



## Orlando Health. Your Source for Complete Care.

### **Because Life Happens.**

**From the everyday to the unexpected, your employees deserve healthcare they can count on.** At Orlando Health, our focus is on total health and wellness. Whether it's routine health management, specialty treatment for an emergent condition, or unplanned urgent or emergency care, your employees will find everything they need at Orlando Health. From every age, through every stage, Orlando Health is your total healthcare resource.

### **Treating the Whole Person.**

Orlando Health believes in a whole-person approach, starting with where each unique individual is and what they need today, and moving forward to develop a plan of care that works best for their health and lifestyle. Here, you'll find healthcare that is:

- Accessible
- Compassionate
- Comprehensive and coordinated
- Focused on quality and safety
- Patient-centered

**From every  
age, through  
every stage, we  
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**ORLANDO HEALTH®**

# It All Starts With the Primary Care Physician

**Orlando Health physicians place the focus of care on each individual patient.** We believe in the strength of the relationship between the patient and their Orlando Health personal primary care physician (PCP). This partnership is designed to help empower your employees to maximize their health.



As part of a system network of care, Orlando Health's primary care physicians have the broad range of knowledge, experience and compassion necessary to manage your employees' healthcare needs. With more than 200 primary care practices, your employees are sure to find the right match for their needs.

## An Orlando Health PCP pledges to:

### EXPLAIN

Diseases, treatments and results in clear and easy-to-understand terms

Proper directions for medications

Ways to meet the patient's healthcare needs outside of regular office hours

### LISTEN

To the patient's history, care preferences and health goals

To the patient's questions and concerns

### MAINTAIN

Availability during and after regular business hours for all of the patient's care needs

Complete privacy concerning treatments, records and conversations

### PROVIDE

Timely response with test results and to any inquiries

Referrals to specialists and trusted experts when needed

Coordinated communication between these specialists

Information about alternative services to help maintain a healthy lifestyle

Clear instructions at the end of every visit on expectations, treatments and future plans

Easy-to-understand educational take-home materials

### Additional ways we make it easy for your employees to get the care they need include:

**Extended Office Hours** – Many of our primary care physicians offer evening or weekend hours.

**Easy Access to Specialty Providers** – Orlando Health PCPs can provide referrals for testing or specialty care and may be able send an electronic referral directly to the selected provider.





## New Patient Visits

The onset of illness or after suffering a serious injury is not when we want anyone to meet their PCP for the first time. The opportunity to become familiar with a patient and their medical and family history will help the doctor personalize their care. That's why we will urge your employees to schedule a new patient visit.

**Before the visit:** If possible, your employee should request a transfer of medical records from any current physicians. The PCP's staff will be happy to assist with this process.

**During the visit:** The PCP will ask about personal and family medical history and will want to know about any medications currently being taken. If any prescriptions need to be refilled, this can be done. If any medical conditions require tests, X-rays or referrals to a specialist, the doctor will take care of that, too.

## Annual Physical/Preventive Exams

Once your employees are established with their Orlando Health PCP, getting a yearly "checkup" is critical to prevent disease and maintain good health. It is especially important to help detect what can be silent but dangerous chronic conditions such as diabetes and heart disease.

**During an annual exam, an Orlando Health PCP will:**

- Perform a physical exam
- Discuss health habits, including diet and exercise
- Order annual lab work
- Conduct or order any age- or gender-appropriate wellness screenings (i.e., EKG, prostate exam, mammogram, etc.)
- Order medication refills as necessary
- Recommend lifestyle and preventive care

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## Specialty Care

### Referrals

Orlando Health primary care physicians (PCP) will coordinate any referrals your employees need for additional testing or treatment, including labs, X-rays and imaging, physical therapy and specialty physician care. All of these services are provided within the Orlando Health family, ensuring your employees receive coordinated, timely and high-quality care.

When a referral is made, your employee's Orlando Health PCP will continue to serve as their personal health resource and advocate, overseeing their overall care plan and ensuring everyone involved is informed and working together to optimize your employee's health.

### The Role of the Specialist

In some circumstances, when symptoms call for it, your employee's PCP may decide they should visit a specialist. Or, perhaps their own concerns may lead them to wonder if a specialist is the next step. Either way, their doctor will discuss the situation with them, direct them to the correct specialist and assist with the referral process.

With more than 3,600 employed and affiliated physicians practicing in over 80 different areas of specialty, Orlando Health physicians provide a wide array of both inpatient and outpatient medical services. Our specialists have completed advanced education and clinical training in their particular area of medicine. The specialist will continue to administer care as long as is necessary, depending on the nature of the condition or a treatment's progress.

### Orlando Health Specialties

- Cancer
- Cardiovascular
- Endocrinology
- Genetic Counseling
- Imaging
- Men's Health
- Neonatology
- Neurosciences
- Obstetrics
- Orthopedics and Sports Medicine
- Pediatrics
- Primary Care
- Pulmonary and Sleep Medicine
- Surgery
- Trauma and ER
- Urgent Care
- Urology
- Weight Loss Surgery
- Women's Health





## Urgent Care Services

Orlando Health has teamed up with CareSpot Urgent Care to provide extended care in our Central Florida communities with same-day treatment including weekends, evenings and holidays — at locations convenient for your employees. While never required, appointments are available, including online scheduling options.

### When to Visit Urgent Care

CareSpot Urgent Care – Orlando Health centers are a great option for conditions that require timely care but are not life-threatening, bridging the gap between the primary care physician (PCP) and the emergency room. This could include care for flu, infections, migraines, sprains, cuts, bruises, burns and minor illnesses as well as immunizations, sports physicals, occupational health services, X-rays and lab testing. Each center also includes a procedure room for more complex needs such as suturing and splinting. Staff will help coordinate referral options when specialty or follow-up care is needed.

Urgent care also is appropriate when a condition or injury requires attention outside of a PCP's regular office hours. However, these centers are not a substitute for scheduled doctor's visits and should not be used for primary care. It's always a good idea to schedule a follow-up PCP visit after a visit to an urgent care center to get the most comprehensive care possible.



### CareSpot Urgent Care – Orlando Health Locations

Altamonte Springs  
Apopka  
Downtown Orlando  
East Sand Lake  
Kissimmee  
Lake Mary  
Lee Vista  
MetroWest  
Ocoee  
Oviedo  
Winter Springs

# Emergency Services

**Prompt and proper medical care saves lives.** No one wants to think about an emergency happening, but we want your employees to be prepared to know what to do and where to seek care if it does.

It's reassuring to know that Orlando Health is home to Central Florida's only Level One Trauma Center, the highest level of emergency care available. Our Level One Trauma Center, located at Orlando Health Orlando Regional Medical Center and Orlando Health Arnold Palmer Hospital for Children, provides care for the most critically ill and injured and is supported by Central Florida's only hospital-based emergency air-rescue transport service.



At Orlando Health, all our emergency rooms are staffed by board-certified emergency medicine physicians and highly skilled clinical teams equipped to handle life-threatening illnesses, conditions and injuries. With 12 ERs conveniently located throughout Central Florida, we're here when and where you need us.

## Orlando Health Emergency Room Locations

### Hospital-Based ERs

Orlando Health Arnold Palmer Hospital for Children  
92 W. Miller St.  
Orlando, FL 32806

Orlando Health Dr. P. Phillips Hospital  
9400 Turkey Lake Rd.  
Orlando, FL 32819

Orlando Health – Health Central Hospital  
10000 W. Colonial Dr.  
Ocoee, FL 34761

Orlando Health Orlando Regional Medical Center  
29 W. Sturtevant St.  
Orlando, FL 32806

Orlando Health South Lake Hospital  
1900 Don Wickham Dr.  
Clermont, FL 34711

Orlando Health South Seminole Hospital  
555 W. State Road 434  
Longwood, FL 32750

St. Cloud Regional Medical Center  
2906 17th St.  
St. Cloud, FL 34769

### Freestanding ERs

Orlando Health Emergency Room and Medical Pavilion – Horizon West  
17000 Porter Rd.  
Winter Garden, FL 34787

Orlando Health Emergency Room and Medical Pavilion – Lake Mary  
380 Rinehart Rd.  
Lake Mary, FL 32746

Orlando Health Emergency Room and Medical Pavilion – Osceola  
1001 E. Osceola Pkwy.  
Kissimmee, FL 34744

Orlando Health South Lake Hospital Emergency Room and Medical Pavilion – Blue Cedar  
22316 U.S. Hwy. 27  
Leesburg, FL 34748

Orlando Health South Lake Hospital Joe H. & Loretta Scott Emergency Room and Medical Pavilion – Four Corners  
16966 Cagan Ridge Blvd.  
Clermont, FL 34714

*Opening 2021*  
Orlando Health Emergency Room and Medical Pavilion – Randal Park  
Corner of Dowden Road and Randal Park Boulevard  
Orlando, FL 32832

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**HEALTH**<sup>®</sup>





## Outpatient Laboratory Services

**Outpatient laboratories at Orlando Health offer a wide range of diagnostic testing by experienced, certified phlebotomists in convenient locations throughout Central Florida.** Each location provides same- or next-day results for most routine tests, as well as short wait times with no appointment necessary.

### **Orlando Health Hospital-Based Outpatient Lab Locations**

Orlando Health Ambulatory Care Center  
Orlando Health Arnold Palmer Hospital for Children  
Orlando Health Dr. P. Phillips Hospital  
Orlando Health – Health Central Hospital  
Orlando Health Heart Institute  
Orlando Health Orlando Regional Medical Center  
Orlando Health South Lake Hospital  
Orlando Health South Lake Hospital Emergency Room  
and Medical Pavilion – Blue Cedar  
Orlando Health South Lake Hospital Joe H. & Loretta Scott  
Emergency Room and Medical Pavilion – Four Corners  
Orlando Health South Seminole Hospital

### **Orlando Health LabWorks\* Locations**

Downtown Orlando  
Horizon West (Orlando Health Medical Pavilion)  
Lake Mary (Orlando Health Medical Pavilion)  
Osceola (Orlando Health Medical Pavilion)  
Oviedo  
Spring Lake (Orlando Health Medical Pavilion)  
Summerport (Orlando Health Medical Pavilion)  
Winter Park (Orlando Health Women's Pavilion)

*\*No Facility Fee*

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## Orlando Health Imaging Centers

**Orlando Health, along with Medical Center Radiology Group, offers convenient outpatient imaging services through Orlando Health Imaging Centers.** Our highly skilled healthcare team is committed to providing an advanced level of service and compassion, and the best possible patient experience. Together with well-equipped facilities and sophisticated technology, your employees will receive the highest standard of care in an environment that offers more convenience and less stress.

With a dedicated focus on patient comfort and sensitivity, Orlando Health Imaging Centers offer specialized diagnostic imaging and care services. Your employees will have access to a wide spectrum of advanced imaging services that includes:

- 3T MRI (higher quality imaging in less time)
- Open/Closed MRI
- Digital X-ray
- Neurological and musculoskeletal imaging
- Women's and breast imaging
- Cancer imaging, PET/CT
- Ultrasound
- Cardiac imaging and echocardiography
- 3D mammography with tomosynthesis
- Nuclear medicine

### Orlando Health Imaging Centers Locations

Altamonte Springs

Lake Mary

*Orlando Health Medical Pavilion*

Spring Lake (Dr. Phillips area)

*Orlando Health Medical Pavilion*

Summerport (Windermere area)

*Orlando Health Medical Pavilion*

Winter Park

*Orlando Health Women's Pavilion*

#### **Opening Summer 2020:**

Downtown Orlando

*New, expanded location*

Ocoee

*New consolidated and expanded location*

**ORLANDO  
HEALTH®**











**Imaging Centers**



# Everywhere You Are.

Orlando Health is committed to continuing to expand our presence in Central Florida, offering more access and services for your employees in the communities and neighborhoods where they live, work and play.

## ORLANDO HEALTH

-  ORLANDO HEALTH HOSPITALS
-  ER'S & PEDIATRIC ER'S
-  MEDICAL PAVILIONS
-  HEART INSTITUTE
-  JEWETT ORTHOPEDICS
-  CARE SPOT
-  OUTPATIENT CENTERS
-  PRIMARY CARE PRACTICES
-  SPECIALTY CARE PRACTICES
-  COMMUNITY PHYSICIANS
-  COMING SOON LOCATION

**9** AWARD WINNING HOSPITALS

**11** MEDICAL PAVILIONS\*

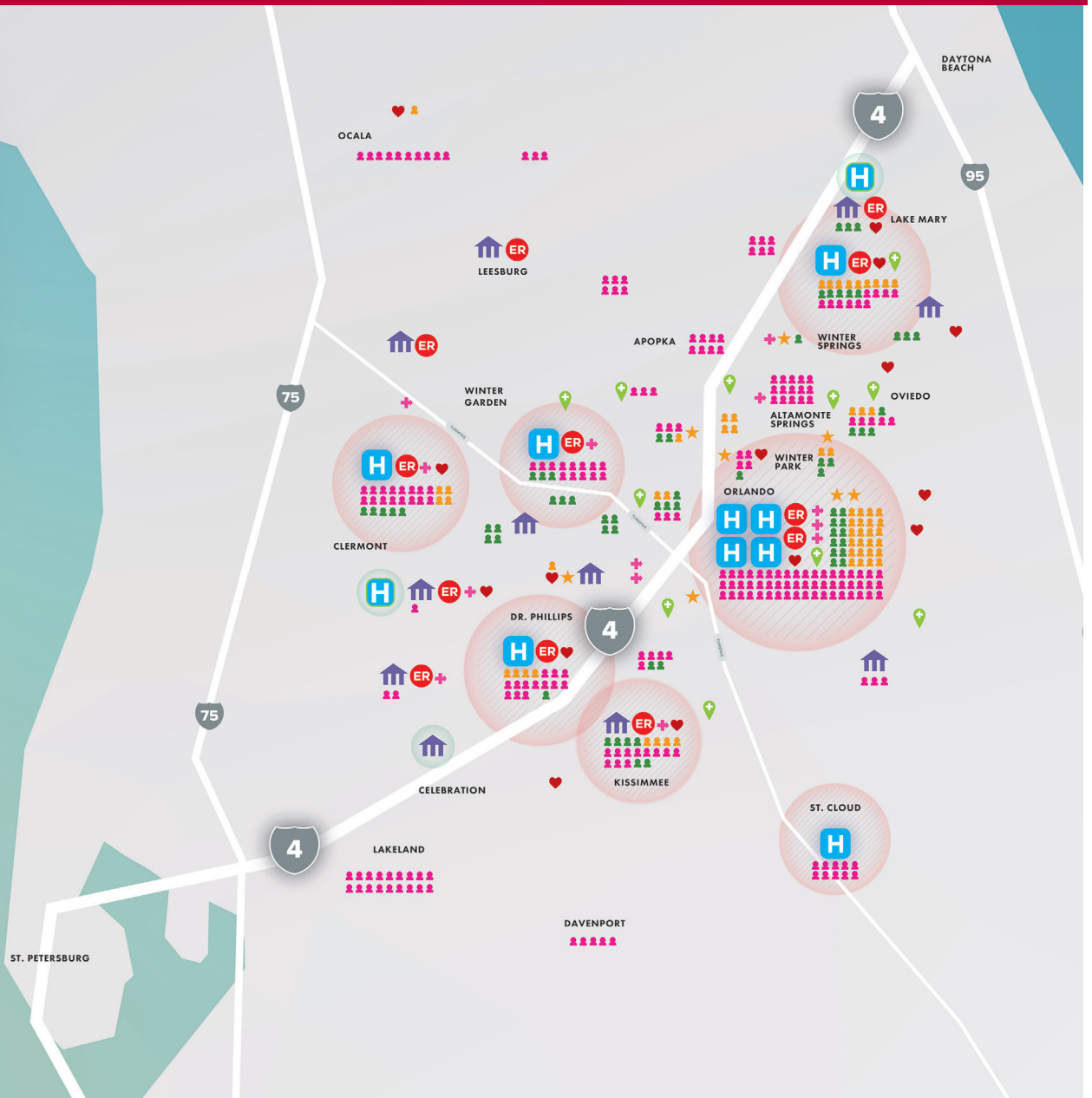
MORE THAN **75** PRIMARY CARE PRACTICES

**11** URGENT CARE CENTERS

NEARLY **50** Outpatient Centers†

REHABILITATION • IMAGING CENTERS • LAB • CANCER • SURGERY

\* Includes our new open and future locations of seven medical pavilions and freestanding emergency rooms.



ST. PETERSBURG



## Orlando Health: A Single Source for Your Complete Care

### Because Life Happens

From the everyday to the unexpected, you deserve healthcare you can count on. At Orlando Health, our focus is on total health and wellness. Whether it's routine health management, specialty treatment for an emergent condition, or unplanned urgent or emergency care, you will find everything you need at Orlando Health. For every age, through every stage, Orlando Health is your total healthcare resource.

### Primary Care

Orlando Health's primary care physicians are part of a vast network of more than 3,000 doctors. Our physicians place the focus of care on each individual patient. We believe in the strength of the relationship between the patient and the Orlando Health personal primary care physician (PCP). This partnership is designed to help empower you to take charge of your health. We also encourage you to get a yearly "checkup" to help prevent disease and maintain good health.

### Specialty Care

With more than 80 different specialties, Orlando Health physicians provide a wide variety of inpatient and outpatient medical services. Orlando Health primary care physicians (PCPs) will coordinate any referrals you need for additional testing or treatment, including labs, X-rays and imaging, physical therapy, specialty physician care, and more. All of these services are available within the Orlando Health family, ensuring you receive coordinated, timely and high-quality care.

**ORLANDO HEALTH**<sup>®</sup>



## Urgent Care Services

Orlando Health has partnered with CareSpot Urgent Care to provide you same-day treatment, including weekends, evenings and holidays – at 11 locations close to home.

## Surgery Centers

Orlando Health offers access to multi-specialty surgery centers throughout Central Florida. The surgery centers offer high quality medical care that is also cost effective. The latest technology and experienced staff ensures your comfort and safety and allows you to return home the same day.

## Outpatient Laboratory Services

Outpatient laboratories at Orlando Health offer a wide range of diagnostic testing at convenient locations throughout Central Florida. You can visit one of our 10 hospital-based outpatient lab locations or seven convenient, freestanding outpatient locations offering diagnostic laboratory services with same-day results for most routine tests.

## Imaging Centers

Orlando Health Imaging Centers offer six convenient, freestanding outpatient locations – all with specialized imaging care.

# Healthcare Everywhere You Are.

## Community Hospitals

Orlando Health Orlando Regional Medical Center  
Orlando Health Dr. P. Phillips Hospital  
Orlando Health – Health Central Hospital  
Orlando Health South Seminole Hospital  
Orlando Health South Lake Hospital  
St. Cloud Regional Medical Center  
Orlando Health Horizon West Hospital (*opening 2021*)  
Orlando Health Lake Mary Hospital (*opening 2022*)

## Specialty Hospitals, Centers and Institutes

Orlando Health Arnold Palmer Hospital for Children  
Orlando Health Winnie Palmer Hospital for Women & Babies  
Orlando Health UF Heath Cancer Center  
Orlando Health Center for Rehabilitation  
Orlando Health – Health Central Park, a Nursing Rehabilitation Center  
Orlando Health Aesthetic and Reconstructive Surgery Institute  
Orlando Health Heart Institute  
Orlando Health Neuroscience and Rehabilitation Institute  
Orlando Health Orlando Regional Medical Center Institute for Advanced Rehabilitation  
Orlando Health Orthopedic Institute  
Orlando Health Weight Loss and Bariatric Surgery Institute

## Medical Pavilions

Orlando Health Emergency Room and Medical Pavilion (*Osceola*)  
Horizon West (*West Orange County*)  
Lake Mary (*Seminole County*)  
Osceola (*Kissimmee Area*)  
Orlando Health South Lake Emergency Room and Medical Pavilion – Blue Cedar (*Central Lake County*)  
Orlando Health South Lake Hospital Joe H. & Loretta Scott Emergency Room and Medical Pavilion – Four Corners (*Lake County*)

## CareSpot Locations

Altamonte Springs  
Apopka  
Kissimmee  
Lake Mary  
Ocoee  
Orlando – Kingspointe Parkway  
Orlando – Kirkman Road  
Orlando – Lee Vista  
Orlando – Orange Avenue  
Oviedo  
Winter Springs