

Thank you for choosing Baylor Scott & White Heart and Vascular Hospital. We are passionate about the health and well-being of our patients. We are committed to keeping you safe.

During this unprecedented time, we have new preventive safety measures as a part of our COVID-19 Safe Care plan in accordance with Centers for Disease Control and Prevention guidance and recommendations by our clinical experts. Please do not hesitate to ask any of our team members if you would like additional details.

**Enclosed you will find forms that require completion in its entirety prior to your arrival.**

- **Admission Database form**
- **Medication List**
- **Medication bag – Please use the enclosed bag to bring your medication bottles with you on the day of your procedure.**

Your completed information will allow our team to prepare for you and your procedure. Also included is a map of our facilities and a procedure day journey to help walk you through the experience.

As you prepare for your arrival, we understand that you may encounter questions for our team that cannot wait until admission day. If you have any questions regarding your procedure, our Scheduling Department is here to assist you. You can reach the team 24 hours a day, seven days a week by calling 214.820.0128.

We are committed to doing our best to help make your hospital visit an exceptional experience. We have built a patient-centered culture focused on clinical quality and personalized care. Our desire is to exceed your expectations.

As we embark on this journey together, we welcome your feedback. Thank you for entrusting us with your heart and vascular care. We are here to serve you.

On behalf of the Baylor Scott & White Heart and Vascular Hospital team, we wish you wellness.

Sincerely,



**Nancy Vish, RN, PhD, NEA-BC**  
President and Chief Nursing Officer  
Baylor Scott & White Heart and Vascular Hospital  
Mobile: 214.793.3619

## ADMISSION DATABASE

### Advanced Directives

Do you have a:  Medical Power of Attorney (MPOA)  Living Will \*Please bring a copy with you to the hospital\*

### Emergency Contact

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_ Phone Number: \_\_\_\_\_

### Allergies

No Known Allergies

Allergy Source	Reactions	Comments

### Ob-Gyn Status

Date of last period: \_\_\_\_\_

Post-Menopausal?  Yes  No

Hysterectomy?  Yes Date: \_\_\_\_\_  No

### Pre-existing Implants

- |  |   |   |  |
|--|---|---|--|
| <input type="checkbox"/> Aneurysm stent or Aneurysm clip | <input type="checkbox"/> Prosthetic eye                     | <input type="checkbox"/> Lens Implant     | <input type="checkbox"/> Body piercing   |
| <input type="checkbox"/> Artificial Heart Valve          | <input type="checkbox"/> Middle ear prosthesis              | <input type="checkbox"/> Pins/Rods/Screws | <input type="checkbox"/> Body art/Tattoo |
| <input type="checkbox"/> Artificial Limbs                | <input type="checkbox"/> Implanted devices/Pumps/Stimulator | <input type="checkbox"/> Pacemaker/ICD    |  |
| <input type="checkbox"/> Tracheostomy                    | <input type="checkbox"/> Coronary stents                    | <input type="checkbox"/> Metal implants   | <input type="checkbox"/> Penile implant  |
| <input type="checkbox"/> Renal or other stents           | <input type="checkbox"/> Joint replacement                  | <input type="checkbox"/> Breast implant   |  |
| <input type="checkbox"/> Other (please specify): _____   |   |   |  |

### History

**Anesthesia History:**

- Difficult intubation  
  Sickle Cell Anemia  
  Malignant Hyperthermia  
  Motion Sickness  
 Post-operative nausea & vomiting  
  Other Anesthetic complications \_\_\_\_\_

**Medical History:**

- |  |  |  |   |
|--|--|--|---|
| <input type="checkbox"/> Arthritis         | <input type="checkbox"/> CHF             | <input type="checkbox"/> Coronary Artery Disease       | <input type="checkbox"/> GERD (Gastroesophageal Reflux Disease) |
| <input type="checkbox"/> Asthma            | <input type="checkbox"/> COPD            | <input type="checkbox"/> COVID-19                      | <input type="checkbox"/> Hypertension                           |
| <input type="checkbox"/> Blood Transfusion | <input type="checkbox"/> Cancer          | <input type="checkbox"/> Diabetes Mellitus             | <input type="checkbox"/> Heart Disease                          |
| <input type="checkbox"/> Stroke            | <input type="checkbox"/> Thyroid Disease | <input type="checkbox"/> Other (please specify): _____ |   |

## BAYLOR SCOTT & WHITE HEART AND VASCULAR HOSPITAL



BHVH-53938 (Rev. 01/21)

### ADMISSION DATABASE

## ADMISSION DATABASE

### History (Continued)

#### Surgical History:

- |  |  |  |   |
|--|--|--|---|
| <input type="checkbox"/> Abdomen Surgery               | <input type="checkbox"/> Coronary Angioplasty with Stent Placement | <input type="checkbox"/> Hand Surgery      | <input type="checkbox"/> Kidney Stone Surgery |
| <input type="checkbox"/> Appendectomy                  | <input type="checkbox"/> Cosmetic Surgery                          | <input type="checkbox"/> Heart Surgery     | <input type="checkbox"/> Lumbar Laminectomy   |
| <input type="checkbox"/> Back Surgery                  | <input type="checkbox"/> Eye Surgery                               | <input type="checkbox"/> Hernia Repair     | <input type="checkbox"/> Skin Biopsy          |
| <input type="checkbox"/> Brain Surgery                 | <input type="checkbox"/> Fracture Surgery                          | <input type="checkbox"/> Joint Replacement | <input type="checkbox"/> Tonsillectomy        |
| <input type="checkbox"/> Colon Surgery                 | <input type="checkbox"/> Gastrectomy                               | <input type="checkbox"/> Kidney Transplant | <input type="checkbox"/> Vascular Surgery     |
| <input type="checkbox"/> Other (please specify): _____ |  |  |   |

#### Social History:

**Alcohol Use**  Yes  No  Currently  Never

How often do you have a drink containing alcohol?

- Monthly or less  2-4 times a month  2-3 times a week  4 or more times a week

How many drinks containing alcohol do you have on a typical day when you are drinking?

- 1 or 2  3 or 4  5 or 6  7 to 9  10 or more

How often do you have six or more drinks on one occasion?

- Never  Less than monthly  Monthly  Weekly  Daily or almost daily

Drinks per week: \_\_\_\_\_ Glasses of wine

\_\_\_\_\_ Cans of beer

\_\_\_\_\_ Shots of liquor

\_\_\_\_\_ Standard drinks or equivalent

#### Substance Abuse

Drug Use:  Yes  Not Currently  Never

- Types:
- |  |   |   |  |
|--|---|---|--|
| <input type="checkbox"/> Amphetamines      | <input type="checkbox"/> GHB                    | <input type="checkbox"/> MDMA (Ecstasy)   | <input type="checkbox"/> Oxycodone         |
| <input type="checkbox"/> Amyl nitrate      | <input type="checkbox"/> Hashish                | <input type="checkbox"/> Mescaline        | <input type="checkbox"/> PCP               |
| <input type="checkbox"/> Anabolic steroids | <input type="checkbox"/> Heroin                 | <input type="checkbox"/> Methamphetamines | <input type="checkbox"/> Psilocybin        |
| <input type="checkbox"/> Barbiturates      | <input type="checkbox"/> Hydrocodone            | <input type="checkbox"/> Methaqualone     | <input type="checkbox"/> Solvent inhalants |
| <input type="checkbox"/> "Crack" cocaine   | <input type="checkbox"/> Hydromorphone/Dilaudid | <input type="checkbox"/> Methylphenidate  | <input type="checkbox"/> Other: _____      |
| <input type="checkbox"/> Cocaine           | <input type="checkbox"/> Ketamine               | <input type="checkbox"/> Morphine         |  |
| <input type="checkbox"/> Fentanyl          | <input type="checkbox"/> LSD                    | <input type="checkbox"/> Nitrous Oxide    |  |
| <input type="checkbox"/> Flunitrazolam     | <input type="checkbox"/> Marijuana              | <input type="checkbox"/> Opium            |  |

#### Tobacco

Tobacco Use:  Yes  Not Currently  Never

Start Date: \_\_\_\_\_ Quit Date: \_\_\_\_\_

Types:  Cigarettes  Pipe  Cigars  Electronic cigarette

Smokeless Tobacco:  Yes  Not Currently  Never

Start Date: \_\_\_\_\_ Quit Date: \_\_\_\_\_

Types:  Snuff  Chew

**BAYLOR SCOTT & WHITE  
HEART AND VASCULAR HOSPITAL**



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**ADMISSION DATABASE**

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## ADMISSION DATABASE

### Vaccination History

Pneumonia vaccine:  Yes Date: \_\_\_\_\_  No

Influenza / Flu vaccine:  Yes Date: \_\_\_\_\_  No

COVID- 19 vaccine:  Yes Date: \_\_\_\_\_  No

### Psychosocial

**Other** - Individualized Care Needs: What information would help us give you more personalized care? How would you like to participate in your care?

\_\_\_\_\_

\_\_\_\_\_

### Blood Restrictions/Transfusion History

Blood Avoidance/Restrictions: Are there any reasons a blood transfusion would be refused if needed?

None  Blood borne infection concerns  Religious beliefs  Other \_\_\_\_\_

Previous Transfusion Reaction  Yes  No  Other \_\_\_\_\_

If yes, what type of Transfusion Reaction did you have: \_\_\_\_\_

### Values/Beliefs

Spiritual, Cultural Beliefs, Religious Practices, Values that Affect Care  Yes  No  Other \_\_\_\_\_

If yes, Description of Beliefs that Will Affect Care \_\_\_\_\_

\_\_\_\_\_

### Sleep Apnea Screening

Have you been diagnosed with Sleep Apnea?  Yes  No

Do you use a CPAP or BiPAP at home?  Yes  No

Do you often fall asleep during the day?  Yes  No

Have you been told that you snore?  Yes  No

### Patient Education

What is your preferred language for learning? \_\_\_\_\_

What is your preferred method of learning?  Visual  Auditory / Hearing  Hands-On  Reading/Writing

**BAYLOR SCOTT & WHITE  
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**ADMISSION DATABASE**

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## YOUR MEDICINE LIST

Please keep an up-to-date copy of your medicine list with you at all times and bring to all appointments and procedures

**Name:** \_\_\_\_\_ **Date of Birth:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_ (month/day/year)

### Local Pharmacy

Pharmacy Name: \_\_\_\_\_

Pharmacy Address: \_\_\_\_\_

Pharmacy Phone Number: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

### Mail Order Pharmacy

Pharmacy Name: \_\_\_\_\_

Pharmacy Address: \_\_\_\_\_

Pharmacy Phone Number: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

**Allergies; what happens when/if I take them** (Ex: Bactrim; Itching)

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

**All medicines (prescriptions (Rx), samples, over-the-counter (OTC), as needed medicines (PRN), and dietary/herbal supplements or vitamins)**

	Name <small>Rx: Brand or generic OTC: Name and ingredients</small>	Strength	How do you take it? <small>How many and how many times a day; Is it taken as needed?</small>	What are you taking it for?	Who told you to take this medicine or supplement?	Last time you took a dose <small>(date/time)</small>
Example 1	Atorvastatin	40 mg	1 tablet once daily	Lower cholesterol	Dr. X	5/30/17 9:00 am
Example 2	Metformin	500 mg	1 tablet 2 times daily with meals	Lower blood sugar	Dr. X	5/30/17 7:00 pm
Example 3	Tylenol	500 mg	2 capsules 3 times daily as needed for pain	Arthritis	Dr. X	5/15/17 8:00 am
Example 4	Insulin R	8 units	1 injection 3 times daily with meals	Lower blood sugar	Dr. X	5/29/17 5:00 pm
<b>1</b>						
<b>2</b>						
<b>3</b>						
<b>4</b>						

**Additional space provided on back of form**

**BAYLOR SCOTT & WHITE  
HEART AND VASCULAR HOSPITAL**



BHVH-54764 (Rev. 08/18)

**YOUR MEDICINE LIST**

## YOUR MEDICINE LIST

	Name Rx: Brand or generic OTC: Name and ingredients	Strength	How do you take it? How many and how many times a day; Is it taken as needed?	What are you taking it for?	Who told you to take this medicine or supplement?	Last time you took a dose (date/time)
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

Last Date My List was Updated: \_\_\_ / \_\_\_ / \_\_\_

Please review and update when starting or stopping medicines, changing doses, or visiting your doctor

**BAYLOR SCOTT & WHITE  
HEART AND VASCULAR HOSPITAL**



BHVH-54764 (Rev. 08/18)

**YOUR MEDICINE LIST**

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## Do you have questions for the doctor?

We want to help you get all of your questions answered and address any concerns or worries you may have. To help you keep informed and get explanations for your tests and procedures, please use this card to list any questions you may have for your doctor at your next visit.

Thank you for choosing Baylor Scott & White Heart and Vascular Hospital – Dallas.

1. _____	6. _____
_____	_____
2. _____	7. _____
_____	_____
3. _____	8. _____
_____	_____
4. _____	9. _____
_____	_____
5. _____	10. _____
_____	_____



## Your procedure day journey

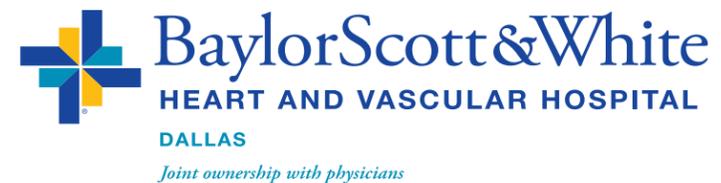
at Baylor Scott & White Heart and Vascular Hospital – Dallas



621 N. Hall Street | Dallas, TX 75226

[BaylorHeartHospital.com](http://BaylorHeartHospital.com)  
1.844.BSW.DOCS

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# Your procedure day journey

Our plan for your care includes you remaining with us throughout the day of your procedure.

The actual time of your procedure may be adjusted following your arrival based on medical emergencies or unexpected circumstances.

Pre-admission 1-2 days before your procedure	Night before your procedure	Procedure day	Pre-procedure	After your procedure	Discharge and traveling home
<ul style="list-style-type: none"> <li><input type="checkbox"/> Read all materials provided in your Pink Packet. You can also download them at <a href="https://www.baylorhearthospital.com/preadmission">BaylorHeartHospital.com/PreAdmission</a>.</li> <li><input type="checkbox"/> Be sure all paperwork has been fully completed, including:               <ul style="list-style-type: none"> <li><input type="checkbox"/> Admission Database Information Form</li> <li><input type="checkbox"/> Your Medication List (including herbs/vitamins/over-the-counter medications)</li> </ul> </li> <li><input type="checkbox"/> Gather <b>medications you are taking</b> in their labeled bottles so you can find them easily the morning of your procedure. (Your care team will review the bottles and your completed Medication List before your procedure.)</li> <li><input type="checkbox"/> Gather important paperwork, such as your Living Will or Medical Power of Attorney, if you have them.</li> <li><input type="checkbox"/> Need a wheelchair? Please let the hospital know at <a href="tel:214.820.0128">214.820.0128</a>.</li> <li><input type="checkbox"/> Download the <a href="#">MyBSWHealth</a> app to access your hospital health records and make payments. You will receive your access code during registration.</li> </ul>	<ul style="list-style-type: none"> <li>• The hospital team will call you the day before your procedure to confirm what time you should arrive.</li> <li>• If your procedure is scheduled for a Monday, you will be called the Friday before your procedure.</li> <li>• If you do not receive a call the evening before your procedure, please contact us at <a href="tel:214.820.0128">214.820.0128</a>.</li> </ul> <p><b>Make sure you:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Follow all instructions given to you by your physician's office and/or the hospital team.</li> <li><input type="checkbox"/> Shower at home. Use special scrub and showering instructions if given by your physician's office. <b>Do not use lotions or powders.</b></li> <li><input type="checkbox"/> <b>Do NOT eat or drink past the time you are told.</b></li> <li><input type="checkbox"/> You will be told which medications to stop taking before your procedure and which ones you can continue to take. <b>Take your medications only as directed by your physician.</b></li> <li><input type="checkbox"/> Review all paperwork to make sure it is complete.</li> <li><input type="checkbox"/> Pack an <b>overnight bag</b> if there is a chance of you staying overnight.</li> <li><input type="checkbox"/> <b>Leave all valuables, including jewelry, at home.</b></li> </ul> <p><b>Remember to bring:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Pink Packet with completed paperwork</li> <li><input type="checkbox"/> Medications you are currently taking in the provided zip-close bag</li> <li><input type="checkbox"/> Insurance card</li> <li><input type="checkbox"/> Photo ID</li> <li><input type="checkbox"/> Advance directives (Living Will or Medical Power of Attorney, if you have them)</li> </ul> <p><b>Please plan to spend the day with us.</b></p>	<p><b>Remember to:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Wear comfortable clothing.</li> <li><input type="checkbox"/> Bring continuous positive airway pressure (CPAP)/Bilevel Positive Airway Pressure (BIPAP) if you use one and there is a chance of you staying overnight at the hospital.</li> <li><input type="checkbox"/> Bring an overnight bag, Pink Packet and paperwork, medicines, insurance card, photo ID, advance directives.</li> <li><input type="checkbox"/> Bring waiting activities, such as a book or magazines.</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Guest Wi-Fi access is available throughout the Baylor Scott &amp; White campus facilities.</li> <li><input type="checkbox"/> If you need to cancel your procedure or are running late, please call <a href="tel:214.820.0128">214.820.0128</a>.</li> </ul> <p><b>When you arrive at the hospital:</b></p> <ul style="list-style-type: none"> <li>• Hospital doors open at <b>5:00 AM</b></li> <li>• Please arrive at the time specified by our scheduling team.</li> </ul> <p><b>Parking</b></p> <ul style="list-style-type: none"> <li>• Parking is \$5 per day</li> <li>• Valet parking is \$8 per day</li> <li>• Handicap parking is \$5 per day</li> </ul> <p><b>Check-in/registration</b></p> <ul style="list-style-type: none"> <li>• <b>Check in at the Access Services (Admitting) Department</b> on the <b>ground floor</b> of Baylor Scott &amp; White Heart and Vascular Hospital.</li> <li>• The Access Services Department representative will assist with your check-in process, including signing forms and making copies of your photo ID and insurance information.</li> <li>• After checking in, <b>you will be escorted to your pre-procedure floor/room.</b></li> </ul>	<p><b>Preparation</b></p> <ul style="list-style-type: none"> <li>• <b>Pre-procedure</b> preparation may include:           <ol style="list-style-type: none"> <li>1) Signing procedure forms</li> <li>2) Taking your medical history</li> <li>3) Discussing your current medications</li> <li>4) Lab work</li> <li>5) Electrocardiogram (EKG)</li> <li>6) Intravenous (IV) start</li> </ol> </li> <li>• <b>Your estimated procedure time will be provided. This may be adjusted</b> due to medical emergencies or unexpected circumstances. <b>We will keep you updated.</b></li> </ul> <p><b>Guests</b></p> <ul style="list-style-type: none"> <li>• <b>Your guests are welcome</b> to be with you in your pre-procedure room. They will be escorted to the guest waiting area during your procedure.</li> <li>• <b>Your post-op room may be different than your pre-op room.</b> Please have your family/friends take care of your belongings during your procedure.</li> <li>• You can also use a locker for your belongings at no cost.</li> </ul> <p><b>Designated contact</b></p> <p>Please <b>provide the name and cell phone number</b> of your designated support (contact) person. They will be asked to remain in the guest waiting area for phone call updates.</p> <ul style="list-style-type: none"> <li>• You will receive a card with a case number. Your loved ones can follow you on the tracker board in the guest waiting area with this.</li> </ul>	<ul style="list-style-type: none"> <li>• Your comfort, vital signs and procedure site will be monitored.</li> <li>• Your <b>post-procedure recovery</b> and <b>bed rest time</b> will be one to six hours (depending on your procedure).</li> </ul> <p><b>Updates &amp; visit</b></p> <ul style="list-style-type: none"> <li>• The Recovery Room team will call your designated support person with <b>periodic updates and your room assignment.</b></li> <li>• Your physician will also provide updates to your designated support person.</li> </ul> <p><b>Overnight stays</b></p> <p>If you stay overnight, you are welcome to have <b>one guest</b> stay with you. Bedding and a pillow will be available.</p> <p><b>Pain management</b></p> <p><b>Managing your pain</b> is an important part of your care. Make sure you keep us updated on how you are feeling throughout your stay. We may not be able to eliminate all pain, but we will do our best to manage it.</p>	<p><b>Before you are discharged from the hospital, we will:</b></p> <ul style="list-style-type: none"> <li>• Review your medications</li> <li>• Go over self-care expectations</li> <li>• Create a follow-up appointment plan</li> <li>• <b>Answer any questions</b> about your care and recovery</li> </ul> <p><b>Traveling home</b></p> <ul style="list-style-type: none"> <li>• You will be escorted to your vehicle by our hospital team.</li> <li>• A <b>responsible adult must transport</b> you from the hospital. <b>You will not be permitted to drive yourself or be discharged without adult assistance.</b></li> </ul> <p><b>Follow-up</b></p> <ul style="list-style-type: none"> <li>• You will receive a <b>courtesy phone call</b> from a nurse two to three days after your hospital discharge.</li> <li>• You will receive a <b>Patient Evaluation Survey</b> by mail or email. Please complete it, as your feedback helps us to continue providing our patients with excellent care.</li> </ul> <p><b>We hope your care team exceeds your expectations.</b></p> <p><b>Thank you for allowing us to be a part of your healthcare journey.</b></p>

# UNDERSTANDING YOUR HEALTH JUST GOT EASIER



## What is Emmi?

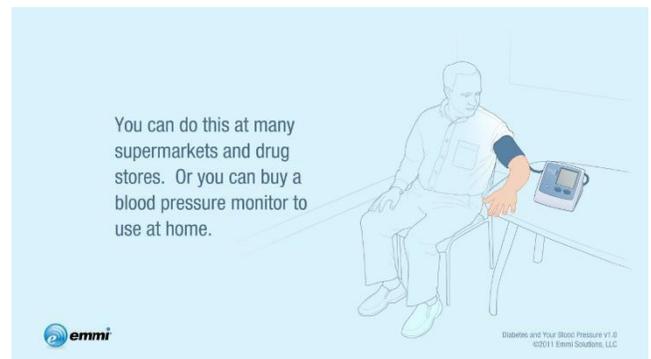
Emmi® is a series of free, online programs that walk you through important information about a health topic, condition or procedure. You can watch Emmi programs as many times as you like and you can share them with your family and friends.

## Learn More About Your Health

Doctors try to explain everything about your health but sometimes it gets confusing. Emmi programs help to answer your questions and make you feel more at ease. You are the most important member of your health care team, so you should have all the information you need.

You can also expect a phone call or email from Emmi with instructions on how to view your program!

## Ask About Emmi Programs



© 2016 Emmi Solutions, LLC Diabetes program



© 2016 Emmi Solutions, LLC Stroke program



# Welcome to specialized heart and vascular care

A new patient guide



**BaylorScott&White**

**HEART AND VASCULAR HOSPITAL**

**DALLAS**

*Joint ownership with physicians*



## Welcome

Welcome to Baylor Scott & White Heart and Vascular Hospital. Our focus is you. Our priority is your care and your comfort.

We believe that the more informed you are as a patient, the more confident you will be during your hospital stay. We want you to know what to expect and what services are available to help make your hospital experience as positive and as comfortable as possible. Never hesitate to ask questions. Your Baylor Scott & White Heart and Vascular Hospital team is here to serve you. We are committed to providing you with quality, specialized treatment and individualized, compassionate care.

Thank you for choosing Baylor Scott & White Health for your heart and vascular needs. We care for you!





## Getting started

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# About us

Located on the campus of Baylor University Medical Center, part of Baylor Scott & White Health, Baylor Scott & White Heart and Vascular Hospital – Dallas is dedicated solely to the care and treatment of heart and vascular patients. Opened in April 2002, the 60-licensed bed, short-stay hospital is recognized as one of a few dedicated heart and vascular hospitals in the country and the first in North Texas.

## Our care model

- Clinical Excellence (Quality)
- Patient & Family Satisfaction (Service)
- Healthcare Team Satisfaction (People)
- Fiscal Responsibility (Finance)



### FOUNDING PRINCIPLES:

Honesty + Respectfulness + Integrity +  
Compassion + Communication + Positive Attitude

## 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.

## Services

**Interventional cardiology** – The medical professionals in our interventional cardiology department are highly skilled at diagnosing a wide range of cardiac disorders using minimally invasive techniques, such as angiography, angioplasty and stenting, and minimally invasive repair of congenital heart defects.

**Center for Valve Disorders** – Through our Center for Valve Disorders, our multidisciplinary team provides comprehensive evaluation, diagnosis and treatment for patients with any type of structural heart disease. Here, they apply advanced technology and techniques in the treatment of aortic, mitral, pulmonic and tricuspid valve disease.

**Electrophysiology** – Through our Center for Complex Arrhythmias, we are leaders

both in the Metroplex and nationally in the diagnosis and treatment of heart rhythm disorders. We diagnose and treat heart rhythm disorders, including atrial flutter, supraventricular tachycardia and ventricular tachycardia. We offer a wide range of treatment options, including pacemakers, implantable defibrillators, and advanced ablation techniques, such as magnetic catheter ablation.

**Vascular surgery** – Our department is a recognized leader in the minimally invasive treatment of aortic aneurysms and arterial blockage of the arms, legs, kidneys and other blood vessels, as well as disorders of the venous system.

**Non-invasive cardiology** – The cardiologists on our medical staff are dedicated to the quick and accurate diagnosis of heart disorders using

non-invasive techniques, including ultrasound, electrocardiography and stress tests.

**Non-invasive vascular** - We provide comprehensive diagnosis of vascular disorders using advanced non-invasive techniques, helping you avoid more invasive procedures.

**Imaging** - Our experts diagnose cardiovascular disorders using quick, safe and pain-free methods. We were the first department in North Texas to offer 384-slice CT scanning. We also specialize in cerebrovascular and abdominal ultrasound for aneurysm detection. Cardiac MRI services are also available.

**Cardiac rehabilitation** - Our cardiac rehabilitation program can help you recover from a cardiovascular event, such as heart attack, as well as cardiovascular procedures,

such as bypass surgery or angioplasty and stenting. This multiphased program utilizes an interdisciplinary team of medical professionals to create a program of individualized and specific physical activity as well as education. Our program can provide you with the necessary knowledge to adopt heart-healthy lifestyle habits to prevent future cardiovascular problems.

**Return to Work Lab™** - Our Return to Work Lab, the only one of its kind in North Texas, follows industrial athletes and those with jobs that require higher intensity levels after heart procedures to evaluate when their heart is physically ready to return to work.

# Your patient experience

## Day of your procedure

**Access services** – Your day begins at access services on the ground floor of Baylor Scott & White Heart and Vascular Hospital. There, you will check in, complete registration and be asked to sign consent forms. Upon completion of check-in at access services, you will proceed to one of the hospital's specialty care unit floors.

**Specialty care unit** – Here, at the front desk, you will check in and hand your registration forms from access services to the attending staff member. When your assigned room is ready, you and your family members will be taken there.

Staff members will obtain your vital signs and complete a patient assessment, which may include drawing labs and performing an electrocardiogram (ECG). You will sign another set of consent forms at this time.

**Wait time** – Your procedure start time will be determined by the type of procedure and when the previous case finishes. While you wait, we will update you as to when your procedure will begin. Please keep in mind that medical emergencies take priority and may also delay the start of your procedure. We invite your family members to wait with you in your specialty care unit room.

**Pre-procedure** – When you leave the specialty care unit, we will direct your family members to the appropriate waiting room.

**Procedure areas** – Once you are in the appropriate procedure area, we will tell your family members the approximate length of your procedure and ask them to wait in either the second-floor or third-floor waiting area. Your procedure will determine which waiting area. Once your procedure is complete, a staff

member will transport you to the recovery area, and your physician will talk with your family in the waiting area.

**Recovery** - Once your procedure is complete, you will be brought to the recovery area where you will be closely monitored as you “awaken” from anesthesia. The length of time spent in recovery depends on the type of procedure performed, your response to surgery and anesthesia, and your medical condition. Your stay may be as little as one hour or as long as six. When you are ready to see family and/or friends, they will be escorted by a hospital staff member to the recovery area for a visit.

**Post-procedure** - If you are returning home or spending the night after your procedure, a transporter will take you to a specialty care unit room on the second or third floor. We will notify your family of your room location and estimated time of arrival.

After your procedure, you may be allowed to order a heart-healthy meal from your room service menu, made fresh when you order. Nutrition services designs your menu to offer food selections that meet your doctor’s orders. A staff member is available to receive orders from 7:00 AM – 8:00 PM, and he or she will deliver your meal to your patient room in about 45 minutes or less. Family members are welcome to order meals. Please check with nursing or dietary services for the cost per tray. Read more information about patient and guest meals in this brochure’s “Our hospital services” section.

**Overnight** - We have accommodations for one person to spend the night with you in your room. Throughout the night, staff members will monitor your care and will perform tests to make sure you are recovering without complications. More information on page 13.

**Discharge** - Once you have met the criteria and your discharge paperwork is complete and signed, you may leave the hospital.

**MyBSWHealth** - Our MyBSWHealth app lets you manage your health record online anytime. Visit [BSWHealth.com/MyBSWHealth](https://www.bswhealth.com/MyBSWHealth) for more information.

## In your room

**Patient bed** - Your patient bed is designed for your comfort and safety. With an electrical control, you can raise or lower the foot and head of your bed. For your safety, your bed's side rails may be kept up at night and after you receive anesthetics or medication. Use your side rails for support when getting out of bed, even when you begin to feel better. **Never hesitate to ask for our help first before getting out of bed.** Use your bedside call button to ask for nursing assistance.

**Deliveries and mail** - We will deliver to your patient room any mail and flowers addressed to you. If you need to mail a letter, please tell your nurse, and he or she will forward it to the hospital mailroom. You and your guests may also use the post office located on the P1 level of Wadley Tower on the Baylor University Medical Center campus. The post office is open from 8:30 AM - 4:00 PM, Monday - Friday.

**Smoking** - As a designated "no smoking facility," the hospital complies with city and state ordinances and those required by The Joint Commission. To promote a heart-healthy environment, smoking is not permitted.

**Telephone** - Patient room telephones cannot receive collect or third-party billed calls. For long-distance calls, you must use a calling card.

## YOUR PATIENT EXPERIENCE

- Telephone numbers for patient rooms: Your telephone number and room number are posted near the door of your patient room.
- Local calls: Dial “9” plus the local telephone number. There are no charges for local calls.
- Long-distance calls: Dial “9” plus the toll-free number associated with your calling card. Follow the instructions of your calling card provider to complete your call.
- Hospital operator: Dial “0” to connect to the Baylor University Medical Center operator.

### Personal belongings

**Valuables** - You may use your room’s closet for your personal belongings. We ask that you keep only those personal belongings that are essential to your care while in the hospital.

We do not accept responsibility for valuables left in your room, and we encourage you to give any extra money, medication, credit cards, wallet and jewelry to a family member or close friend to take home.

**Lockers and safe** - If you cannot send your personal belongings home, ask your nurse to make arrangements for a secured locker or safe. Lockers, located on the hospital’s second and third floors, can accommodate luggage or other medium-large items.

You may request that your smaller valuables be kept in a secured safe located in the access services/scheduling area. An itemized inventory receipt for valuables placed in a safe will be kept in your patient chart.

**Eyeglasses, dentures and hearing aids** – Take care not to leave your eyeglasses, dentures and/or hearing aids on your meal tray or on your bed. They may be accidentally disposed of or lost. Please tell your nurse if you wear dentures. He or she will give you a special container to keep them safe.

**Lost and found** – Items found on hospital premises are turned into guest services on the hospital's third floor. This includes items that patients and visitors accidentally leave in rooms. Contact guest services at 214.820.0629.

## Visitation guidelines

**Recovery visits** – A Caring Hearts® volunteer, guest services representative or recovery nurse will escort family members and/or friends to the patient located in recovery areas.

Children 10 years old and younger may not visit patients in recovery.

**Overnight guests** – One person may spend the night with you in your patient room. A sleeper sofa is provided. If your family members would like to stay at a nearby hotel, staff members are happy to recommend several. For further assistance, please contact guest services at 214.820.0629.

**Children** – An adult must accompany children at all times. Children who have an infectious illness or have been recently exposed to an infectious disease are not allowed in patient care areas. Children who are not visiting a patient must wait with an adult in designated waiting areas. Video games, board games and other activities for children are available through guest services at 214.820.0629.

## Estimated\* procedure times

### Cardiac & endovascular: 3rd floor Hamilton

Diagnostic angiogram	30 – 60 minutes
Diagnostic angiogram w/ angioplasty	45 – 90 minutes
PFO/ASD closures	1 – 2 hours

### Electrophysiology

Tilt/HIS ablation/loop recorder	1 – 2 hours
Pacemaker/defibrillator implant	2 – 3 hours
Biventricular device implant	2 – 4 hours
HIS ablation and pacemaker/ICD	3 – 4 hours
EP study and ablation	4 – 6 hours

\* Procedure times may vary

### Operating room: 2nd floor Hamilton

Fem pop bypass	3.5 hours
Open abdominal aortic aneurysm repair	4 hours
Carotid endarterectomy	2 hours
1st rib resection	2 hours
AV access creation/revision	1.5 hours
Endovascular AAA stent graft	3 hours
Thrombectomy femoral/stent	2 hours
Amputation	2 hours

### Endovascular

TAVR	1.5 hours
Laser lead extraction	2 hours
Endo thoracic/abdominal AAA stent graft	3 hours

# Your role on the healthcare team

## Pain management

Your care and comfort is our top priority at Baylor Scott & White Heart and Vascular Hospital. If you experience pain during your hospital stay, we want to know. You have the right to have your pain managed effectively. Please review the *Guide to Your Care* brochure given to you during the admission process.

Ask your doctor what pain you should expect after your procedure. Everyone's pain is different. We use a scale of 0-10 to determine your level of pain.

### 0-10 Numeric Pain Intensity Scale



Your comfort is important to us. Please tell a staff member when you are in pain, where your pain is and whether your pain comes and goes or is constant. We want to establish a pain level that you can tolerate, and we understand that your pain level can change during the day or night.

Controlling your pain helps you recover faster. Do not wait to request medication until the pain becomes intolerable. You will receive your pain medication either in the form of pills or a shot, or injected through your intravenous (IV) line. There are times when more than one type of medicine will be used simultaneously to relieve your pain. In some cases, a PCA (patient-controlled analgesia) or epidural infusion may be used to control pain. Please discuss these methods in more detail with your doctor or nurse.

Tell your doctor or nurse of any side effects that occur, such as constipation, nausea or itching.

Remember that tension and anxiety can make your pain worse. Besides medication, there are other methods you can use to help reduce your pain, including relaxation, mental imaging, positioning, music, heat and/or cold. Asking a nurse to help reposition you is often a very effective method for reducing pain.

## Speak Up™

You play a vital role in your care. We want you to be an active, involved and informed participant on your healthcare team. Research shows that patients who take an active role in decisions about their healthcare are more likely to have a better outcome. The “Speak Up” program, sponsored by The Joint Commission, gives you simple advice on how you, as the patient, can make your care a positive experience.



## **Speak Up and participate in treatment decisions. You are the center of your healthcare team.**

### **It's important that you:**

- Know who will take care of you, how long the treatment will last, how you should feel and exactly what will be done in each step of your care.
- Ask your doctor what a test or medication will likely achieve.
- Give a complete picture of your health history to your healthcare team. Share copies of your medical records from previous hospitalizations. Report your allergies to a member of your healthcare team.

## **Speak Up about your questions or concerns. If you don't understand, ask again. It's your body, and you have a right to know. For your safety:**

- Ask the doctor to mark the area that is to be operated on before your surgery.



- Tell the nurse or doctor when you think you are about to receive the wrong medication.
- Tell the healthcare professional when you think he or she has confused you with another patient.

**Speak Up and ask a trusted family member or friend to be your advocate. Your advocate can:**

- Help you review consent forms and understand them before signing
- Stay with you overnight at the hospital and check that you receive the right medications and treatment when you are resting or you do not feel well
- Remember answers to questions you have asked and speak up for you if you cannot
- Understand and carry out your preferences concerning resuscitation and life support

**Speak Up about your care. Pay attention to the care you are receiving. Make sure you are receiving the right treatments and the right medications by the right healthcare professionals. Pay attention and:**

- Expect healthcare workers to introduce themselves and wear an identification badge.
- Make sure your doctor or nurse confirms your identity (i.e., checks your wristband, asks your name) before giving you any medication or treatment.
- Know the time of day you receive your medication. Tell your doctor or nurse when it doesn't happen.

**Speak Up about the medication you take. Know what you take and why you take it. You can help avoid medication errors when you:**

- Tell your doctors and nurses about allergies

or past negative reactions before receiving a new medication.

- Verify that a medication you do not recognize is for you.
- Ask about oral medications before swallowing and read the contents of bags of intravenous (IV) fluids.
- Ask the nurse how long it takes for a bag of IV fluids to empty. Tell the nurse when the dripping seems too fast or too slow.
- Ask your doctor or pharmacist about the safety of taking multiple medications, including vitamins, herbal supplements and over-the-counter drugs.

## **Infection control**

Everyone would like to avoid the common cold, strep throat and influenza (“the flu”).\*

No one enjoys getting sick. You can help protect yourself from infectious diseases. Here are three easy ways to help you fight the spread of infection while you are in or out of the hospital:

### Clean your hands.

- Use soap and warm water and rub your hands vigorously for at least 15 seconds.
- Rub an alcohol-based hand sanitizer all over your hands, especially under your nails and between your fingers, until your hands are dry.
- Clean your hands before touching or eating food and after using the bathroom, taking out the trash, changing a diaper, handling money, or playing with a pet.
- Ask healthcare professionals if they've cleaned their hands before treating you.

### Cover your mouth and nose.

- Use a tissue when sneezing or coughing, and

then clean your hands. Keep tissues handy at home, at work and in your pockets.

- Cover your mouth and nose with the crook of your elbow or with your hands when you don't have a tissue. Again, wash your hands afterward.

### Avoid close contact.

- Stay home if possible and keep away from other people when you have a fever or other symptoms of a contagious illness.
- Call before you go for medical treatment and ask what precautions you should take to avoid infecting people in the waiting room.

Following these steps also helps prevent the spread of infection from diseases such as pneumonia,\* influenzae,\* tuberculosis, mumps, measles and rubella (“German measles”), whooping cough\* and chicken pox.\*

\*Note: Remember to get a shot to prevent this disease or infection.

## Avoiding falls

At Baylor Scott & White Heart and Vascular Hospital, we focus on keeping you safe and maintaining your health. During your hospital stay, you may be at risk of falling because of the unfamiliar environment, medications, and because of your medical procedure or surgery. Your medical diagnosis as well as your disease process may also put you at risk.

**“Call ... Don’t Fall”** is an easy way to remember that we are here to help you. Ask for nursing assistance before risking a fall.

## Tips to help you avoid a fall:

- Use the call button and always ask for nursing assistance before getting in or out of bed or a chair.
- Get up slowly from your bed or chair.
- Sit on the side of your bed for a few minutes before standing.
- Wear slippers or shoes with nonskid soles.
- Turn on lights when getting out of bed at night.
- Use caution when bending or leaning to pick up things.
- Tell the nursing staff immediately when a spill occurs.
- Keep your phone, call button and any items you may need within easy reach. Tell the nurse when you need help with these items.

# Our hospital services

## Guest services

### **Communication and concierge services -**

For your comfort and your family's while in the hospital, guest services provides a variety of communication and concierge services. For assistance, contact a guest services representative at 214.820.0629.

- Accommodations, hotel and travel information, including airline, taxi, gas stations and restaurant information
- Books, videos, games
- Cell phone chargers
- Computer station assistance
- Grocery store locations
- Hospital and city maps
- Lockers and safe
- Lost and found
- Overnight toiletry bags

- Patient concerns/complaints
- Patient information
- Special events
- Special services for disabilities
- Translators

**Patient concerns -** Staff members of Baylor Scott & White Heart and Vascular Hospital want to answer your questions and address any concerns you may have regarding your hospital stay. We are all here to serve as your patient advocate. Please ask to speak to the patient experience manager for further assistance.

**Special services for disabilities -** Baylor Scott & White Heart and Vascular Hospital provides aids to better serve persons with hearing, speech, manual and/or mobility impairments.

## OUR HOSPITAL SERVICES

The following special services are available through guest services or you may ask your nurse to make arrangements:

- **Hearing:** A portable hand-held amplifier, TTY devices
- **Speech:** Deaf Action Center (sign language) assistance, writing materials and communication boards
- **Manual:** Wheelchairs, personal assistance
- **Mobility:** Physically accessible entries, ramps, elevators and parking

**Translators** - Interpreting services for non-English speaking patients are available through guest services. The hospital can provide on-site translators as well as telephone translating services for patients and visitors.

**Parking services** - Parking is available for patients and visitors for a fee. A discounted parking voucher is available at the registration

desk on the ground floor lobby. When an attendant is not on duty, please use the self-pay box when exiting. Parking is available in Lot 19 or Garage 10. Parking for recreational vehicles (RVs) is available in parking lots 7, 11 or 19. For further parking questions, please contact parking services at 214.820.PARK (7275).

**Security escorts** - Baylor University Medical Center Police provide security escorts 24 hours a day. To request an escort, call 214.820.4444.

## Nutrition services

**Patient meals** - Nutrition services specializes in meeting and exceeding patient expectations with its exceptional room service program. This hotel-like room service brings your heart-healthy meal prepared fresh when you order from your patient menu. Your menu offers food selections that meet your doctor's orders for your overall

care and recovery. When you are ready to place your room service order, dial 214.820.0604. You may also ask your nurse for assistance when placing an order. A nutrition services representative is available to take your order from 7:00 AM – 8:00 PM and will deliver your heart-healthy meal in about 45 minutes or less.

**Guest meals** – Family members and guests are welcome to order from our room service menu. There is a charge per guest tray, and debit or credit cards only are accepted. To place a guest order, call 214.820.0604.

**Baylor Scott & White Heart and Vascular Hospital A Beat Above Café** – Family members and guests may enjoy purchasing breakfast and lunch at the Baylor Scott & White Heart and Vascular Hospital's A Beat Above Café. The café offers hot and cold food selections in the hospital's ground floor lobby and accepts cash

and credit cards. Hours are 7:00 AM – 2:00 PM, Monday – Friday.

**Roberts Hospital** – The Atrium Market is located in the Roberts Hospital first floor lobby. Hours are 6:30 AM – 11:00 PM, Monday – Friday, and 7:30 AM – 11:00 PM, Saturday – Sunday.

**Truett Hospital** – The cafeteria is located on the basement level of Truett Hospital and is open seven days a week from 6:30 AM – 7:30 PM.

**Outpatient nutrition counseling** – Nutrition services offers outpatient nutrition counseling to help you manage heart disease and improve your post-procedure diet. With this outpatient service, you will meet with a registered, licensed dietitian and discuss how to best manage your particular health concern with nutrition. Your doctor may refer you to this outpatient service, or you may schedule a consultation by calling 214.820.2109.

## Chaplain services and chapel

**Chaplain support** - Emotional and spiritual support can be an important part in healing. Chaplains help by providing specialized support in the hospital. If you have a need, such as calling your own clergy, the chaplain can help. Feel free to ask a nurse to page the chaplain. Or, call the pastoral care and counseling department at 214.820.0684. After 3:00 PM, please call 214.820.1600.

**Advance directives** - Advance directives speak for us when we cannot speak for ourselves. They tell your doctors the kinds of treatments you would or would not want if you were irreversibly or terminally ill. Advance directives also indicate if you have appointed someone to make treatment for you. Advance directives may reduce unwanted treatment for you or your loved one; they may guide your family—and reduce significant guilt—if they have to

make a hard decision about your care; and, finally, they might reduce family disagreements. People often say, “my family knows what I want,” but this may become a challenge when the stakes become life.

Advance directives are not just for sick people. If you can drive, you should consider creating one. In preparation for your arrival, please bring along your advance directive (or a copy). We will ask you if you have an advance directive when you arrive. We will make a copy of it and then give you back the original. We will put the copy on your chart.

One free, convenient way to create a directive before your arrival at our hospital is to go to [MyDirectives.com](http://MyDirectives.com). If you have an Apple smartphone, you can also download the MyDirectives Mobile™ app. If you have questions or prefer the older paper forms, chaplains can assist

you while you are here. If you want to complete a Directive to Physicians or Medical Power of Attorney, please call for chaplain assistance at 214.820.1600. Please bring a copy with you.

**Chapel** - Patients and visitors will find a quiet place for reflection and prayer in the Lonnie “Bo” and Patty Pilgrim Prayer Room on the hospital’s ground floor. Guests are welcome at any time.

**Interfaith Garden of Prayer** - Offered in memory of Bradley Wayne, the Interfaith Garden of Prayer provides a tranquil place of comfort, beauty and serenity to patients, families, visitors and staff of all faiths. It is located in the heart of the Baylor University Medical Center campus between Roberts Hospital and Sammons Cancer Center. The garden features trees, waterfalls, greenery, beds of seasonal color and a prayer path. It is open 24 hours a day, seven days a week.

**Social services** - Your healthcare demands may either temporarily or permanently change your social functioning skills. While you are at Baylor Scott & White Heart and Vascular Hospital, a social worker can assist you with any psychosocial needs that may relate to your social support system, financial resources, coping skills, substance abuse, physical abilities and more. If needed, a social worker will help you and your family with discharge planning options, including those available when moving to a different level of care within the hospital or community. If you would like to speak with a social worker, ask your nurse for assistance.

## Hospital bills and insurance

**Your hospital bill** - Baylor Scott & White Heart and Vascular Hospital is responsible for submitting bills to your insurance company. We will do everything possible to expedite your claim.

Please remember that your insurance policy is a contract between you and your insurance company, and you have the final responsibility for payment of your hospital bill. We have several payment options available to assist you in paying your bill. For questions about your bill, payment options or to request an itemized statement, contact access services at 214.820.0620.

**Insurance** - Knowing the terms of your insurance coverage helps you as a patient understand the hospital's billing procedures and charges. If you have health insurance, you will give a copy of your insurance card and any insurance forms to the access services representative helping you check in on your procedure day. If you do not have insurance, an access services representative will discuss financial arrangements with you and can assist you in applying for the Baylor Scott & White Heart and Vascular Hospital financial assistance program.

**Additional bills** - You will receive a separate bill from your private physician and any consultant, radiologist, pathologist or anesthesiologist involved in your care. They are independent practitioners who bill for their service, and their charges are not included in your hospital bill.

### Group support and education

Providing emotional support for our patients and their families is another way Baylor Scott & White Heart and Vascular Hospital shows compassionate care. Programs are held at the Heart and Vascular Hospital and are available for individuals and families pre- and post-cardiac procedure. For more information about a support group or education program that is right for you, call 1.844.BSW.DOCS. For dates and times of support groups offered at Baylor Scott & White Heart and Vascular Hospital visit [BaylorHeartHospital.com](http://BaylorHeartHospital.com).

**Caring Hearts®** - Volunteer support group of heart patients, their families and volunteers who staff the cardiac intensive care waiting rooms and make pre- and post-procedure patient visits.

**Leap for Life®** - Half-day workshops on managing heart disease for Baylor Scott & White heart patients and their families are held monthly on the Baylor University Medical Center campus.

**Wired for Life®** - Volunteer support group provides emotional support and encouragement for patients who have received an implantable cardioverter defibrillator (ICD), as well as for their families, during the patient's hospital stay.

**Cardiac rehabilitation program** - Cardiac rehabilitation is a personalized, comprehensive program that includes monitored exercise sessions, education and support to help you and your family members cope with heart disease.

The goal is to assist you in developing a healthier lifestyle and returning to daily activities.

The program is nationally certified by the American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR) and is composed of a multidisciplinary team of professionals specially trained to accommodate individual patient needs. For more information and to enroll in the program, please call 214.820.2109.

**Return to Work Lab - Live Your Action Potential** - Just as athletes must train specific muscle fibers for particular sports, rehab patients must exercise or train in a way that benefits their particular job and activity level. Each patient describes his or her job or other activities and the team sets up a training program that mimics the physical demands as closely as possible. For more information and to enroll in the program, please call 214.820.2109.

## More resources for you

### **Baylor Scott & White Heart and Vascular Institute**

Patients will find a wealth of educational and research information through the Baylor Scott & White Heart and Vascular Institute, located on the hospital's ground floor. There, patients and their families can learn more about heart and vascular clinical trials and treatments, both of which are not generally available to the public. The institute supports an increased focus on cardiovascular research, including advanced cardiovascular surgical options, minimally invasive surgical procedures, treatment of congestive heart failure and other cardiovascular fields. The institute provides classrooms and offices for physician researchers and cardiology and vascular fellows.

### **Mary Anne and Richard Cree Auditorium**

A variety of educational programs are hosted in Cree Auditorium within the Baylor Scott & White Heart and Vascular Institute. Patient education and support groups, such as Heart Well Forum, meet regularly in the Cree Auditorium. The facilities also enable Baylor Scott & White to host regional and national training and education programs for healthcare professionals.

### **Baylor Heart Center app**

Find a physician, register for classes and events, view maps, view guided meditation sessions, complete forms ahead of time, and more.

**Search: Baylor Heart Center**



## A guide to Baylor Scott & White Heart and Vascular Hospital

### Ground Floor (Press “G” in elevator)

Building Entry/Exit, Access Services, Pilgrim Prayer Room, Baylor Scott & White Heart and Vascular Institute, Waiting Area, Health Information Services, A Beat Above Café

### First Floor

Administration Offices, Radiology/Imaging, Laboratory, Vascular Surgeons’ Offices, Cardiology Offices, Cardiac Surgery Offices

### Second Floor

Vascular Operating Rooms, Waiting Area, Specialty Care Unit (SCU)

### Third Floor

Cardiac Catheterization Labs, Electrophysiology/Pacemaker Labs, Non-Invasive Heart and Vascular Lab, Waiting Area, Specialty Care Unit (SCU), Volunteer Services Desk, *Skybridge to Baylor University Medical Center*

### Fourth Floor

Cardiologists’ Offices, Specialty Care Unit (SCU)

### Fifth Floor

Cardiologists’ Offices, Soltero Cardiovascular Research Center

### Helpful phone numbers

Administration Offices.....	214.820.0695
Third Floor Waiting Area.....	214.820.0632
Access Services.....	214.820.0620
Guest Services.....	214.820.0629
Lost and Found.....	214.820.0629
Nutrition Services.....	214.820.0604
Parking Services.....	214.820.7275
Pastoral Care/Chaplains.....	214.820.1600
Security Escorts.....	214.820.4444

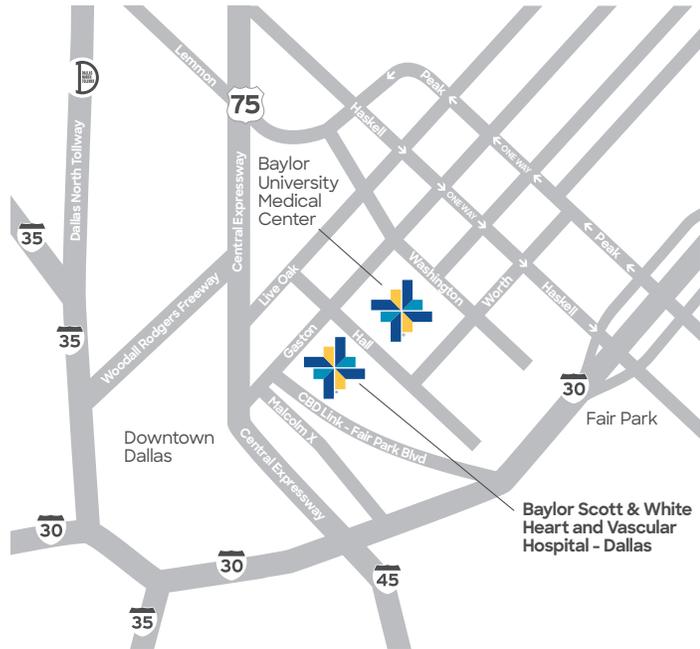
[BaylorHeartHospital.com](http://BaylorHeartHospital.com)  
1.844.BSW.DOCS



**Baylor Scott & White**  
HEART AND VASCULAR HOSPITAL  
DALLAS

*Joint ownership with physicians*

621 N. Hall Street | Dallas, TX 75226



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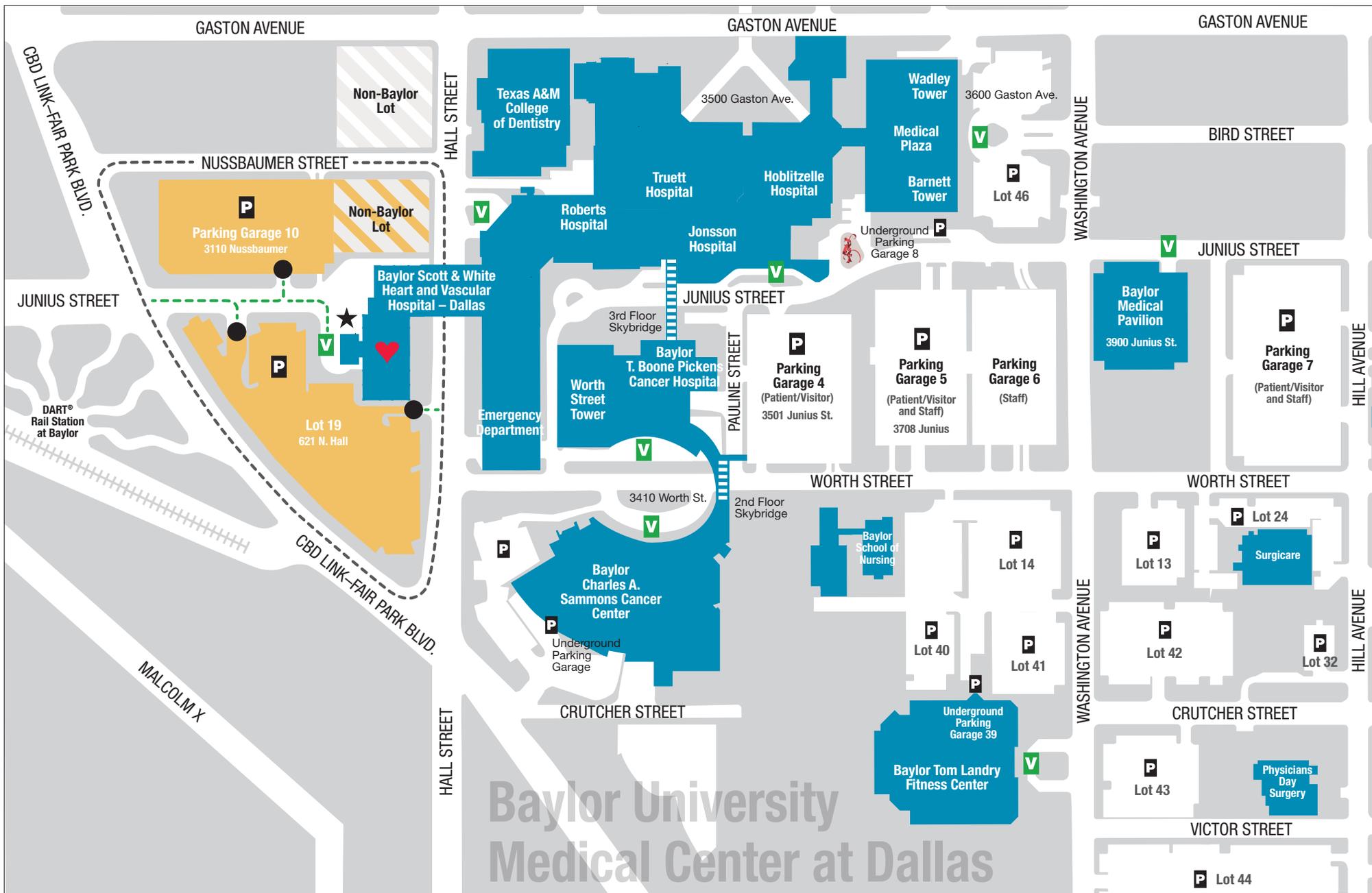
# Baylor Scott & White Heart and Vascular Hospital – Dallas



## Parking

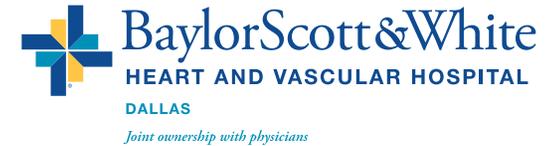
- Parking Garages and Lots
- Valet Parking
- Patient Parking Entrances
- Self Parking
- Admitting Office

621 N. Hall St., Dallas, TX 75226  
 214.820.0600 | [baylorhearthatl.com](http://baylorhearthatl.com)



# Driving Directions

## Baylor Scott & White Heart and Vascular Hospital – Dallas



### FROM THE NORTH

Carrollton, Denton, Frisco, Plano, Grapevine

#### US Highway 75 (Central Expressway)

- Travel south on US Hwy. 75.
- Take exit 1B: Haskell-Blackburn-Fitzhugh.
- Turn left on Haskell and continue to Gaston Avenue.
- Turn right on Gaston continuing to CBD-Fair Park Link.
- Turn left on CBD-Link.
- Turn left on Junius to the Baylor Hamilton campus.

#### Dallas North Tollway

- Travel south on the Dallas Tollway and merge onto Interstate I-35 E (after the last toll structure).
- Follow I-35 E to Interstate I-30 eastbound.
- Continue on I-30 and exit at Carroll-Peak-Haskell.
- Turn left on Peak.
- Turn left on Gaston Ave. continuing to CBD-Fair Park Link.
- Turn left on CBD-Link.
- Turn left on Junius to the Baylor Hamilton campus.

#### Texas Highway 114

- Travel east on Hwy. 114 and merge with Texas Hwy. 183.
- Merge again with Interstate I-35E and travel south to Interstate I-30 eastbound.
- Follow I-30 eastbound and exit at Carroll-Peak-Haskell.
- Turn left on Peak.
- Turn left on Gaston Ave. continuing to CBD-Fair Park Link.
- Turn left on CBD-Link.
- Turn left on Junius to the Baylor Hamilton campus.

### FROM THE SOUTH

DeSoto, Duncanville, Lancaster, Red Oak, Waxahachie

#### Interstate 35 E

- Travel north on I-35 E
- Take I-30 eastbound and exit at Carroll-Peak-Haskell.
- Turn left on Peak.
- Turn left on Gaston Ave. continuing to CBD-Fair Park Link.
- Turn left on CBD-Link.
- Turn left on Junius to the Baylor Hamilton campus.

#### US Highway 67

- Travel north on Hwy. 67 to I-35 E. Follow directions *(above)* from I-35 E.

#### Interstate 45 (becomes US Highway 75)

- Travel north on I-45 to I-30 eastbound and exit at Carroll-Peak-Haskell.
- Turn left on Peak.
- Turn left on Gaston Ave. continuing to CBD-Fair Park Link.
- Turn left on CBD-Link.
- Turn left on Junius to the Baylor Hamilton campus.

### FROM THE EAST

Commerce, Garland, Greenville, Mesquite, Rockwall, Terrell

#### Interstate 20

- Travel west on I-20 to Hwy. 80.
- Continue on Hwy. 80 to Interstate I-30 westbound.
- Continue on I-30 westbound to the exit at Carroll-Peak-Haskell.
- Turn right on Peak.
- Turn left on Gaston Ave. continuing to CBD-Fair Park Link.
- Turn left on CBD-Link.
- Turn left on Junius to the Baylor Hamilton campus.

### FROM THE WEST

Arlington, Fort Worth, Grand Prairie, Irving Midcities

#### Interstate 30

- Travel east on I-30 and exit at Carroll-Peak-Haskell.
- Turn left on Peak.
- Turn left on Gaston Ave. continuing to CBD-Fair Park Link.
- Turn left on CBD-Link.
- Turn left on Junius to the Baylor Hamilton campus.

#### Texas Highway 183

- Travel east on Hwy. 183 and merge with Interstate I-35E.
- Continue on I-35 E and exit to I-30 eastbound.
- Exit at Carroll-Peak-Haskell.
- Turn left on Peak.
- Turn left on Gaston Ave. continuing to CBD-Fair Park Link.
- Turn left on CBD-Link.
- Turn left on Junius to the Baylor Hamilton campus.

#### Interstate 20

- Travel east on Interstate 20 and take US Hwy. 67 north to merge with Interstate I-35E.
- Travel north on I-35 E, take I-30 eastbound and exit at Carroll-Peak-Haskell.
- Turn left on Peak.
- Turn left on Gaston Ave. continuing to CBD-Fair Park Link.
- Turn left on CBD-Link.
- Turn left on Junius to the Baylor Hamilton campus.

### Parking

Self-Parking is available adjacent to the hospital in Lot 19 or Parking Garage 10. Valet Parking is available at the hospital's entrance off Junius Street.  
*(Please refer to the map on the front side.)*



# Welcome

Thank you for choosing Baylor Scott & White Heart and Vascular Hospital – Dallas for your healthcare needs. We are committed to providing you with individualized, compassionate care. Please use this information during your stay as your resource for all things Dallas.

## Transportation

### Taxi Cabs

Cowboy Cab	<b>214.482.0202</b> <b>214.488.8888</b>
Executive Cab Co. <small>*May include Golden or Taxi Dallas</small>	<b>972.554.1212</b>
Medicaid Cab	<b>877.564.9834</b>
Star Taxi Service	<b>214.370.3520</b>
Texas Cab	<b>214.599.9483</b>
Yellow Cab Co. <small>*May include Choice, Terminal West End, Allied or Republic Cabs</small>	<b>214.426.6262</b> <b>972.222.2000</b>
Uber	<b>Uber.com</b>

### Shuttle Services

Super Shuttle of DFW	<b>972.329.2000</b>
To DFW Airport	<b>972.690.1214</b>

### Dallas Area Rapid Transit (DART)

Baylor University Medical Center Station	<b>DART.org</b>
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This list is provided to you for your convenient reference. Baylor Scott & White Health has not reviewed the credentials of the providers that are not affiliated with Baylor Scott & White Health, nor does Baylor Scott & White Health endorse or guarantee the fitness or suitability of those providers.

## Hotel Accommodations

### Hotels

For information on hotel accommodations, dining and places of interest in Dallas, please call Corporate Traveler **312.384.1246**



## On-campus places of interest

### Dining

The Atrium Market	Roberts Hospital, Ground Floor Monday – Friday, 6:30 AM – 3:00 PM
A Beat Above Café	Baylor Scott & White Heart and Vascular – Dallas, Ground Floor <b>214.820.0608</b> Monday – Friday, 7:00 AM – 2:00 PM
Café Charles	Sammons Cancer Center, Second Floor Monday – Friday, 6:30 AM – 2:00 PM
Espresso Impressions	Truett Hospital Lobby, Lower Level Monday – Friday, 7:00 AM – 8:00 PM
Freshii	Barnett Tower, First Floor Monday – Friday, 7:00 AM – 8:00 PM Saturday, 10:00 AM – 5:00 PM
Latte Hope	Sammons Cancer Center, Second Floor Monday – Friday, 6:30 AM – 2:00 PM
Provisions on Demand (POD)	Roberts Hospital, First Floor 24 hours, Seven days/week
Truett Cafeteria	Truett Hospital Lobby, Lower Level, Seven days/week, 6:30 AM – 7:30 PM
Which Wich/Paciugo	Truett Hospital Lobby, Lower Level, Seven days/week, 10:30 AM – 1:30 AM

### Hospital Amenities

ATM	Baylor Scott & White Heart and Vascular – Dallas, Ground Floor
Access Services (Patient Registration)	Baylor Scott & White Heart and Vascular – Dallas, Ground Floor <b>214.820.0620</b> Monday – Friday, 5:30 AM – 6:30 PM
Post Office	Wadley Tower, P1 Level Monday – Friday, 8:30 AM – 4:00 PM
Valet Service	Baylor Scott & White Heart and Vascular – Dallas, Ground Floor (south entrance/exit) Monday – Friday, 8:30 AM – 4:30 PM
Vending Machines	Baylor Scott & White Heart and Vascular – Dallas, Second and Third Floors
Pharmacies	Barnett Tower Lobby, First Floor <b>214.820.3451</b> Monday – Friday, 8:00 AM – 5:30 PM 3417 Gaston Avenue, Suite 195 Dallas, TX 75246 <b>214.818.1611</b> Monday – Friday, 7:00 AM – 10:00 PM Saturday – Sunday, 9:00 AM – 8:00 PM
Outpatient Pharmacy at the Cancer Center	Sammons Cancer Center, Second Floor <b>214.820.8400</b> Monday – Friday, 9:00 AM – 3:00 PM

## Parking



## Driving Directions to Baylor Scott & White Heart and Vascular Hospital – Dallas

**From the North** Carrollton, Denton, Frisco, Plano, Grapevine

**U.S. Hwy. 75 (Central Expressway)** Travel south on US Highway 75. Take exit 1B: Haskell-Blackburn-Fitzhugh. Turn left on Haskell and continue to Gaston Avenue. Turn right on Gaston continuing to CBD-Fair Park Link. Turn left on CBD-Link. Turn left on Junius to the Baylor Scott & White Heart and Vascular – Dallas campus.

**Dallas North Tollway** Travel south on the Dallas North Tollway and merge onto I-35E (after the last toll structure). Follow I-35E to Interstate 30 eastbound. Continue on I-30 and exit at Carroll-Peak-Haskell. Turn left on Peak. Turn left on Gaston Avenue continuing to CBD-Fair Park Link. Turn left on CBD-Link. Turn left on Junius to the Baylor Scott & White Heart and Vascular – Dallas campus.

**Texas Hwy. 114** Travel east on Highway 114 and merge with Texas Highway 183. Merge again with I-35E, and travel south to I-30 eastbound. Follow I-30 eastbound and exit at Carroll-Peak-Haskell. Turn left on Peak. Turn left on Gaston Avenue continuing to CBD-Fair Park Link. Turn left on CBD-Link. Turn left on Junius to the Baylor Scott & White Heart and Vascular – Dallas campus.

**From the South** DeSoto, Duncanville, Lancaster, Red Oak, Waxahachie

**Interstate 35E** Travel north on I-35E, take I-30 eastbound and exit at Carroll-Peak-Haskell. Turn left on Peak. Turn left on Gaston Avenue continuing to CBD-Fair Park Link. Turn left on CBD-Link. Turn left on Junius to the Baylor Scott & White Heart and Vascular – Dallas campus.

**U.S. Hwy. 67** Travel north on Highway 67 to I-35E. Follow directions from I-35E (above).

**Interstate 45 (becomes U.S. Hwy. 75)** Travel north on I-45 to I-30 eastbound and exit at Carroll-Peak-Haskell. Turn left on Peak. Turn left on Gaston Avenue continuing to CBD-Fair Park Link. Turn left on CBD-Link. Turn left on Junius to the Baylor Scott & White Heart and Vascular – Dallas campus.

**From the East** Commerce, Garland, Greenville, Mesquite, Rockwall, Terrell  
**Interstate 20** Travel west on I-20 to Highway 80. Continue on Highway 80 to I-30 westbound. Continue on I-30 westbound to the exit at Carroll-Peak-Haskell. Turn right on Peak. Turn left on Gaston Avenue continuing to CBD-Fair Park Link. Turn left on CBD-Link. Turn left on Junius to the Baylor Scott & White Heart and Vascular – Dallas campus.

**From the West** Arlington, Fort Worth, Grand Prairie, Irving, Mid-Cities

**Interstate 30** Travel east on I-30 and exit at Carroll-Peak-Haskell. Turn left on Peak. Turn left on Gaston Avenue continuing to CBD-Fair Park Link. Turn left on CBD-Link. Turn left on Junius to the Baylor Scott & White Heart and Vascular – Dallas campus.

**Texas Hwy. 183** Travel east on Highway 183 and merge with I-35E. Continue on I-35E and exit to I-30 eastbound. Exit at Carroll-Peak-Haskell. Turn left on Peak. Turn left on Gaston Avenue continuing to CBD-Fair Park Link. Turn left on CBD-Link. Turn left on Junius to the Baylor Scott & White Heart and Vascular – Dallas campus.

**Interstate 20** Travel east on Interstate 20 and take US Highway 67 north to merge with I-35E. Travel north on I-35E, take I-30 eastbound and exit at Carroll-Peak-Haskell. Turn left on Peak. Turn left on Gaston Avenue continuing to CBD-Fair Park Link. Turn left on CBD-Link. Turn left on Junius to the Baylor Scott & White Heart and Vascular – Dallas campus.