Between 9 p.m. and 5 a.m., buildings are closed to the general public. The emergency and maternity entrances are always open.

Visitor Assistance

To help assist you find your way, visitor information desks are located in lobby areas throughout the medical center.

- Jonsson Hospital: 5:30 a.m. to 4:30 p.m., Monday through Friday
- Pickens, Roberts and Truett Hospitals: 8 a.m. to 4:30 p.m., Monday through Friday
- Sammons Cancer Center: 7:30 a.m. to 4 p.m., Monday through Friday

Patient and Family Services

Most issues can be resolved promptly by speaking with the nurse or health care professional involved in the patient’s care. If you feel an issue has not been adequately addressed, call Guest Relations at 214.820.2333 or the Helpline at 214.818.7378.

Parking Services

Parking at Baylor Dallas is available in parking garages, surface lots and also by valet. (See map.)

Discounted parking vouchers for self-parking garages and lots can be purchased (five for $15; or a 7-day pass for $20) at several locations on campus:

- Baylor Parking Services – 4005 Crutcher Street, Suite 160
- Ernie’s Appearance Center – Sammons Cancer Center, Second Floor
- Jonsson Hospital Valet Stand – 3509 Junius Street
- Baylor T. Boone Pickens Hospital Valet Stand – 3535 Worth Street
- Wadley/Barnett Valet Stand – 3600 Gaston Avenue

Safety and Security

Baylor Police provides security escorts on campus 24 hours a day. Baylor property, including parking lots, sidewalks and garages, is a smoke-free campus, providing a healthier and more comfortable environment. Smoking is not allowed on any Baylor property, including parking lots, sidewalks and garages.

Visitor Lounges

Chaplains are available 24 hours a day by calling 214.820.2542 or you may wish to visit a chapel or meditation area:

- Horner Family Chapel (Sammons Cancer Center, First Floor)
- Interfaith Meditation Room (Pickens Cancer Hospital, Third Floor)
- Interfaith Prayer Garden (Outdoors: Junius Street, between Roberts and Pickens Cancer Hospital)
- Love’s Healing Garden (Outdoors: Sammons Cancer Center, corner of Worth and Hall streets)
- Penland Chapel (Truett Hospital, First Floor)
- Pilgrim Prayer Room (Hamilton Heart Hospital, Ground Floor)
- Lovie’s Healing Garden (Outdoors: Sammons Cancer Center, corner of Worth and Hall streets)
- Pilgrim Prayer Room (Hamilton Heart Hospital, Ground Floor)
- A Beat Above Café (Truett Hospital, Basement Level)
- Café Charles (Sammons Cancer Center, Second Floor)
- A Beat Above Café (Hamilton Heart Hospital, Ground Floor)
- Café Charles (Sammons Cancer Center, Second Floor)
- A Beat Above Café (Hamilton Heart Hospital, Ground Floor)
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