



## **Frequently Asked Questions: Closure of Baylor Scott & White Medical Center – Garland**

**Q. Why is Baylor Scott & White Medical Center – Garland closing?**

A. Baylor Scott & White Medical Center – Garland has served the community for more than five decades. The hospital has faced significant operational challenges through the years and has recently faced an increasingly difficult financial outlook and unprecedented market uncertainty. This led us to investigate alternatives for continuing to provide inpatient care for the Garland community.

Despite our continuous exploration of the best and most efficient ways to remain a provider of care in this community, we have made the very difficult decision to close the hospital. The last day of operations is currently projected for February 28, 2018.

The decision was not made lightly, and was made only after exhausting all other viable options. The health and well-being of our patients remains our top priority, and we are committed to providing the highest-quality, compassionate care to our patients and their families until we close.

**Q. What is the timeline for the closure?**

A. The last day for admitting patients to Baylor Scott & White Medical Center – Garland is projected for February 16, 2018, and we will close our doors permanently no later than 11:59 p.m. on February 28, 2018. In the meantime, the physicians and hospital staff will continue serving patients who are already admitted to our hospital until they are discharged or transferred to another facility. Our plan is for the medical center's emergency department to remain open until 11:59 p.m. on February 28, 2018.

We are providing the appropriate notifications to regulatory agencies, accreditation organizations, employees, and the community regarding the closure of our facility.

**Q. What will happen to current inpatients?**

A. The health and well-being of our patients remains our top priority, and we are committed to providing high-quality, compassionate care until we close. During this transition, Baylor Scott & White has dedicated resources to help minimize the impact of the closure on our patients, their families, our employees and the physicians. Our intent is to help our patients continue to receive quality care at physician offices on our Garland campus that will remain open for a period of time beyond the closure of the hospital, as well as our locations throughout the Dallas-Fort Worth area. Patient navigators are standing by at 1-844-279-7589 to assist patients in need of care during the time period approaching the closure.

**Q. What is the last day the hospital will be admitting patients?**

A. The last day for patient admissions is projected for February 16, 2018, and we plan to close our doors permanently no later than 11:59 p.m. February 28, 2018. In the

meantime, the physicians and hospital staff will continue serving patients who are already admitted to our hospital until they are discharged or transferred to another facility. Our plan is for the medical center's emergency department to remain open until no later than 11:59 p.m. on February 28, 2018.

**Q: What about patients who have an upcoming scheduled procedure / surgery at the hospital?**

A: Patients who have scheduled procedures after February 16, 2018, should contact their doctor's office to reschedule and transfer their care to another location. Patient navigators are standing by at 1-844-279-7589 to assist patients in need of care during the time period approaching the closure.

**Q: What will Baylor Scott & White offer to Garland residents after the hospital closes?**

A: In the city of Garland, the Baylor Scott & White Health (BSWH) System includes one imaging center, two surgery centers, three rehabilitation centers, an outpatient pharmacy, and more than 100 physicians in over 40 practices, representing primary care, pediatrics, cardiology, dermatology, digestive disease, allergy and asthma, orthopedics and more, leaving BSWH confident in its ability to continue to serve the community with quality and compassionate care. Location information can be found on BSWHealth.com or by calling 1-844-BSWDOCS.

**Q. What will happen to Garland Behavioral Hospital and Select Specialty Hospital after the hospital closes?**

A. Patients under the care of Garland Behavioral Hospital and Select Specialty Hospital should contact these providers for assistance and information.

**Q. What happens to all of the electronic patient records after the hospital closes? How can patients obtain a copy of their records?**

A. If you are continuing care within our healthcare system, there is no action needed relative to requesting a copy of your medical record. Our caregivers will have access to your historical medical record at Baylor Scott & White Medical Center – Garland. However, if you would like to receive a free abstract of your medical record for your personal needs, please contact our Health Information Management Department at 972-487-5346 prior to February 28, 2018. In the event you require a full copy of your medical record, copy fees may apply. If you need a copy of your medical record after February 28, 2018, please contact or direct your care provider to the Baylor University Medical Center Health Information Management Department at 214-820-2135.

**Q. Do the other hospitals in the area have capacity to handle patient volume increases?**

A. We have notified hospitals in the surrounding communities of the impending closure of Baylor Scott & White Medical Center – Garland, and they are prepared to serve our community and residents.

The following care sites are within a 12-mile radius of Baylor Scott & White Medical Center – Garland:

- 71 Urgent care centers
- 48 Ambulatory surgery centers
- 21 Hospitals

- 11 Freestanding emergency departments

**Q. How will ambulance companies know that the hospital is closing?**

A. We have notified local EMS of the impending closure of Baylor Scott & White Medical Center – Garland, and other hospitals in and around the Garland community are prepared to serve residents in an emergency situation.

**Q. What are the other care options for the Garland community?**

A. Given the tremendous growth of urgent care centers, imaging centers and freestanding emergency departments in Garland, and the growth of hospitals in North Texas, Garland residents have a greatly increased number of healthcare options close to home. The following are within a 12-mile radius of Baylor Scott & White Medical Center – Garland:

- 71 Urgent care centers
- 48 Ambulatory surgery centers
- 21 Hospitals
- 11 Freestanding emergency departments

In the city of Garland, the Baylor Scott & White Health (BSWH) System includes one imaging center, two surgery centers, three rehabilitation centers, an outpatient pharmacy, and more than 100 physicians in over 40 practices, representing primary care, pediatrics, cardiology, dermatology, digestive disease, allergy and asthma, orthopedics and more, leaving BSWH confident in its ability to continue to serve the community with quality and compassionate care. Location information can be found on [BSWHealth.com](http://BSWHealth.com) or by calling 1-844-BSWDOCS.

**Q. What will happen to the physician practices after the hospital closes?**

A. Several on-campus physician office access points will remain open until they transition off campus later in 2018. Our intent is to help our patients continue to receive quality care at physician offices on the Garland campus that will remain open beyond the closure of the hospital as well as our locations throughout the Dallas-Fort Worth area. Patient navigators are standing by at 1-844-279-7589 to assist patients in need of care during the time period approaching the closure of the hospital.

**Q. What will happen to the Hope Clinic?**

A. Baylor Scott & White will continue to work together with the Hope Clinic, a 501(C)(3) organization and National Committee for Quality Assurance (NCQA)-certified Patient Centered Medical Home. The Hope Clinic provides urgent medical care services and health education.