity scale.

Non-verbal pain intensity scale

0	2	4	6	8	10
NO PAIN	MILD PAIN	DISCOMFORT	DISTRESSED	SEVERE	EXCRUCIATING
Relaxed, Calm Expression	Stressed, Tense Expression	Guarded Movement, Grimace	Moaning, Restless	Crying Out	Increased Intensity of Behaviors

Patient safety warning

Family or visitors, contact the nurse fast if you see that the patient:

- Cannot wake up
- Is too drowsy/sleepy
- Falls asleep while talking
- Has slurred speech
- Has slow breathing
- Has new snoring
- Is confused
- Has any change that worries you

This patient may be receiving patient-controlled analgesia (PCA) or other sedating medications. The PCA pump gives a dose of pain medication when the patient feels pain and pushes the pain pump button.

1. DO NOT push the pain pump button for the patient, as it may cause the patient to be too sleepy and cause breathing problems.
2. DO NOT give the patient any medications.
3. Check with the nurse if you have concerns. We have a team that can check rapidly on the patient if needed. Dial 6.9977 from any phone in the hospital.

Smoking cessation

Smoking cigarettes tops the list as the most important preventable major risk factor of the number one killer of Americans—heart and blood vessel disease. The long list of deaths due to smoking is frightening, and smoking also harms thousands of non-smokers, including infants and children.

It is never too late to quit smoking and experience the many health benefits of quitting:

- Sense of smell and taste return
- Smoker's cough improves
- Digestive system returns to normal
- Increased energy and life expectancy and easier to breathe and do physical activities
- Less chance of heart disease and cancer
- Freedom from addiction and the mess, smell, burns and expense of cigarettes

Five steps to stopping smoking

Step One

Choose a stop date.

Step Two

Tell people close to you that you're going to quit smoking.

Step Three

Prepare for challenges while quitting.

Step Four

Get rid of your cigarettes, lighters and ashtrays.

Step Five

Talk to a medical professional about options to help you quit.

You can learn more about quitting by asking your doctor, nurse or other member of your Baylor Scott & White Health team. Or call the American Heart Association at **1.800.AHA.USA1 (1.800.242.8721)**.





Patient rights and responsibilities

As a patient, you have certain rights and responsibilities. As a hospital, it is our responsibility under federal law and hospital accreditation standards to make sure you are informed about those rights and responsibilities.

Patient rights

For example, the patient has the right to:

- Be treated with dignity, courtesy, consideration and respect.
- Have reasonable access to care, receiving treatment and medical services in a safe environment and without discrimination based on age, race, ethnicity, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, sexual preference, or gender identity or expression.
- Receive information in a manner he/she understands and to be provided with the services of a translator or interpreter, if necessary.
- Formulate advance directives, including a Directive to Physicians and Family or Surrogates (aka, Living Will), Medical Power of Attorney and Out-of-Hospital Do-Not-Resuscitate Order, and have those who provide care in the hospital comply with these directives, with the understanding that hospital staff and practitioners may seek Ethics Committee review if they feel they cannot comply with these directives for medical, ethical, or other reasons.
- Receive, upon request, the hospital's written policies and procedures regarding life-saving methods and the use or withdrawal of life-support mechanisms.
- Have a family member or representative of his/her choice and his/her own physician notified promptly of his/her admission to the hospital.
- Designate an individual as the patient's support person.
- Receive visitors or specific designated visitors of his/her choice, and be notified of, and the reason(s) for, any restrictions or limitations.
- Be informed of the names and functions of healthcare professionals providing personal care and of any outside healthcare and educational institutions involved in providing treatment.
- Receive an explanation from the treating practitioner of his/her medical condition and health status, recommended treatment, expected results, risks involved and reasonable medical alternatives, if applicable.
- Make informed decisions regarding care and to refuse medication or treatment after possible consequences of this decision have been explained clearly, unless the situation is life-threatening or the procedure is required by law.
- Give informed, written consent (if required by applicable law) prior to the start of specified, non-emergency medical procedures or treatments.
- Provide informed consent, or decline participation in if applicable, for recording/filming for reasons other than treatment, diagnosis, or identification; the training of students and residents; and experimental research.
- Participate in the development and implementation of his/her plan of care, if able.
- Participate in the consideration of ethical issues that arise in the care of the patient.
- Request, or the physician request on the patient's behalf, a discharge planning evaluation to be performed and to have that information given to the patient, representative, and physician.
- Receive the appropriate assessment and management of pain.
- Be free from neglect; exploitation; verbal, mental, physical, and sexual abuses; harassment; and unlawful restraints, and to receive the safe implementation of lawful restraint or seclusion by trained staff.
- Be transferred to another facility upon request or if the hospital is unable to provide appropriate medical care.

- Receive advance explanation of the reasons for a transfer to another facility from a practitioner.
- Religious and other spiritual services.
- Names/addresses/phone numbers of patient advocacy groups and protective service organizations.
- Expect personal privacy and confidentiality of medical information as required by law.
- Obtain a copy of his/her medical records at a reasonable fee and within a reasonable time frame after submitting a written request to the hospital.
- Receive a copy of the patient rights and responsibilities (e.g., A Guide to Your Care, the Patient Rights and Responsibilities brochure) as well as the name and phone number of the staff member to whom questions or complaints can be directed.
- File a grievance if he/she believes he/she has been subjected to discrimination, prematurely discharged, subjected to substandard care, or has otherwise been treated by the hospital in an unsatisfactory manner.

Patient privacy or confidentiality complaints: 817.922.2127

Billing: 817.922.1174

Pastoral care: 817.927.6150

Administration: 817.922.1535

Public safety: 817.922.1911

Patient responsibilities

Patients, their families, and/or patients' legally designated representatives when patients are unable to communicate or participate in treatment have the responsibility to:

- Provide information about their health and medical history, including past illnesses, hospital stays and use of medications.
- Inform their healthcare provider if special accommodations are needed to assist their understanding of the treatment plan.
- Ask questions or acknowledge when they are not clear about information provided or do not understand the treatment course or care decision.
- Follow instructions and cooperate in following care prescribed or recommended by their healthcare provider.
- Accept consequences if they do not follow the recommended treatment plan; recognize the effect of lifestyle choices on their health.
- Follow facility rules and regulations, and be respectful and considerate of other patients, staff and property, which includes not recording (by photography, video, audio, or other means) other patients, physicians, or staff without prior permission and maintaining civil language and conduct.
- Meet financial obligations associated with their care.
- Advise their healthcare provider or hospital personnel of any dissatisfaction regarding their care.

A patient's guardian, next of kin, or legally authorized responsible person may exercise, to the extent permitted by law, the rights delineated on behalf of the patient if a patient:

- Has been adjudicated incompetent in accordance with the law;
- Is found by his or her physician to be mentally incapable of understanding the proposed treatment or procedure;
- Is unable to communicate his or her wishes regarding treatment, or is a minor.





Goals and types of treatment

The most basic goal of medicine is to fix or cure your health problem. If a complete cure is not possible, the goal of the healthcare team is to try to slow down the problem or make it go away for a while (remission). Perhaps the most important goal is to provide you with comfort and relief of suffering at all times. You will receive medically appropriate treatment to meet these goals, and we hope that you will do well.

Communicating with your healthcare team

Good communication is essential to every part of medical treatment. It is important when things are going well. It may be even more important when things are not going well and the outcome you and your family expected is not being achieved. Either way, it is vital that you, your family and your healthcare team communicate clearly. You should feel free to discuss any topic associated with your care and treatment with members of your healthcare team. For example, you may want to discuss:

- Your diagnosis
- Goals of your treatment
- The types of treatment appropriate to meet those goals
- The benefits, burdens and risks of treatment, as well as the probability of success

It is important that you discuss your goals and the types of treatment with your physicians, nurses and your family while you are able to speak for yourself. How do you want to be treated if you have an accident or an illness and become so sick you cannot speak for yourself? Who should speak for you, and what should they say?

Ethical disagreements

On rare occasions, there may be ethical disagreements between you, your family, and/or healthcare providers. We believe good communication can prevent most ethical disagreements. It is also worth remembering the following:

- We will make every reasonable attempt to honor your treatment preferences within the mission, philosophy and capabilities of Baylor Scott & White Health hospitals and the accepted standards of medical practice. This includes those expressed by an advance directive or by others on your behalf if you lack an advance directive and are unable to make decisions.
- We respect your right to reject treatments offered.
- We do not recognize an unlimited right to receive treatments that are medically inappropriate. Texas law, specifically Chapter 166 of the Texas Health & Safety Code, provides a process for resolving ethical disagreements between you, your family, and/or healthcare providers in those rare cases where further communication does not resolve the disagreement. This process relies on ethics consultants and ethics committees available at each Baylor Scott & White Health hospital to help as needed.

Complaints and grievance process information

We welcome your feedback at all times, both positive and negative. If you have any concerns, we hope you will:

- First, report your complaint to the clinical manager for the unit involved. The bedside nurse will help you identify the clinical manager.
- You may also dial 0 and ask for the patient advocate.

We will make every effort to address and resolve your complaint in a timely manner during your stay. In the event we are unable to resolve your complaint while you are still here, it will be referred to the grievance committee for review and resolution.

Although we encourage you to bring your concerns directly to us, you always have the right to take any complaint to the Texas Department of State Health Services and/or The Joint Commission by email, fax, letter or phone at the contact numbers and addresses listed below.

The Joint Commission

Email: PatientSafetyReport@JointCommission.org

Telephone: 800.994.6610, weekdays 8:30 AM – 5:00 PM, Central Time

Fax: 630.792.5636 Office of Quality Monitoring

US Mail: Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

Texas Department of State Health Services

If you have any complaints concerning the information on advance directives provided in this document, you may contact the Texas Department of State Health Services at:
PO Box 149347, Austin, TX 78756 | 888.963.7111 (toll-free) | 512.776.7111

Privacy or confidentiality complaints?

If you have concerns about patient privacy or confidentiality, you may call the Baylor Scott & White Health Compliance/Ethics hotline at 866.245.0815 (toll-free number).





The importance of advance care planning

The process of thinking about who should speak for you if you can no longer speak for yourself and considering the goals and intensity of your treatment is called advance care planning. This is easy if you are only temporarily unable to speak for yourself and recovery is expected. But what if you become so sick that you can no longer communicate, and a cure is no longer possible? What if you are in constant pain and/or must depend on machines to keep you alive? If you make these decisions in advance, you will be relieving your family and loved ones from making these decisions for you.

There are several types of advance care plans that are legally binding in the state of Texas, including Living Will (Directive to Physicians and Family or Surrogates), Medical Power of Attorney, Notice of Declaration and Declaration for Mental Health, and Out-of-Hospital Do-Not-Resuscitate Order. For more information on these advance directives, please ask your nurse to contact the chaplain's office for additional resources or go to [BSWHealth.com/PatientTools](https://www.bswhealth.com/PatientTools). You may also wish to consult your personal or family lawyer if you have questions about advance care planning.

Advance care plans have been shown to improve patient care and reduce family stress in the setting of serious illness. Whether or not you choose to complete an advance directive, your care, treatment and services will not be affected, nor will your decision result in any discrimination against you. In addition, you may cancel or change any advance directive at any time.

If I complete an advance directive, can I change my mind?

Yes, you may cancel any advance directive simply by destroying the document, signing and dating a written statement that states your desire to cancel the directive, or telling your doctor or nurse. You may also review and revise your advance directive. If you choose to change an advance directive, you must execute a new one.

Where else can I get help?

All Baylor Scott & White Health hospitals have specially trained social workers, nurses and chaplains who can help you with advance care planning concerns. You may also have ethical concerns as you consider potentially serious issues. All Baylor Scott & White Health hospitals have access to ethics committees and ethics consultants who may offer counsel and assist in resolving ethical issues. These services are provided free of charge.

You, your family or healthcare decision maker, your physician or any member of your healthcare team may request guidance from a Baylor Scott & White Health hospital ethics committee. For further information, members of your healthcare team can help you reach the ethics committee at your facility, or you may call one of the phone numbers at the end of this patient guide.

You may also wish to consult your personal or family lawyer if you have questions about advance care planning.

Pastoral care and counseling services

Baylor Scott & White - Fort Worth welcomes people of all faiths and offers full-time chaplain services with access to religious leaders from a variety of faiths. We believe that total patient care demands attention to the spiritual, as well as the physical and emotional needs of each patient. Chaplains from the Pastoral Care and Counseling Department provide assistance and support with emotional and spiritual issues, medical crisis, family communication, religious rituals and resources, ethics consultations, celebrations, deaths and more.

- Our chaplains are available to assist you, 24 hours a day, whatever your religious persuasion. To speak to a chaplain, please contact your nurse or call 817.927.6150. Feel free to contact us also through our website: BSWHealth.com/FortWorth.
- Located near the Martin Tower Atrium, and open 24 hours a day. A chaplain is available weekdays from 7:00 AM - 6:00 PM by calling 817.927.6150.
- To help support you spiritually, we will provide you with a prayer card on your morning breakfast tray. This card will include our prayer request phone line and our prayer of the day phone line.

Thanks to the donations of generous providers, the Pastoral Care and Counseling Department also provides some religious resources, such as Bibles, New Testaments, Guidepost Magazine and more. Please let us know if you would like to receive any of these.

Pastoral care volunteers

Through our volunteers, we provide a compassionate presence for persons who are nearing end of life. Patients may request a volunteer companion to be with them if they are not able to have family/friends present.

Caring for the whole person

In order to help improve the care provided to you as a patient, we make it a priority to invest in the emotional and spiritual well-being of our hospital staff. We do this by offering classes, tea for the soul and the blessing of the hands.

Advance care planning

If you are 18 or older and mentally competent, you have the right to make decisions about your medical treatment even when you become unable to express those wishes yourself. An advance directive is a set of instructions you give about the healthcare you want when you lose the ability to make decisions for yourself. Two advance directives we offer are a Living Will and a Medical Power of Attorney (MPOA). To speak to a chaplain about your advance care plan and to complete these forms, please contact your nurse or the Pastoral Care Department by calling **817.927.6150**.

Art and healing

Andrews Women's Hospital, through its contemporary thinking and advanced facility, has reached beyond the ordinary to create a soothing and healing environment. Understanding that art makes a difference in how a person feels, Andrews Women's Hospital has invested in a comprehensive art collection. Art affects every cell in the body instantly to create a healing physiology that changes the immune system and blood flow. Additionally, art changes attitude, emotional state and perception. Art creates hope. It can also be a powerful vehicle for communication. With women in particular, being sensitive to emotion, art speaks directly to the heart. Bringing together a dynamic grouping of artists and an eclectic blend of works and mediums, the art collection at Andrews Women's Hospital conveys a sense of wellness.





Drinks, food and gifts

Hungry? Thirsty? Want to pick up some snacks or a gift? Baylor Scott & White - Fort Worth's Andrews Women's Hospital has several delicious dining and shopping options right here at the hospital.

All Saints Cafe

Terrell Building (Building C) - Basement Level

6:30 AM - 3:00 PM, seven days a week

Breakfast items, full grill, daily entrees, specials and more

Which Wich?

Building A - 1st Floor (across from C-store)

Monday - Friday, 10:00 AM - 8:00 PM (closed Saturday and Sunday)

Soups, pizzas, paninis and other lunch and dinner delights

Starbucks®

Atrium Corridor

Monday - Friday, 6:30 AM - 7:00 PM, Saturday - Sunday, 6:30 AM - 5:00 PM

Coffee, tea, muffins and snacks

C-Store

Building A - 1st Floor

Monday - Friday, 8:00 AM - 9:30 PM, Saturday - Sunday, 10:30 AM - 9:30 PM

Soft drinks, snacks, toiletries and more

Magnolia Boutique

Building A - 1st Floor

Monday - Friday, 10:00 AM - 6:00 PM, Saturday, 11:00 AM - 5:00 PM (closed Sunday)

If you would like to explore other dining or shopping options near the Andrews Women's Hospital at Baylor Scott & White - Fort Worth campus, please dial Guest Relations at 6.2376.

Vending machines

Machines are located near Which Wich? and on various floors throughout the hospital.

Premier spa package

A collection of small luxuries, including a seasonal comfortable robe, soft cloth slippers and a luxurious blanket as well as premium-quality towels and spa-quality toiletries, is available for a fee. The package also includes a premium meal choice for you and your guest. Your needs will be given special and individual attention. To order this special package, call Guest Relations at 817.922.2376.

Guest relations desk

Located in the lobby of Andrew Women's Hospital, someone is available 24 hours a day.

Key phone numbers

If calling from your hospital room, **dial 6 +** last four digits of extension.

Baylor Scott & White All Saints Medical Center - Fort Worth | **817.926.2544**

Access Services | **817.927.6112**

Administration | **817.927.6299**

Andrews Women's Information | **817.698.8460**

Behavioral Health Services | **817.922.1162**

Breast Navigator/Joan Katz Cancer Resource Center | **817.922.2223**

BSW Pharmacy #102 | **817.922.3800**

Carter Rehabilitation & Fitness Center | **817.922.1139**

Chaplain's Office | **817.927.6150**

Community Care Clinic | **817.912.8000**

Day Surgery | **817.922.4560**

Diagnostic Imaging | **817.922.2222**

Emergency Department | **817.922.7070**

Endoscopy | **817.922.7107**

Foundation | **817.922.7707**

Guest Relations | **817.922.2376**

Heart and Vascular Services | **817.922.1158**

Human Resources | **817.927.6234**

Intensive Care Unit | **817.922.4900**

Lactation and Breastfeeding Support | **817.258.8232**

Magnolia Boutique | **817.698.8695**

Marketing/Public Relations | **817.922.7088**

Martin Tower Information | **817.698.8979**

Medical Staff Services | **817.922.7592**

Neonatal Intensive Care | **817.922.2124**

Oncology | **817.922.4800**

Oncology Infusion Center | **817.922.4590**

Public Safety | **817.922.1911**

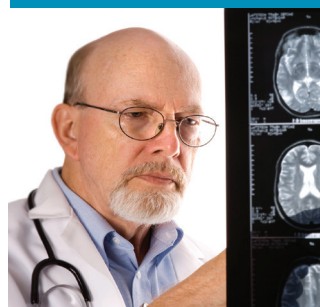
Scoliosis Center | **817.922.2880**

Surgical Services | **817.927.6233**

Transplant Services | **817.922.4650**

Volunteer Services | **817.922.2376**

Wound Management Program | **817.922.2430**





Channel guide

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