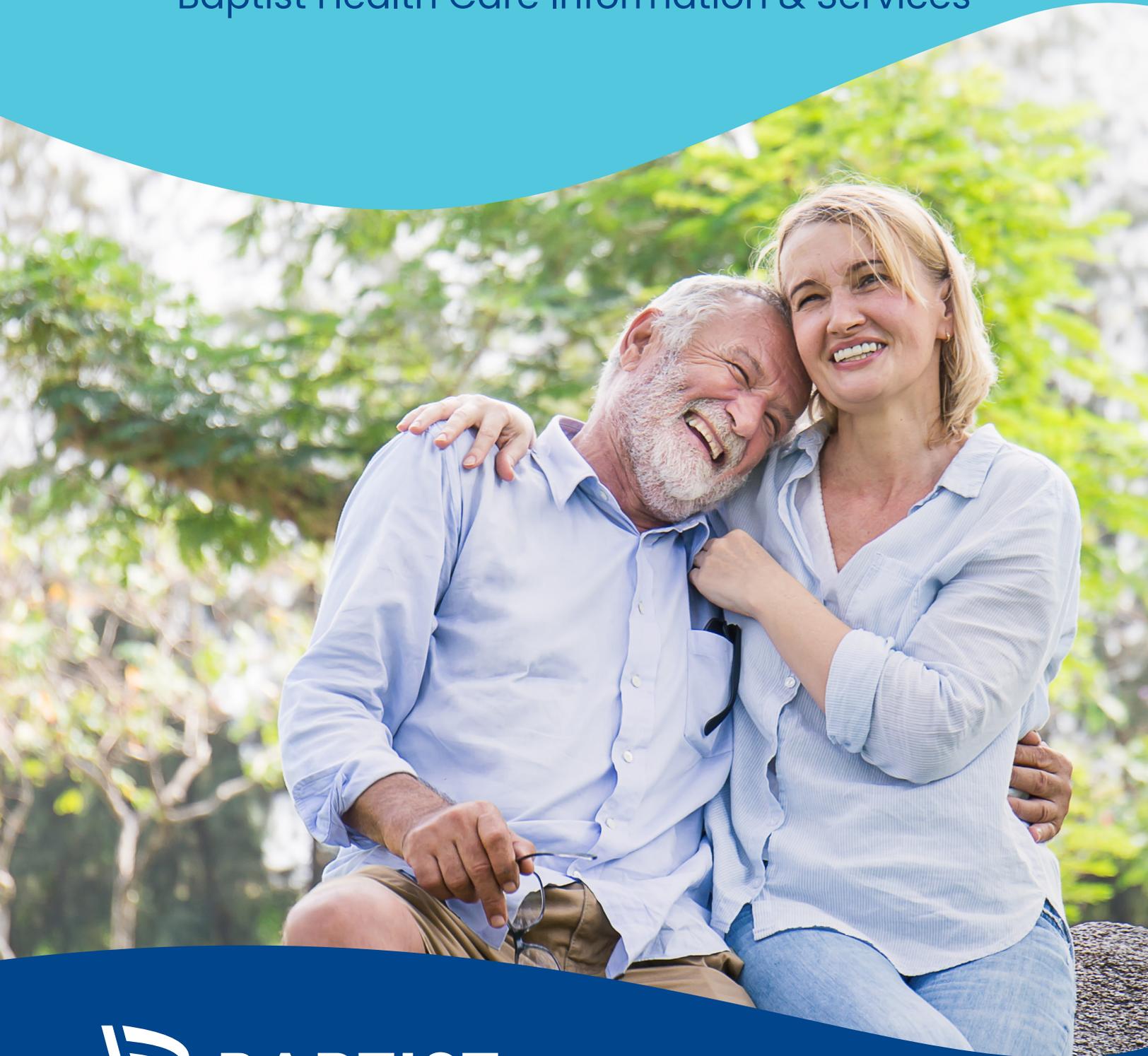


# Let Baptist Make It Better

a guide to  
Baptist Health Care Information & Services





# Our **Mission**

Helping people throughout life's journey.

# Our **Vision**

To be *the* trusted partner for improving the quality of life in the communities we serve.

# Our **Values**

Guided by Christian values, we commit to the following:

**Ownership** | accountable, engaged, stewardship, responsive, committed

**Integrity** | honest, principled, trustworthy, transparent

**Compassion** | empathetic, merciful, sensitive, kind, giving, forgiving, hopeful

**Excellence** | safety, quality, distinguished, learning, improving

**Service** | welcoming, attentive, humble, respectful, exceeds expectations, collaborative



## Meet the Local Leader in Health Care

Baptist Health Care is the area's only locally based, not-for-profit health system. We exist to serve the needs of our area. Decisions at Baptist are made with the impact to our community in mind and to support our Mission of helping people throughout life's journey.

While our founders were affiliated with the local Baptist church, people of all faiths contributed to the creation of our organization, and we serve the entire community regardless of religious affiliation. For more than 70 years, we have provided care through our many locations, and we look forward to continuing that legacy for the next 70 years and beyond.

For the health needs of you and your loved ones, we hope you allow us the honor to care for you. As you read through this booklet, you will see that we offer a breadth of services. We have an amazing team of compassionate caregivers.

Baptist has a history of providing convenient access to groundbreaking care — this includes the advanced services provided by our Baptist Heart & Vascular Institute, the world-class care at our Andrews Institute for Orthopaedics & Sports Medicine and our innovative programs at Baptist Cancer Institute. Now we have built the most modern health care campus in the region that opened in fall 2023. Located at the corner of I-110 and Brent Lane in Pensacola, Florida, this \$652 million campus investment includes a 10-story hospital and the six-story Bear Family Foundation Health Center. It also includes Baptist Hospital Behavioral Health Unit for child, adolescent, adult and geriatric inpatient care. Our new location will transform health care in our community for generations to come.

To keep up with with our continuous efforts to transform care in our community, visit [ebaptisthealthcare.org](http://ebaptisthealthcare.org).

### **We began our organization in 1951 with one hospital. Today, Baptist Health Care comprises:**

- Andrews Institute for Orthopaedics & Sports Medicine
- Baptist Heart & Vascular Institute
- Baptist Hospital
- Baptist Medical Group
- Baptist Medical Park – Airport
- Baptist Medical Park – Navarre
- Baptist Medical Park – Nine Mile
- Baptist Medical Park – Pace
- Gulf Breeze Hospital
- Jay Hospital

## You may not realize it, but we're neighbors!

My family and I are grateful to be part of this community. Like many of you, we are proud to call this area our home. I hope all Gulf Coast residents feel a similar sense of pride and belonging. I am sure your goal is to stay healthy and away from a hospital or clinic. But should you need care, at Baptist Health Care you will receive quality care and feel confident in the skill and expertise of the people who provide it. Great care starts with compassionate people. For us, providing health care is personal. Our goal is to provide preventive care information to help you stay well and a high level of clinical care when your need is more serious. I encourage you to experience the Baptist difference should you need medical expertise. Our culture is based on Christian values and driven by our Mission of helping people throughout life's journey. As a result of our patient and family-centered culture and status as a not-for-profit health care provider, we have made a profound impact on thousands of lives. Learn about our organization that's dedicated to you and your loved ones. Visit our website, [ebaptisthealthcare.org](http://ebaptisthealthcare.org), to view physician profiles, schedule appointments, complete health assessments and sign up for health screening reminders. Get to know us, and tell us how we can help you. Good health is a big part of the wonderful life we enjoy here on the Gulf Coast. You can count on us to continue reaching out to you — our neighbors — to support healthy, happy families.

Sincerely,



Mark Faulkner,  
President & CEO, Baptist Health Care



# TRANSFORMING

BAPTIST for the FUTURE

## NOW OPEN



Baptist Health Care's new campus represents the single largest investment in health care facilities, services and programs in Northwest Florida history. Continuing our founders' bold vision and legacy, Baptist made this significant investment to transform care in the community and improve the quality of life for generations to come.

### Hospital

- 602,000 square feet
- 10 floors
- 264 beds
- 54 ICU
- 198 medical/surgical
- 12 labor and delivery suites

### Behavioral Health Unit

- Child, adolescent and adult inpatient behavioral health
- A department of Baptist Hospital
- 72 beds with the ability to adapt as needed to meet community needs:
  - 36 for adult
  - 10 for geriatric
  - 14 for adolescents
  - 12 for children
- Sensory room
- Day rooms
- Courtyard/gardens
- Playgrounds

### Multispecialty Health Center

- 178,000 square feet
- 6 floors
- 162 exam rooms
- Multispecialty outpatient services
- Conference Center

### Amenities

- Town square
- Chapel and healing garden
- Panera Bread and cafeteria
- Retail pharmacy

# What Better at Baptist Means for You

Our many convenient locations offer healing environments close to home. We provide easy scheduling, friendly care and helpful support. And you can count on advanced care technology and comprehensive services provided by our team of skilled, compassionate caregivers and attentive experienced doctors. The next time you need care, let Baptist make it better.

Take a look at the services we offer at locations throughout the region.

## Baptist Medical Group

Baptist Medical Group (BMG) is our network of primary care and specialty physicians. These providers — along with their dedicated teams — provide the personalized care you need close to home, with locations throughout Escambia, Santa Rosa and Baldwin counties.

For primary care, a BMG physician can oversee all aspects of your health, including treating illness and providing preventive care and annual exams, as well as referrals to specialists. Our primary care physicians are experienced in family medicine, internal medicine, pediatrics, geriatrics and primary care sports medicine. Services provided include the following:

- Annual health checkups and evaluations
- Preventive care
- Screening for cancer and other diseases
- Long-term care for chronic medical conditions, such as diabetes and high blood pressure
- Physical exams for school, sports and summer camps
- Lab services
- Flu shots and immunizations
- Treatment of minor injuries or illnesses
- Routine care for women, including breast and pelvic exams
- Well-baby and well-child care
- Specialist referrals
- Coordinated hospital care

When you need care that requires specific expertise, we offer convenient access to physicians who specialize in the following:

- Behavioral Health (Inpatient)
- Cardiology (Heart)
- ENT
- Gastroenterology
- Gynecology
- Hematology
- Neurosciences
- Obstetrics
- Occupational Medicine
- Oncology (Cancer)
- Orthopaedics
- Physical Medicine & Rehabilitation
- Radiation Oncology
- Rheumatology
- Surgery
- Urgent Care/Walk-In Care
- Urology
- Vascular Surgery
- Wound Care
- Senior Health

We also have physicians, called hospitalists, who are dedicated to providing care solely in the hospital setting. Having primary care, specialty and hospitalist physicians on one team creates a continuum of care. Take the first step to a healthier you by visiting [baptistmedicalgroup.org](http://baptistmedicalgroup.org) today to request an appointment or by calling 850.437.8600 for personal assistance in selecting the physician who is right for you.

## Behavioral Health

Our Behavioral Health Unit is a department of Baptist Hospital. Our team provides inpatient treatment for children, adolescents and adults who are experiencing acute depression, anxiety, paranoia, schizophrenia, substance abuse or suicidal thoughts. Our inpatient treatment spaces foster comfort and healing and are specially designed for individuals ages 4 and older. The child/adolescent wing offers all private rooms, and the adult and geriatric areas are a combination of private and semi-private rooms.

## Cancer

For prevention, screening, diagnosis and treatment of cancer, we place patient experience front and center. Through collaboration, coordination and single-point-access, our incredible team provides compassionate care to help our community fight cancer.

We listen to your questions and provide you and your loved ones with clear answers. We also provide cancer support and education to assist you with the emotional healing process as well as follow up to ensure you enjoy the best possible quality of life.

## Heart and Vascular

Baptist Heart & Vascular Institute comprises of the area's largest, most experienced team of cardiac care experts. A longtime leader in treating heart disease, our multidisciplinary team of cardiologists, electrophysiologists, interventionalists, cardiothoracic surgeons, clinical specialists and advanced practice providers continuously bring the latest lifesaving cardiac care innovations to our area.

## Infusion Services

Baptist Infusion Center offers therapies for cancer, rheumatology, osteoporosis, gastrointestinal and antibiotic treatments.

## Imaging

Whether you or a loved one needs a mammogram, X-ray, PET/CT scan, MRI or other diagnostic imaging procedure, Baptist offers the latest technology to provide clear, precise and detailed images for better diagnosis and treatment.

## Laboratory

State-of-the-art equipment allows the Baptist Health Care laboratory technicians to perform a full range of tests while maintaining a short turn around time for patients.

## Orthopaedics

The Andrews Institute for Orthopaedics & Sports Medicine is a world-class facility that uses a team approach to orthopaedic care. The Andrews Institute is home to nationally recognized physicians who utilize leading-edge techniques, technology and treatments for each and every patient. Our services are offered to everyone of all activity levels.

## Stroke Services

When a stroke occurs, quick, accurate treatment gives patients the best chance of survival and maintaining quality of life. Our stroke center is committed to the highest standards and processes that ensure the best patient outcomes. Baptist Hospital is designated as a Primary Stroke Center Plus, and Gulf Breeze Hospital is designated as a Primary Stroke Center by the DNV.

## Surgery

Through our leading-edge surgical procedures, state-of-the-art facilities and advanced care protocols, our multidisciplinary teams provide timely, safe and effective surgical services. We offer a broad range of surgeries, including very specialized neurosurgeries such as skull-based surgery, cerebrovascular and microneurosurgery. Our surgery locations are equipped with state-of-the-art equipment, the latest technology and amenities that support quality patient outcomes.

## Urgent Care and Emergency Care

When you or your loved ones need urgent care and emergency care, it's important to know where to go for treatment. Our urgent care centers address non-life-threatening conditions. This may be a more appropriate and cost effective treatment option than an emergency room visit. Our emergency care teams treat serious or life-threatening illnesses or injuries, but the first step to timely emergency care is to call 911.

### EMERGENCY CARE LOCATIONS

Baptist Hospital  
Gulf Breeze Hospital  
Jay Hospital  
Baptist Medical Parks – Navarre and Nine Mile\*

### URGENT CARE LOCATIONS

Baptist Medical Park – Airport  
Baptist Medical Parks – Navarre and Nine Mile\*

*\*Baptist Medical Parks – Navarre and Nine Mile offer a hybrid model emergency room and urgent care service. Taking the guess work out of selecting the level of care needed, patients are evaluated and directed to the appropriate service.*

## Women's Services and Mother-Baby Center

Baptist Health Care provides women with an extensive offering of health services and programs that include those for obstetrics, gynecology and breast health. Our family-centered model of care provides a comfortable experience and focuses on education, expert medical care and delivering the individualized, personal attention you deserve.

# More Locations to Serve You

## **Andrews Institute for Orthopaedics & Sports Medicine**

1040 Gulf Breeze Parkway, Gulf Breeze, FL 32561  
850.916.8700 • [andrewsinstitute.com](http://andrewsinstitute.com)

Andrews Institute for Orthopaedics & Sports Medicine is located on the Gulf Breeze Hospital campus. The Andrews Institute is nationally renowned as both a specialized medical practice and research program. For your orthopaedic needs, we offer primary care sports medicine and specialty physician offices, multi-specialty ambulatory surgery, outpatient rehabilitation, diagnostic imaging, athletic performance and research and development.

## **Baptist Hospital**

123 Baptist Way, Pensacola, FL 32503  
448.227.8478 • [ebaptisthealthcare.org/baptisthospital](http://ebaptisthealthcare.org/baptisthospital)

The new Baptist Hospital campus is centrally located in our community, providing convenient access to patient-centered care. As you enter the campus, you are greeted by a beautiful town square with heritage oaks, walking paths and beautiful native plants and a prayer labyrinth. Free valet makes arrival a breeze for both Baptist Hospital and the Bear Family Foundation Health Center.

Baptist Hospital offers specialized care for oncology, heart and vascular, obstetrics and gynecology, orthopaedics, neurosciences, bariatrics, behavioral medicine and general surgery.

## **Baptist Medical Group**

850.437.8600 • [baptistmedicalgroup.org](http://baptistmedicalgroup.org)

We offer convenient access to primary care and specialty physicians throughout the community. Call or visit our website to schedule an appointment.

## **Baptist Medical Park – Airport**

5100 North 12th Ave., Pensacola, FL 32504  
850.437.8500 • [ebaptisthealthcare.org/bmpairport](http://ebaptisthealthcare.org/bmpairport)

Baptist Medical Park – Airport offers convenient access to Baptist Urgent Care, Andrews Institute for Orthopaedics & Sports Medicine, Baptist Heart & Vascular Institute, Baptist Medical Group primary care and specialty physicians, X-ray and lab services.

## **Baptist Medical Park – Navarre**

8888 Navarre Parkway, Navarre, FL 32566  
850.939.4888 • [ebaptisthealthcare.org/bmpnavarre](http://ebaptisthealthcare.org/bmpnavarre)

Baptist Medical Park – Navarre offers Baptist Emergency Room & Urgent Care, diagnostic imaging, laboratory and rehabilitative services. The campus's medical office building provides convenient access to Andrews Institute for Orthopedics & Sports Medicine, Baptist Heart & Vascular Institute, Baptist Medical Group primary care and specialty physicians.

### **Baptist Medical Park – Nine Mile**

9400 University Parkway, Pensacola, FL 32514  
850.208.6000 • [ebaptisthealthcare.org/bmpninemile](http://ebaptisthealthcare.org/bmpninemile)

Baptist Medical Park – Nine Mile is an outpatient medical center offering convenient access to primary and specialty care physician offices, surgery services, imaging and physical rehabilitation. It also offers Escambia County’s only hybrid ER/urgent care location.

### **Baptist Medical Park – Pace**

3874 Highway 90, Pace FL 32571  
[ebaptisthealthcare.org/bmppace](http://ebaptisthealthcare.org/bmppace)

Baptist Medical Park – Pace offers convenient access to primary care and specialty physicians. The park also offers Andrews Institute Rehabilitation, lab and X-ray services as well as extended hours for walk-in care.

### **Baptist Heart & Vascular Institute**

448.227.6500 • [ebaptisthealthcare.org/heart](http://ebaptisthealthcare.org/heart)

From diagnosis to leading-edge treatments, our nationally recognized cardiovascular specialists focus on providing you with the utmost in quality care and personal service in multiple convenient locations.

### **Gulf Breeze Hospital**

1110 Gulf Breeze Parkway, Gulf Breeze, FL 32561  
850.934.2000 • [ebaptisthealthcare.org/gulfbreezehospital](http://ebaptisthealthcare.org/gulfbreezehospital)

Gulf Breeze Hospital, located in south Santa Rosa County, Florida, provides acute, outpatient and emergency care, the Baptist Cancer Institute’s Ciano Cancer Center, and physician offices. Additional services include diagnostic imaging, surgery, laboratory and orthopaedics.

### **Jay Hospital**

14114 Alabama St., Jay, FL 32565  
850.675.8000 • [ebaptisthealthcare.org/jayhospital](http://ebaptisthealthcare.org/jayhospital)

Jay Hospital is located in north Santa Rosa County, Florida, and serves the Century, Jay and Flomaton communities. The hospital provides acute, long-term and emergency care services including diagnostic imaging, surgery, laboratory and rehabilitation as well as convenient access to a variety of physician specialists.

# More About Baptist

## **Baptist Health Care Foundation**

Since 1975, the Baptist Health Care Foundation has served the Gulf Coast community to help improve the quality of life and health of families living in our service area. While needs have changed over the years, the Foundation remains faithful to developing philanthropic resources that provide services for those in need in our community. We depend on gifts from individuals, families, organizations and local businesses to continue our proud tradition of service to others. To learn how you can support transformational care in our community, visit [baptisthealthcarefoundation.org](http://baptisthealthcarefoundation.org)

## **Community Involvement**

As the area's only locally led, not-for-profit organization, we focus on improving community health through preventive care, education and support. With our Mission to help people throughout life's journey, our team dedicates countless hours to providing free screenings, educational seminars, special events and more. We have more than 4,300 team members who are highly dedicated to our community. Many of whom are engaged in volunteerism and charitable support. Our annual community impact report can be found at [ebaptisthealthcare.org/community](http://ebaptisthealthcare.org/community).

## **Faith Health Network**

Guided by our Mission of helping people throughout life's journey, FHN combines the many resources of the health care community with the strength of local congregations to promote the delivery of high-quality health care. FHN is meant to build a bridge between Baptist and the people within our communities by developing personal relationships with local congregations through the use of congregational volunteers (liaisons) and dedicated health care professionals (navigators). The goal is to ensure that our members enter the system at the right place, at the right time, for the right reason, and understand that they are not alone. For information, email [fhinfo@bhcpns.org](mailto:fhinfo@bhcpns.org).

## **Follow My Health**

Manage your health information on the Baptist Health Care Patient Portal. An account will give you online access to check your personal records, view test results and request prescription refills. The portal also lets you send and receive secure online messages to your physician's office, and you can set up accounts to manage the care of your children and dependent adults.

For support and information, call 1.888.670.9775 or email [support@followmyhealth.com](mailto:support@followmyhealth.com).

# BAPTIST

## EasySchedule

No-hassle appointment scheduling is here. With Baptist Health Care's EasySchedule, you can directly book online appointments with **Baptist Medical Group primary and urgent care providers** from your desktop computer, smart phone or other electronic device.

It's simple.

1. Visit [easyschedule.com](http://easyschedule.com).
2. Choose your location.
3. Choose your provider.
4. Select date and time.
5. Confirm your appointment.

Once you've confirmed your appointment, you will have the option of receiving an email or text message to remind you of your visit.

Visit [easyschedule.com](http://easyschedule.com), or call **850.434.4080**, and EasySchedule your appointment today.



[easyschedule.com](http://easyschedule.com)



For information about our services, visit [ebaptisthealthcare.org](http://ebaptisthealthcare.org) or call **448.227.8478**.

#### Non-Discrimination Notice

Baptist Health Care and its subsidiaries comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex.

#### Language Services

Baptist Health Care facilities provide free professional medical Interpreters to people who are LEP (limited English proficiency) or who are deaf, hard of hearing, low vision, and/or blind. Please contact the House Supervisor/ADON if you need language services during your visit or stay by calling 448.227.8478.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 448.227.8478.

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 448.227.8478.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 448.227.8478.