Welcome to East Alabama Medical Center (EAMC). This guide shares our philosophy and practice as we join you in welcoming the new addition to your family.
Family-Focused Care

Family-focused care provided by East Alabama Medical Center (EAMC) aims to support and assist in a manner that will meet the specific needs of each family. The individuals you identify as your primary support persons will be welcomed during the entirety of your stay. The primary support persons will be given access to the Childbirth Unit for labor, delivery and recovery, as well as the Mother/Baby Unit where post-partum care continues until you go home.

During your stay with EAMC, the nurses and staff providing care to you and your family will become familiar with your specific needs and provide individualized education and information that will help guide and support your transition from hospital to home. Caring for your new baby will be rewarding, yet even the most seasoned parent may experience challenges in meeting the demands of newborn care. Family-focused care provides education and support to all family members in an effort to ensure each member is prepared for the new arrival.

Arriving at the Hospital

When you come to EAMC for the birth of your baby, please enter the hospital through the Main Lobby entrance. If you need to come to the hospital after 9 p.m., you will still be granted access through the Main Lobby entrance by Security. You should NOT go through the Emergency Department unless you are in an emergency situation. You will take a Main Lobby elevator up to the 3rd floor, and will be greeted at the Reception/Registration desk. You will then be escorted to the Childbirth Unit, and your primary support persons will be directed to the waiting area for a brief period of time while we are getting you admitted and settled into your room. A Reception/Registration staff member is on duty 24 hours a day, and in conjunction with the Childbirth Unit, they work to provide a swift and comfortable admission to the hospital.

Labor and Delivery

Once admitted, you will be evaluated to determine if you are indeed in labor. If in labor, you will be admitted to one of our spacious birthing suites. The suites provide seating for your primary support persons, a rocking chair, television, and special lighting and equipment that establish an environment that allows for labor, birth and recovery all in the same room. If you are having a Cesarean birth (C-section), delivery will occur in our designated Obstetrical Surgical Suite. Visitation will be limited to three (3) people during labor. Once delivery is imminent, only two (2) visitors will be allowed to stay in the labor room. Upon delivery of your new baby, one primary support person will remain with you and baby, while the second one will be asked to go to the waiting area to update family and friends. After delivery, you may elect to have up to three (3) visitors stay with you during in-room recovery. Should you have a Cesarean birth (C-section), visitor access will be limited to one (1) primary support person in the Obstetrical Surgical Suite and Recovery.
During the labor process, a nurse will be with you providing care and support. If you would like, photographs may be taken during labor and delivery, but we ask that support persons refrain from videography of the birth.

**Postpartum Care**

After childbirth recovery, you will be transported to a private room on the Mother/Baby Unit. From this point forward, your newborn will remain with you in your room—you will not need to be separated from your newborn at any time under normal circumstances. Rooming-in with your new baby allows for the mother and primary support persons to become familiar with baby’s feeding cues, individual personalities and characteristics, and their unique sleep-wake cycles. While we do encourage your baby rooming-in with you, a nursery is available if your baby is in need of medical observation and care.

In keeping with our practice of family-focused care during your postpartum stay, your nurse will respond to your defined learning needs by providing support and education of new skills for first-time parents and a refresher for parents who have previously experienced childbirth and newborn care.

East Alabama Medical Center supports The Healthy People 2020 recommendation for the initiation and continuation of breastfeeding of all newborns. To support our families as they endeavor to provide nourishment for their newborn, we offer guidance from our certified lactation consultants as well as your individual nurse care provider.

During your stay, your two primary support persons may stay overnight and participate in the care of your newborn. The baby’s siblings may visit during our regular visitation hours — between 9 a.m. - 2 p.m., and again from 4 - 9 p.m. During the hours of 2 - 4 p.m., EAMC observes “Quiet Time” in the Women’s and Children’s Center. During this period, only your primary support persons will be granted visitation. Quiet Time is an opportunity for you to spend time with your baby, engage in personal care, or simply get some rest while the primary support persons care for your baby.

**Infant Safety**

Your new baby will have a security bracelet and identification bracelet placed on them immediately after birth. These tags help us account for your baby’s location at all times. To aid in security, staff members wear badges with a unique emblem that identifies them as Maternal-Child Services staff. It is your right to ask to see the employee badge of any caregiver who enters your room. When your baby is with you, keep him or her in your sight at all times and keep the crib on the side of your bed that is farthest from the door.

**Baby Talk - We Speak Your Language**

While we may not be able to interpret the exact meaning of your baby's giggles and coos, we do have an interpreter service for new moms during their stay. It’s called the AT&T Language Line and it covers every language—your nurse can arrange for it as needed.
Important Telephone Numbers

Main Number .....................................................(334) 749-3411
Women’s Center Reception ..............................(334) 528-3240
Childbirth Unit ..................................................(334) 528-3000
Mother-Baby Unit .............................................(334) 528-3016
Special Care .....................................................(334) 528-3701
and Observation Nursery
Lactation Services .............................................(334) 528-3709
The Mother’s Nook .............................................(334) 528-3600

Hospital Services*

Cashier’s Office ..................................................(334) 528-1393
Chaplaincy Services ..........................................(334) 582-1415
Maternity Tours .................................................(334) 528-3000
Nutrition, Food & Dining Services .................(334) 528-1224
Patient Request Line
Bizilia’s Café ......................................................(334) 528-2900
Patient Billing ......................................................(334) 528-1382

* If you are calling from within the hospital, dial only the last four digits of the phone number.