

# I EXPECT

## Planning Guide



- Mease Countryside Hospital
- Morton Plant Hospital
- St. Joseph's Women's Hospital
- St. Joseph's Hospital-North
- St. Joseph's Hospital-South
- South Florida Baptist Hospital
- Winter Haven Women's Hospital



*Preparing for your baby's birth is an exciting time in your life. To help make your birth experience personal and special, BayCare encourages you to start planning early for your delivery. This guide will help you focus on important childbirth details and answer some of your many questions.*

*An important part of planning is to create a birth plan: A personalized set of decisions about everything from your choice of labor coach to pain management preferences. BayCare suggests that you take the time to think about the type of birth experience you desire. We will do our best to support and respect the decisions made by you and your health care provider.*

*The months leading up to your baby's birth will be hectic and event-filled. To help you get a head start on the paperwork, we offer online registration for all of our maternity hospitals. From the comfort of your home, you can log on to [BayCareOB.org](http://BayCareOB.org) and click on Maternity Preregistration to complete all the required forms for admission to any BayCare maternity hospital you choose, as early as 90 days from your expected due date.\**

*Enjoy this beautiful, life-changing time. Your BayCare team will be with you all the way.*

\* Not available at Winter Haven Women's Hospital at this time.





## What's Inside

Pre-Admission .....	4	Special Services .....	11
Educational and Support Opportunities		Car Seats	
Healthy Start and Social Services		Social Security Card for Your Baby	
Pediatricians		Portraits of Your Newborn	
Admission.....	5	Postnatal Massage Therapy	
What to Bring to the Hospital.....	6	Room Service	
For You During Labor		Lactation Support	
For Your Coach		Chaplain/Pastoral Care	
For Your Hospital Stay		Discharge Day.....	12
For Your Baby		Discharge Delays	
Medications		10 Tips to Help Us Keep You and Your Baby Safe.....	12
Birth Day .....	8	Continued Care: Pediatric Services .....	13
Labor and Delivery		Billing and Insurance .....	13
Skin-to-Skin Care		Billing Procedures	
Mom and Baby		Insurance Requirements	
Nap Time		Financial Responsibility and Counseling	
Rooming In		Deductibles and Copayments	
Breastfeeding		HMO Authorization	
Baby-Friendly Hospital Designation		Inability to Pay .....	14
Neonatal Intensive Care Units.....	9	Florida Statute 641.315 HMO Prompt Pay Legislation	
Important Visitor Information .....	10	Other Billing .....	15
Special Hours		Anesthesiology	
Additional Services and Information		Neonatology	
		Pathology	
		Perinatology	
		Radiology	

## Preadmission

### *Educational and Support Opportunities: Steps to Your Empowered Birth Experience*

BayCare wants you to have the information and knowledge you need to experience pregnancy and delivery with confidence. We offer comprehensive educational programs and support opportunities that focus on pregnancy, childbirth and parenting. Professional nurses, certified childbirth educators and certified lactation consultants lead these programs. All classes require advance registration and payment.

**Please note that not all classes are offered at all locations.**

Check class locations online. Classes fill up quickly, so please register early by calling the BayCare Customer Service Center at 1-800-BayCare (1-800-229-2273) or visiting [BayCareEvents.org](http://BayCareEvents.org).

Brief descriptions of some of our many maternity and parenting classes are listed below. To review specific dates, times and locations for all of our special maternity events, visit [BayCareEvents.org](http://BayCareEvents.org).

**Birth Center Tour:** Visiting our birth suites, mom-baby unit and other key areas will familiarize you with our facility and help you prepare for delivery.

**Breastfeeding Class:** Covers breastfeeding basics, skin-to-skin contact, tips for returning to work and when to call a health care provider/lactation consultant.

**Cesarean Birth Class:** For moms having scheduled C-sections. Covers preadmission, day of surgery, the OR, pain management, breastfeeding and newborn care.

**Childbirth Refresher:** This class empowers expectant mothers to become informed, active participants in the childbirth process.

**Grandparenting Class:** Includes a discussion of the changes in hospital care over the past few decades and the latest recommendations in newborn and infant care.

**Infant/Child CPR:** Learn to perform lifesaving CPR and choking rescue methods on infants and children based on American Heart Association guidelines.

**Newborn Care:** Covers various aspects of safe infant care including feeding, diapering, bathing and signs of illness, as well as cues and communication.

**Basic Prepared Childbirth (1/2 Day):** Covers the third trimester, labor, breathing, relaxation, delivery and postpartum concerns.



**Prepared Childbirth (2-Week):** In-depth look at the third trimester, labor, breathing, relaxation, delivery and postpartum concerns.

**Prepared Childbirth (3-Week):** In-depth coverage of the third trimester, labor, breathing, relaxation, delivery and postpartum concerns. Includes a hospital tour.

**Sibling Class:** Addresses the joys and challenges of being an older sibling. Age-appropriate information and activities help children prepare.

**Waterbirth Class:** Examine current trends, contraindications and the psychological and physiological benefits of warm water immersion labor and birth.

## Healthy Start and Social Services

Healthy Start services are available to all pregnant women and families with babies younger than age 1. The program offers help with:

Having a healthy pregnancy

- Healthy eating
- Smoking cessation
- Breastfeeding
- Caring for your baby
- Family planning
- Infant parenting
- Friendly support

Please contact your hospital's Social Services department for assistance with community referrals in your respective county:

- Mease Countryside Hospital: (727) 725-6796
- Morton Plant Hospital: (727) 462-7050
- St. Joseph's Women's Hospital: (813) 872-3915
- St. Joseph's Hospital-North: (813) 443-7286
- St. Joseph's Hospital-South: (813) 302-8440
- South Florida Baptist Hospital: (813) 757-1285
- Winter Haven Women's Hospital (863) 294-7010 ext. 6335

## Pediatricians

Choosing a pediatrician is an important decision you make before your baby is born. You'll want to make an informed choice and select the pediatrician you feel will best meet your child's health care needs. Since the pediatrician will be making decisions that affect your child's physical, emotional and developmental health and well-being, select one who is:

- **Board eligible or board certified in pediatrics:** A board-eligible pediatrician has completed training at an accredited medical school and residency program, received additional training in pediatric medicine (sometimes up to seven additional years after medical school) and is eligible to take an advanced national board examination in pediatric medicine. A board-certified pediatrician has already taken and passed the advanced national board examination in pediatric medicine.
- **Affiliated with your health care program and accepting new patients:** Other considerations might include educational background and specialty training; single practice versus group practice; office hours and location(s); appointment and phone call policies; and the recommended schedule of well-child visits.

To help make your decision easier, many pediatricians offer complimentary "getting to know you" visits for expectant parents. For a physician referral, call the BayCare Customer Service Center at 1-800-BayCare (1-800-229-2273) or visit BayCareKids.org.

## Admission

There's so much to do before your baby's birth. One of the most important tasks is to preregister for your hospital admission. For your convenience, you can preregister in one of the following ways:

- Online at BayCare.org. Click on the link to Services, select Maternity, and then click on the Maternity Preregistration link to choose the BayCare hospital where you and your doctor plan to deliver.\*
- In person or by phone at the Admitting Office of your hospital:
  - Mease Countryside Hospital: (727) 725-6225
  - Morton Plant Hospital: (727) 462-7060
  - St. Joseph's Women's Hospital: (813) 872-2959
  - St. Joseph's Hospital-North: (813) 443-7170
  - St. Joseph's Hospital-South: (813) 302-8100
  - South Florida Baptist Hospital: (813) 757-1220
  - Winter Haven Women's Hospital (863) 294-7031

If your insurance company requires a pre-certification/ authorization number prior to your hospitalization, contact your insurance company as soon as possible and give any authorization numbers to the Admitting Office when you preregister.

\* Preregistration online or by phone not available at Winter Haven Women's Hospital. Patients must mail preadmission form.



## What to Bring to the Hospital

Pack your bags at least one month before your due date. Please bring your copayment or deductible with you, upon admission, in whatever form of payment you choose (credit card, check, cash). You may want to bring a small amount of cash for vending machines or other items. Please leave jewelry and other valuables at home. Remember to bring your baby's car seat.

When packing, consider the following suggestions:

### For You During Labor

- Favorite pillow
- Focal point item (e.g. favorite picture, stuffed animal)
- Music and device to play it
- Water-soluble lip gloss
- Two pairs of warm socks

### For Your Coach

- Watch with a second hand for timing contractions
- Insurance card and forms
- Camera or other recording device
- Change for the vending machines or snacks from home
- Change of clothes
- Cell phone, charger and list of important phone numbers
- Surprise gift for the new mom

### For Your Hospital Stay

(Also see the section titled "Medications")

- Two nightgowns or nursing gowns
- Robe and slippers
- Undergarments
- Toiletries (toothbrush, toothpaste, brush, comb, shampoo, makeup, etc.)
- Contact lens case, glasses and case (if applicable)
- Loose-fitting clothes to wear home (or early maternity clothes)
- Surprise gift for the new dad and new brother/sister
- Arrange for your ride home ahead of time

### For Your Baby

- Going-home outfit for baby (sleeper, booties, etc.) appropriate for the weather
- Receiving blanket
- A federally approved car seat, as required by Florida law, must be brought in prior to discharge.

### Medications

Hospital policy discourages bringing medications with you to the hospital. If this policy presents a problem, we encourage you to discuss your concerns with your physician. If medicine is required during your stay, your physician will prescribe it for you.





## Birth Day

### *Labor and Delivery*

The birth of your child will be a very special day in your life. We will do our best, within the guidelines of quality medical care, to support the decisions made between you and your physician. That means supporting you through the birthing process the way you prefer — with or without medication. If you choose anesthesia, our dedicated anesthesia team is available around the clock. Holistic birthing options, including water birth, are available at some of our hospitals. Please talk to your doctor about these possibilities.

Our private Labor/Delivery/Recovery (LDR) rooms provide a warm, pleasant atmosphere in which you will stay from labor through the recovery period. These rooms are equipped with the latest in obstetrical technology including fetal monitoring, a bed specifically equipped to ease delivery, a TV and a private bathroom with shower. The homelike setting of the LDR allows your support person(s) to stay with you throughout the childbirth process. It also gives your family the time and place to bond with your newborn immediately following birth.

Your nurse will coordinate your baby's care with your pediatrician or a neonatal nurse practitioner. Your pediatrician will see and examine your baby within 24 hours of birth. If you are delivering at one of our hospitals with a NICU, a neonatologist is on staff 24 hours a day, seven days a week.

### *Skin-to-Skin Care*

Following your baby's birth, we will place your newborn on your bare chest with his or her head upright. This will begin the tender bonding process between you and your baby. Once you are holding your baby, you will wrap a sheet, blanket or your clothing around both of you to bond you even further. We encourage you to remain skin-to-skin with your baby for at least an hour and then to repeat it often throughout your hospital stay. It is great for dads to do skin-to-skin with baby also. This intimate contact will facilitate the parent-baby connection through touch, body warmth and smell. If you plan to breastfeed, skin-to-skin will help you and your baby get started. Numerous studies have shown that skin-to-skin care is beneficial to both mother and baby and can lead to happier, healthier newborns.

### *Mom and Baby*

After recovery, you and your newborn will be moved to a mother/baby room where you are encouraged to spend as much time as possible bonding with your newborn. Unless there is a medical indication, we recommend that your baby rooms in with you during your hospital stay. Rooming in helps breastfeeding get off to a good start, and babies stay warmer and cry less when they are with their mothers. Your mother/baby nurse is available to care for both you

and your baby, offering assistance and answers to any questions you may have. Our family-friendly rooms provide a comfortable atmosphere for your family during your stay. We discourage overnight stays for siblings of the newborn, so that mom is able to rest and recover before going home.

### *Quiet Time*

To encourage bonding, rest and relaxation, we try to group our clinical visits together as much as possible. There are many team members who will need to visit you and your baby, in addition to our food and cleaning staff, so we will do our best to refrain from disturbing you when we can. Each hospital promotes family naptime or quiet time to promote rest, recovery and bonding.

### *Breastfeeding*

All of our staff is trained to assist you with breastfeeding. For patients who are having difficulty, we have board-certified lactation consultants and certified lactation counselors to assist you. We support new moms by coordinating a variety of lactation services and providing the information needed to successfully initiate and continue breastfeeding. Contact us for breastfeeding assistance and information about obtaining breast pumps and supplies:

- Mease Countryside Hospital: (727) 725-6821
- Morton Plant Hospital: (727) 462-7749
- St. Joseph's Women's Hospital: (813) 872-3932
- St. Joseph's Hospital-North: (813) 872-2949
- St. Joseph's Hospital-South: (813) 302-8338
- South Florida Baptist Hospital: (813) 757-8343
- Winter Haven Women's Hospital (863) 294-7068

Several of our hospitals offer breastfeeding support groups. Call 1-800-BayCare (1-800-229-2273) for more information.

### *Baby-Friendly Hospital Designation*

Both Morton Plant Hospital and Mease Countryside Hospital are proud to be internationally recognized for their support of breastfeeding through certification by UNICEF and the World Health Organization (WHO) as Baby Friendly Hospitals.



## Neonatal Intensive Care Units (NICU)

Offering a high level of specialty newborn care, our NICUs provide care for babies who are born early, who experience problems during delivery or who develop problems while still in the hospital. BayCare offers NICUs at Mease Countryside Hospital, Morton Plant Hospital, St. Joseph's Women's Hospital and Winter Haven Women's Hospital.

### *Parent Visitation Guide*

For the health and safety of our patients and families:

We encourage parents to spend as much time with their baby as they can. We promote family-focused care in all of our NICUs. Ask your nurse about hours and visitor age limits at your location.

- Visitors with the following signs and symptoms should not enter the NICU: Sore throat, diarrhea, fever, cold symptoms, cold sores or exposure to contagious disease.



## Important Visitor Information

We welcome visitors and encourage you to have family and friends near you. Visiting hours, seven days a week, are listed below. In addition, the Labor and Delivery Room allows up to three support persons to stay with you throughout the childbirth process.

- To ensure security for our patients, newborns and family members, we require visitors to wear passes for each area they visit, e.g. NICU, labor and delivery, etc. A photo ID is required and we check the IDs of all visitors.
- Baby identification bands must match the appropriate responsible adult's band, which is verified daily and prior to discharge.
  - Mease Countryside Hospital: 7am to 9pm
  - Morton Plant Hospital: 9am to 8pm
  - St. Joseph's Women's Hospital: Flexible hours
  - St. Joseph's Hospital-North: Flexible hours
  - St. Joseph's Hospital-South: Flexible hours
  - South Florida Baptist Hospital: 4am to 8pm
  - Winter Haven Women's Hospital: 8am to 8pm

## Special Hours

### *Mother/Baby Unit and High-Risk Obstetrical Unit*

- Father or significant other: Any time
- Grandparents, siblings and all others: As listed above

## Additional Services and Information

### *Cafeteria*

- For dads, visitors and the public, the cafeteria is located on the first floor of each hospital and is conveniently open during these hours:
  - Mease Countryside Hospital: 6am to 3am
  - Morton Plant Hospital: 6am to 3am
  - St. Joseph's Women's Hospital: 6:30am to 9pm
  - St. Joseph's Hospital-North: 6:30am to 9pm
  - St. Joseph's Hospital-South: 6:30am to 9pm
  - South Florida Baptist Hospital: 7am to 6:30pm
  - Winter Haven Women's Hospital: 6:30am to 5pm
  - Vending machines are available 24 hours a day, seven days a week.
  - Mom's meals are delivered to her room.

## Gift Shops

Our volunteers staff the gift shops on a daily basis for your shopping needs. The gift shops offer a variety of fresh flower arrangements, cuddly baby items, unique gift baskets, jewelry, balloon bouquets and other items for convenient delivery to our patients. For personal shopping assistance, please call:

- Mease Countryside Gift Shop: (727) 725-6226
- St. Joseph's Women's Hospital Gift Shop: (813) 872-2967
- St. Joseph's Women's Hospital Her Place: (813) 872-3706
- St. Joseph's Hospital-North Gift Shop: (813) 443-7201
- St. Joseph's Hospital-South Gift Shop: (813) 302-8557
- South Florida Baptist Hospital: (813) 757-1290
- Winter Haven Women's Hospital Gift Shop: (863) 294-7010, ext. 6143

## Internet Service\*

Wireless Internet (Wi-Fi) Access: BayCare hospitals offer complimentary Wi-Fi access (hotspots) in most public areas of the hospitals. Our Wi-Fi access is called "Hospital Hotspot".

\* Due to the many configurations of today's computer systems, we are unable to offer technical support should you experience difficulties. We are not responsible for lost or stolen items.

## Smoking

BayCare Health System promotes a smoke-free environment for the health and well-being of our patients, visitors and team members. We appreciate your cooperation with our smoke-free policy.



## Special Services

### Car Seats

This is a friendly reminder that you must have a car seat for the baby in order to be discharged from the hospital. Please be advised that the hospital does **not** provide car seats. Car seats can be purchased at two locations within BayCare: Her Place, located in the St. Joseph's Women's Hospital Pavilion lobby at 3030 West Dr. Martin Luther King Jr. Blvd. in Tampa, and at The Safety Store located on the third floor of the Medical Arts Building at St. Joseph's Hospital at 3003 W. Dr. Martin Luther King Jr. Blvd. in Tampa. Parents are encouraged to have their car seat installation inspected at least one month prior to delivery. Car seats can sometimes be challenging to install correctly. To have your car seat checked by a certified technician, we offer the following St. Joseph's Children's Hospital Child Advocacy services:

- Car Seat Inspection (private lesson)

Call the BayCare Customer Service Center at 1-800-BayCare (1-800-229-2273) or go online to BayCareEvents.org to register or visit SeatCheck.org to search for certified technicians in your area.

For car seat check appointments at Winter Haven Women's Hospital only, please call (863) 294-7020.

### Social Security Card for Your Baby

With your permission, we can process the paperwork to apply for a Social Security card for your baby. There is no charge for this service. The Social Security card will be mailed to you approximately 11 weeks after your baby's birth certificate is filed. Note: This application cannot be processed without a name for your baby.

For more information about applying for a Social Security card for your newborn, call (800) 772-1213.

### Portraits of Your Newborn

BayCare and our contracted photography companies are pleased to offer you the opportunity to purchase your baby's first official portrait — something you will treasure forever. During your stay, a representative will visit you to explain the service and to photograph your baby. This visit is usually between 8:30am and 12pm. You may want to bring a special outfit for your baby to wear. This will allow us to take your baby's photo as soon as possible and expedite your discharge. You are under no obligation to purchase the photograph; however, the digital image will be kept on file for one year, should you decide to purchase it at a later date. Some of our photography vendors can also take maternity photos of you in the hospital or at your home. To schedule your predelivery photos or baby portraits, call:

- Mease Countryside: (813) 732-8905
- Morton Plant Hospital: (727) 462-3616
- St. Joseph's Women's Hospital: (813) 856-4790

- St. Joseph's Hospital-North: (813) 856-4790
- St. Joseph's Hospital-South: (813) 732-8905
- South Florida Baptist Hospital: (813) 856-4790
- Winter Haven Women's Hospital: (877) 746-8609

### Postnatal Massage Therapy

Postnatal neck and shoulder massages are offered free to new mothers on the Mother/Baby Unit at some locations. Availability is limited. Please check with your nurse regarding availability.

### Room Service

Most of BayCare's maternity hospitals offer room service, providing you with the meal you want at any time during our hours of operation.\* To place your order from the menu available at your bedside, please call room service:

- Mease Countryside Hospital: 7am to 9pm, ext. 23463
- Morton Plant Hospital: 6am to 8:30pm, ext. 46048
- St. Joseph's Women's Hospital: 6:30am to 9pm, ext. 5-STAR (57827)
- St. Joseph's Hospital-North: 6:30am to 7:30pm, ext. 86-MENU (866368)
- St. Joseph's Hospital-South: 6:30am to 7:30pm, ext. 84-MEAL (846325)
- South Florida Baptist Hospital: 6:30am to 7:30pm, ext. 858543
- \*Winter Haven Women's Hospital does not offer all-day room service. Breakfast is delivered between 7 and 10am, lunch and dinner are delivered between 11am and 5:45pm.

### Chaplain/Pastoral Care

Your spiritual and emotional well-being are important to us. Chaplains are available to visit, talk and/or pray with you. If you wish, we will contact your pastor for you. Please notify the admitting office at the time of your admission if you would like us to call your church or synagogue. The chapel is a place where people of all faiths can come for quiet reflection and personal prayer. Chaplains can be reached through the hospital operator or by calling:

- Mease Countryside Hospital: (727) 725-6351
- Morton Plant Hospital: (727) 461-8045
- St. Joseph's Women's Hospital: (813) 872-3950
- St. Joseph's Hospital-North: (813) 443-7129
- St. Joseph's Hospital-South: (813) 302-8050
- South Florida Baptist Hospital: (813) 757-8372
- Winter Haven Women's Hospital: (863) 293-1121, ext. 1877

## Discharge Day

It is our goal to have you on your way home within two hours of receiving a discharge order for you and your baby. Your nurse will be able to give you an approximate time that you can anticipate going home. Here's what you can expect on the day of your discharge:

- The obstetrician will discharge you.
- The pediatrician will discharge your baby.
- You will receive discharge instructions for both you and your baby.
- Your obstetrician will provide you with any necessary prescriptions.
- You can begin to pack your things and have them taken out to your car. Let us know if you will need a cart.
- Newborn blood, hearing and congenital heart disease screenings, as required by Florida law, will be completed on your baby prior to discharge.
- Your nurse will let you know if you require any special medication (Rhogam or Rubella), and it will be provided for you.
- You will receive a discharge folder with lots of information.
- One of your baby's bracelets will be removed *immediately prior* to discharge.
- Notify the desk when you're ready to go, and a team member will escort you in a wheelchair to your car. We ask that the person driving you home bring the car around to the designated entrance to pick you up.
- You are required to have someone pick you up upon discharge from the hospital.

## Discharge Delays

The following circumstances may slow down the discharge process, but may be necessary to ensure the health of you and your baby:

- Be sure to arrange for a ride home early in the day.
- We are unable to discharge you or your baby without discharge orders from your doctors, who may be in to see you at different times, day or night.
- If a circumcision is done on the day of discharge, necessary assessment may delay discharge by at least two hours.
- If you were GBS (Group B Strep) positive, your baby must stay in the hospital for 48 hours unless your pediatrician orders otherwise.
- If lab work is ordered the day of discharge, obtaining and responding to results may delay discharge.

Our goal is to make your discharge smooth and timely, and we'll do everything we can. Please feel free to speak to your nurse, or ask for the charge nurse if you need additional help.



## 10 Tips to Help Us Keep You and Your Baby Safe

Research has shown that the best way to prevent medical errors is for patients and families to take an active part in their health care. You can play an important role by following these simple tips:

1. Make sure every health care team member who cares for you and your baby checks your name bands.
2. Ask us any questions you may have about your care or the care of your baby. Discuss your concerns.
3. Ask your doctors about the results of tests done on you or your baby.
4. Let us help you out of bed until we know you are steady on your feet. We do not want you to fall.
5. Give us complete and correct information about your health history, personal habits (such as alcohol use or smoking) and diet.
6. Make sure we know what medicine you take. This includes what is ordered by a doctor and what you take on your own (such as aspirin or cold remedies). Include vitamins, herbs and diet supplements.
7. Ask what each medicine is for, if it is new to you or if you don't know. Understand the possible side effects of the medication. Tell us if you think you are having a side effect.
8. Find out why a test or treatment is needed and how it may help you or your baby.
9. Feel free to ask health care members if they have washed their hands before they provide care to you or your baby. Good hand washing is the best way to prevent the spread of germs.
10. Be sure you know what to expect when you and your baby go home and know what to report to your doctors.

## Pediatric Services: Exclusively for **KiDS**

Children are special and should be treated that way. At St. Joseph's Children's Hospital, your child will be cared for by doctors who specialize in treating children in surroundings designed for kids. From the tiniest baby to the high school quarterback, we care exclusively for kids.

From checkups to immunizations, your pediatrician will care for your baby from birth to early adulthood. But there may be times when your child requires more specialized services for a specific health problem or serious condition. BayCare offers a variety of outpatient pediatric services including asthma management, hearing health assessments and occupational and speech therapies at its hospitals. Additional inpatient services administered by renowned pediatric specialists are available to you at various campuses due to our affiliation with St. Joseph's Children's Hospital. For a referral to a pediatrician or a pediatric specialist, call 1-800-BayCare (1-800-229-2273) or visit BayCareKids.org.

### *Hospital locations:*

#### **St. Joseph's Children's Hospital**

3001 W. Dr. Martin Luther King Jr. Blvd., Tampa, FL 33607

#### **St. Joseph's Children's at Mease Countryside Hospital**

3231 McMullen Booth Road, Safety Harbor, FL 34695

#### **St. Joseph's Children's at South Florida Baptist Hospital**

301 N. Alexander St., Plant City, FL 33563

#### **St. Joseph's Children's at St. Joseph's Hospital-South**

6901 Simmons Loop, Riverview, FL 33578

#### **St. Joseph's Children's at Winter Haven Hospital (2015)**

200 Ave. F N.E., Winter Haven, FL 33881

### *Outpatient specialty centers:*

#### **Tampa**

St. Joseph's Hospital  
Medical Arts Building  
3003 W. Dr. Martin Luther King Jr. Blvd.  
Tampa, FL 33607  
(813) 870-4899

#### **Brandon/Riverview**

10817 Bloomingdale Ave.  
Riverview, FL 33578  
(813) 661-9303

#### **Clearwater**

Morton Plant Mease Professional Center North  
3253 McMullen Booth Road, Suite 100  
Clearwater, FL 33761  
(727) 725-6966

#### **North Tampa**

15045 Bruce B. Downs Blvd.  
Tampa, FL 33647  
(813) 977-8169

## St. Joseph's Children's Hospital Children's Advocacy Center

### *Child Safety*

The Children's Advocacy Center is all about keeping kids and families safe and informed. We specialize in providing information that meets each family's unique needs and concerns, so whether you are caring for a new infant, a busy toddler, a developing preschooler and grade-schooler, or tweens and teens, we have something for you.

### *Get Educated*

At StJoesKids.org, you can find detailed tips and safety advice for almost any topic including the most common childhood injuries. Take our safety quiz online, and see our safety tips or enroll in one of our many safety or parenting classes. We teach a number of convenient and economical community classes such as CPR, First Aid, Safe Baby Express and more. For more information, visit BayCareEvents.org.

### *Need Health Insurance?*

Sign up for one-on-one assistance applying for Florida Health Care at a Family Support and Resource Center. Find out more information at StJoesKids.org or FloridaKidCare.org.

### *Want to Visit Our Mobile Medical Clinic?*

St. Joseph's Children's Advocacy Center offers free immunizations and physicals to children (18 and under) without health insurance, who have Medicaid or who are Native American or Alaska natives. Find out more information or view Hillsborough or Pinellas County schedules at StJoesKids.org.

### *Do You Have Car Seat Safety Questions?*

Did you know 80 percent of car seats are installed incorrectly? With the variety of vehicles and car seats, many parents feel more comfortable getting their car seat checked by qualified car seat technicians. You may enroll in a class or a one-on-one inspection at BayCareEvents.org. Find out more about car seat safety at StJoesKids.org.

### *How Prepared Is Your family?*

Whether you have newborn safety concerns, a toddler who's just started to walk or a child who's learning to ride a bike, you'll find the low-cost injury prevention products at the Safety Store very affordable, and easy to install and use. We offer a variety of products, including baby safety gates, bath water thermometers, bike helmets, child passenger safety seats, cabinet locks, fire extinguishers, first aid kits, smoke alarms and window blind cord wraps. Find out more about our Safety Store at StJoesKids.org.

### *Do You Have More Questions?*

You can contact us at (813) 615-0589 at StJoesKids.org, and we will be happy to answer the toughest injury and safety questions.

## Billing and Insurance

Your health insurance may not cover all hospital charges. Payment of any copayment is expected before you go home from the hospital.

### Billing Procedures

As a courtesy, we will bill your insurance company for you. We will need your help to ensure your bill is paid in a timely manner.

- We will update your insurance information at each visit to avoid rejections or long delays in payments. For this reason, we will need to copy your insurance card(s).
- We will try to verify your coverage with your insurance company, although this is not always possible.
- Normally, your insurance company will be billed within five days of the time service is received.
- Your insurance company will not automatically add your baby to your medical policy. Most allow 30 days from the date of birth to contact them with the addition(s). It is always best to contact your insurance company as quickly as possible after your baby's birth.
- If your insurance company requests information from you, please provide the information right away. This will help ensure that your hospital charges are paid in a timely fashion.
- If no payment has been received within 45 days, a reminder will be sent to you.
- Contact your insurance company directly to resolve any issues about payment.

### Insurance Requirements

Many insurance companies require notification prior to your hospital admission. Please discuss this with your carrier, and notify us of any authorization numbers that apply to your hospitalization. Failure to do this may result in your carrier reducing or not paying any benefits.

### Financial Responsibility and Counseling

Deposits may be requested prior to your admission to the hospital. Expenses that are not covered by your insurance will be due prior to discharge from the hospital. Payments can also be made and accepted via phone prior to admission. If you need to make financial arrangements, please contact one of our financial counselors at the numbers listed below prior to your admission. Our counselors can answer any questions you may have regarding health benefits or authorizations.

- Mease Countryside Hospital: (727) 725-6225
- Morton Plant Hospital: (727) 462-7375
- St. Joseph's Women's Hospital: (813) 872-2959
- St. Joseph's Hospital-North: (813) 443-7170
- St. Joseph's Hospital-South: (813) 302-8100
- South Florida Baptist Hospital: (813) 757-1264
- Winter Haven Women's Hospital: (863) 293-1121, ext. 1687 or ext. 6311

## Deductibles and Copayments

When you are admitted to the hospital, you may be required to pay deductibles or copayments, depending on your insurance plan. Our financial counselor will be reviewing your insurance benefits and calculating your payment responsibility. During your stay, one of our staff members will visit you to share this information and arrange for payment. If you have a family member who can resolve this payment on your behalf, please ask him or her to stop at the Admitting/Registration Department. The registrar will collect copayments and provide a receipt. For your convenience, we accept MasterCard, Visa, Discover and American Express credit cards. If you have any questions, call:

- Mease Countryside Hospital: (727) 725-6225
- Morton Plant Hospital: (727) 462-7060
- St. Joseph's Women's Hospital: (813) 872-2959, option #4
- St. Joseph's Hospital-North: (813) 443-7170
- St. Joseph's Hospital-South: (813) 302-8100
- South Florida Baptist Hospital: (813) 872-3797
- Winter Haven Women's Hospital: (863) 293-1121, ext. 1687 or ext. 6311

### HMO Authorization

If you belong to an HMO, you may be required to get authorization from your primary care physician before coverage will be provided.

## Inability to Pay

If you do not have insurance and/or you are unable to pay for health services, please contact our Medical Assistance Program. You may qualify for one of several programs that could assist with payment of your hospital bill and provide for future coverage.

- Mease Countryside Hospital: (727) 725-6303
- Morton Plant Hospital: (855) 233-1555
- St. Joseph's Women's Hospital: (813) 872-3993
- St. Joseph's Hospital-North: (813) 443-7177
- St. Joseph's Hospital-South: (813) 302-8112
- South Florida Baptist Hospital: (813) 757-8550
- Winter Haven Women's Hospital: (863) 294-7035

### Florida Statute 641.315 HMO Prompt Pay Legislation

As of October 1, 2000, HMOs are required to be timelier in approving or denying services, and prompter in paying their bills. If your HMO refuses to authorize and/or denies coverage for the service you received, payment of the entire bill may be your responsibility. If you have questions about billing, contact customer service by email at [customer.service@baycare.org](mailto:customer.service@baycare.org) or call:

- Mease Countryside Hospital: (727) 725-6680
- Morton Plant Hospital: (727) 462-7060
- St. Joseph's Women's Hospital: (813) 852-3501
- St. Joseph's Hospital-North: (813) 443-7170
- St. Joseph's Hospital-South: (813) 302-8100
- South Florida Baptist Hospital: (813) 757-1240
- Winter Haven Women's Hospital: (863) 293-1121, ext. 1687 or ext. 6311

## Other Billing

The following is a list of other health care providers who may be involved in your care. You may want to check with your health insurance company to see if these providers are included in your plan. These health care professionals may bill you separately for their services. If you receive a bill from any of the following providers, please contact them directly.

### *Anesthesiology*

#### **Anesthesia Associates of Pinellas County**

300 Jeffords St., Suite B  
Clearwater, FL 33756  
(727) 441-1524

#### **Anesthesia Associates**

567 Ave. K S.E.  
Winter Haven, FL 33880  
(863) 299-3965

#### **Bay Area Anesthesia**

4805 W. Laurel St., Suite 100  
Tampa, FL 33607  
(727) 230-1576

#### **Greater Florida Anesthesiology**

3231 McMullen Booth Road  
Safety Harbor, FL 34695  
(727) 210-8100

#### **Lockwook and Steely, MD**

310 N. Alexander St.  
Plant City, FL 33563  
(866) 295-5768

#### **Millennium Anesthesia Care**

2727 W. Dr. Martin Luther King Jr. Blvd., Suite 310  
Tampa, FL 33607  
(813) 350-7244

### *Neonatology*

#### **Pediatric Medical Group**

3030 W. Dr. Martin Luther King Jr. Blvd.  
Tampa, FL 33607  
(813) 872-2921  
(813) 872-2924

### *Pathology*

#### **Associated Pathology of St. Joseph's Hospital**

4600 N. Habana Ave., Suite 19A  
Tampa, FL 33614  
(813) 874-3993

#### **Clearwater Pathology Associates**

P.O. Box 210  
Clearwater, FL 33756  
(800) 452-8884

#### **Mease Pathology Associates**

601 Main St.  
Dunedin, FL 34698  
(727) 734-6635

#### **Medusind**

815 Herndon Ave., Suite 100  
Orlando, FL 32803  
(800) 432-2301

### *Perinatology*

#### **Florida Perinatal Associates**

(813) 971-6909

### *Radiology*

#### **Countryside Radiology**

3231 McMullen Booth Road  
Safety Harbor, FL 34695  
(727) 725-6105

#### **Radiology Associates of Clearwater**

1106 Druid Road S., Suite 302  
Clearwater, FL 33756  
(727) 793-9300

#### **Radiology and Imaging Specialists, PA**

P.O. Box 20027  
Tampa, FL 33622-0027  
(866) 804-7649

#### **Radiology and Imaging Specialists of Lakeland PA**

2125 Crystal Grove Drive  
Lakeland, FL 33801  
(863) 577-0303

#### **SDI Radiology**

4516 N. Armenia Ave.  
Tampa, FL 33603  
(813) 348-6900  
(813) 348-6950



**Mease Countryside Hospital**

3231 McMullen Booth Road  
Safety Harbor, FL 34695

**Morton Plant Hospital**

300 Pinellas St.  
Clearwater, FL 33756

**St. Joseph's Women's Hospital**

3030 W. Dr. Martin Luther King Jr. Blvd.  
Tampa, FL 33607

**St. Joseph's Hospital-North**

4211 Van Dyke Road  
Lutz, FL 33558

**St. Joseph's Hospital-South**

6901 Simmons Loop  
Riverview, FL 33578

**South Florida Baptist Hospital**

301 N. Alexander St.  
Plant City, FL 33563

**Winter Haven Women's Hospital**

101 Ave. O S.E.  
Winter Haven, FL 33880