

CONCIERGE CARE

Leave the rest to us

At Bayshore Community Hospital we are focused on delivering the best health care experience. We understand your health care experience goes beyond the exceptional clinical care we deliver. That is why we have developed Concierge Care.

This complimentary service, available to all patients and guests of the Hospital, is designed to meet your non-clinical needs during your stay. From transportation and information requests, to room service, our Guest Relations Team is here to help!

As Concierge Care is provided to you by Bayshore Community Hospital, the only charges you may incur are for any goods or amenities our Guest Relations Team purchases for you on your behalf.

Remember, our Guest Relations Team is here to serve you and does not accept gratuities for the service they provide. That is our pleasure. We appreciate your comments and feedback, so please fill out your Comment Card before your departure.

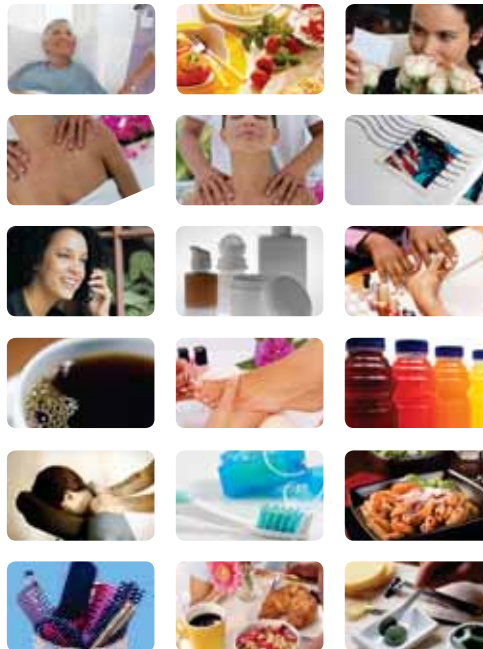
Concierge Care is available seven days a week from 10:00 a.m. through 8:00 p.m., with an answering service for after-hours requests.

For assistance with the comfort of your room after-hours, please call extension 5929. For food requests between 7:00 a.m. and 10:00 a.m. please call extension 4167.

To take advantage of Concierge Care please dial extension 1111 or visit the Concierge Desk in the Main Lobby.

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MENU
of
Services



Extension 1111
10:00 a.m. - 8:00 p.m.
Seven Days a Week



Extension 1111
10:00 a.m. - 8:00 p.m.
Seven Days a Week



COMPLIMENTARY Concierge Services

Our service arrangements are always complimentary. You only pay for any goods, services or amenities Concierge Care purchases for you on your behalf.

SERVICE REQUESTS

- Flowers
- Postage & Mailing
- Gift Wrapping
- Letter Writing or Reading
- Gifts
- Setting or Cancelling Appointments
- Household Service Requests
- Special Occasion & Event Planning
- Pet Services
- And More

TRANSPORTATION

- Taxi Service
- Limo Service
- Travel Arrangements

BUSINESS SERVICES

- Fax Services
- Interpretation Services
- Notary

INFORMATION SERVICES

- Information Research
- Hotel Recommendations & Reservations
- Restaurant Recommendations & Reservations

COMPLIMENTARY AMENITIES

FOOD AND BEVERAGE*

- Cup of coffee from cafeteria
- Cafeteria room-service

ENTERTAINMENT

Complimentary collection of books and magazines



Amenities AVAILABLE FOR PURCHASE

COMFORT ITEMS

(For exact pricing, inquire with Concierge)

- Soap
- Lip Balm
- Toothbrush
- Deodorant
- Toothpaste
- Razor
- Comb
- Shaving Cream
- Hairbrush
- Lotion
- Hairspray
- Denture Adhesive
- Shampoo
- Feminine Products
- Nail clippers

MEAL DELIVERY*

Restaurant meal delivery. Please inquire with Concierge for full list of available menus.

La Strada Pizza

More to come soon!

SNACKS*

(For pricing, inquire with Concierge)

- Candy bars
- Gatorade
- Granola bars
- Stewart's root beer
- Cookies
- Bottled water
- Crackers
- Fruit
- Chips
- Snapple



Spa OFFERINGS*

We know it's sometimes hard to relax during your stay so Bayshore Community Hospital is pleased to offer you a selection of in-room spa services to help make your stay as comfortable as possible. All services are performed in the comfort of your room by accredited professionals from the local area. Please call Concierge at extension 1111 to book an appointment or to ask any questions you may have.

MASSAGE *Call for availability • Length of service: 30 minutes • Additional details: All massage services are performed over your hospital attire or comfortable clothing.*

Head, Neck and Shoulder Massage: Gentle pressure touch massage on your temples, head, neck, and shoulders to relax you and to help melt away stress.

Hand and Foot Massage: Gentle to medium (your choice) pressure massage on your hands and feet. Ideal for increasing circulation, restoring blocked energy paths, and leaving you feeling invigorated and relaxed.

REIKI: *Call for availability • Length of service: 30 minutes • Additional details: All massage services are performed over your hospital attire or comfortable clothing.*

Reiki: Gentle pressure hands-on healing technique of Japanese origin. This popular treatment promotes healing, wellness, relaxation, and eases stress so your body can concentrate on healing.

Pre-Surgery Reiki: Prepare for surgery with Reiki Energywork, guided visualization and relaxation techniques to relax you and to prepare your body/mind for surgery and optimal healing.

NAIL CARE - HANDS & FEET *Call for availability • Length of service: 30 minutes*

Manicure and/or Pedicure
Enjoy a 30 minute manicure or pedicure in the comfort of your room. A local nail technician will treat your hands, feet, and nails including shaping, buffing, moisturizing, and painting. *Add 15 minute hand or foot massage to any manicure or pedicure*

HAIR CARE *Call for availability*

Men's Cut
Men's Facial Hair Trim *(this can include beard, mustache, ear and nose hair)*

Women's Cut only
Women's Set & Style
Women's Cut & Style

Women's Cut, Set & Style • Let our stylist cut, set, blow dry, and style your hair. Shampooing not included.

GENTLEMAN'S SHAVE *Call for availability • Relax and enjoy a shave in the comfort of your room. Your relaxing shave will start with pre-shave oil to soften followed by a modern shave with a moisturizer application to cool and soften the skin. This is a skin treatment and shave all in one.*

Fees: Minimum cancellation fee: \$20.00. For services booked that total \$50.00 and above, cancellation fee: 50% of total services.

Cancellation Policy: To avoid a penalty, appointments must cancel more than 3-hours in advance of the scheduled appointment time. Same day appointments that are subsequently cancelled are subject to the cancellation policy and subsequent fees.

Details: If a Stylist arrives at the Hospital, and the services requested cannot be performed based on Hospital staffing, cancellation fee still applies.



Extension 1111
10:00 a.m. - 8:00 p.m.
Seven Days a Week

* To ensure your health and well being, all food and spa requests will be discussed with your clinical care team. If you have dietary or health restrictions, our team will work with you to find a more appropriate alternative.