

YOUR TOTAL HEALTH AND WELLNESS RESOURCE 2020

THANK
YOU FOR
CHOOSING
ORLANDO
HEALTH

ORLANDO
HEALTH®

Cast AdvantageSM

For the Disney Medical Plan

OrlandoHealth.com/Disney



OUR COMMITMENT:

Through an extensive network of primary care and specialty physician practices, advanced medical services and state-of-the-art facilities across Central Florida, we pledge to be the best provider possible. We strive to provide you with easy access to quality healthcare – where and when you need it.

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Spanish and Haitian Creole guides are available at OrlandoHealth.com/Disney.

Las guías en español y creole haitiano están disponibles en OrlandoHealth.com/Disney.

Gid panyòl ak kreyòl yo disponib sou sit OrlandoHealth.com/Disney.

ORLANDO HEALTH. YOUR SOURCE FOR COMPLETE CARE

Because Life Happens

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

Providing Total Health and Wellness

Orlando Health believes in a whole-person approach, starting with where you are and what you need today, and moving forward to develop a plan of care that works for you and your lifestyle. You'll find healthcare that is:

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



Disney Cast Member Coordinated Concierge Service Line

As a Disney Cast Member or family member, you have access to an extra level of service through our Coordinated Concierge Line designed to help you get to the assistance and care you need quickly and easily.

(844) WDW-OHFP
(844) 939-6437

Our concierge team will help you directly or, if necessary, connect you with an expert resource for the following types of services:

- Navigation and guidance through our healthcare system
- Scheduling assistance
- Basic health plan questions
- Billing questions

STAY IN SYNC WITH CONNECTED CARE

We realize that Cast Members lead busy lives, whether on the go at home or taking great care of guests. So, Orlando Health has made it easy to access your health resources or even to track your progress on your health journey.

OrlandoHealth.com/Disney - Visit this user-friendly hub for everything you need to know about your Orlando Health Cast Advantage plan and other Disney Cast Member benefits.

Patient Portal - Log in for an easy and secure way to manage your health information from Orlando Health providers online. You can check in from any location at a time that's convenient for you. You can use your patient portal to:

- Request prescription refills
- View test results
- Review health information and clinical summaries
- Communicate directly with your physician and his/her staff via secure messaging

Virtual Visit - Connect with a physician in real time, 24/7/365, for a diagnosis and treatment plan for your non-emergency symptoms, such as a sore throat, sinus infection or fever. Virtual visit is available in 30 languages and from anywhere in the contiguous United States, so you can access care at home or work, while on vacation, or for your child away at college. And for Disney plan members, there's a \$0 copay.

Online Scheduling - Take advantage of new ways to schedule your care with Orlando Health providers for physician appointments, urgent care and minor emergency visits.

Orlando Health Member Portal - Explore 3,000 physicians in more than 110 areas of specialty across Central Florida and select a network physician or facility to suit your needs.

Live Chat - Begin your online chat session with a representative ready to assist you at anytime with your questions and scheduling needs.

Concierge Line - Call your dedicated Orlando Health concierge line to find a physician or book an appointment.



IT ALL STARTS WITH YOUR PRIMARY CARE PHYSICIAN

Orlando Health Cast Advantage physicians place the focus of care on you, the patient. We believe in the strength of your relationship with your Orlando Health personal primary care physician (PCP). This partnership is designed to help empower you to maximize your health. Your PCP will coordinate care services when you need them, assuring you the best care possible.

Your Orlando Health PCP pledges to:

EXPLAIN	LISTEN	MAINTAIN	PROVIDE
Diseases, treatments and results in clear and easy-to-understand terms	To your history, your care preferences and your health goals	Availability during regular business hours for all your care needs	Timely response with test results and to any inquiries
Proper direction for medications	To your questions and concerns	Complete privacy concerning your treatments, records and conversations	Referrals to specialists and trusted experts when needed
Ways to meet your healthcare needs outside of regular office hours			Coordinated communication between these specialists

Additional ways we make it easy for you to get the care you need include:

Extended Office Hours – Many of our primary care physicians offer evening or weekend hours. Visit OrlandoHealth.com/Disney or ask your physician for a specific schedule.

Electronic Referrals – Your Orlando Health PCP will send any referrals you need for testing or specialty care directly to the selected Orlando Health Cast Advantage provider.

- Information about alternative services to help you 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

Center for Living Well Patients:

Your PCP at the Center for Living Well will continue to provide your primary care and coordinate referrals to specialists within the Orlando Health Cast Advantage.





YOU AND YOUR PCP

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

New Patient Visit

Before your visit: If possible, request a transfer of medical records from any of your current physicians and bring them with you. The staff at any Orlando Health Cast Advantage PCP office will be happy to assist you.

During your visit: Your PCP will ask about your medical history as well as that of your family, and will want to know about any medications you're currently taking. If any of your prescriptions need to be refilled, this can be done. If any medical conditions require tests, X-rays or referrals to a specialist, your doctor will take care of that, too.

At your visits, you will be asked to provide:

- A valid photo ID
- Your insurance card
- A list of any medications you're currently taking, including prescription and over-the-counter, as well as any vitamins or supplements
- A list of any allergies, including medication reactions
- Your medical history, including surgeries and hospitalizations
- Your family history, including biological parents, grandparents, aunts, uncles, cousins, siblings and children
- A list of specialists you've seen
- Any questions or health concerns you may have

Annual Physical/Preventive Exam

Once you are established with your Orlando Health Cast Advantage 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 your annual exam, your Orlando Health Cast Advantage PCP will:

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

Based on any concerns you may have or symptoms you are experiencing, your doctor may ask you to schedule a follow-up appointment. This will allow any problems to be fully evaluated and discussed. Also, any appropriate testing and treatment can be recommended.

2020 WELLNESS REWARDS

As part of the 2020 Disney Wellness Rewards program, Disney employees and Cast Members plus their spouses/domestic partners enrolled in a 2020 Disney medical plan option are each eligible to earn up to \$300 in wellness rewards. Eligibility is based on completing a personal health assessment and meeting certain health goals of completion of a preventive exam or screening, weight management and blood pressure management.

To qualify, you must take action before December 31, 2020.
Visit Benefits.Disney.com for more information.

Tips for Talking to Your PCP

We encourage you to use the following important health reminders as helpful conversation starters with your PCP:

Colorectal Cancer Screening

Usually begun at age 50, several options are available for colorectal cancer screening, including colonoscopy, sigmoidoscopy or a home Cologuard kit. Discuss with your PCP when you should be screened and which test would be best for you.

Breast Cancer Screening/ Mammography

A preventive mammography screening should be done yearly beginning at age 45, or earlier based on your personal health risks, family history or if clinically indicated. Talk with your PCP about any concerns you have.

Depression

Most PCPs can treat mild depression issues in their office, or they can refer you to a qualified specialist to provide the appropriate care needed. Be sure to speak up.

Diabetes

Blood sugar screening is recommended every three years after age 45. If you have diabetes, talk to your PCP regularly about your blood glucose and HbA1c levels.

Blood Pressure

You should have your blood pressure taken at every PCP visit. Your PCP can recommend healthy exercise and eating habits as well as medication intervention if need to regulate your blood pressure.

Smoking Cessation

Your PCP is glad to help and can suggest tools or resources available to help you achieve your goals.

Orlando Health Specialties

Cancer

Cardiovascular

Imaging

Men's Health

Neonatology

Neurosciences

Obstetrics

Orthopedics &
Sports Medicine

Pediatrics

Primary Care

Surgery

Trauma and ER

Urgent Care

Weight Loss
Surgery

Women's Health

SPECIALTY CARE

Referrals

Your Orlando Health Cast Advantage PCP will coordinate any referrals you 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 you receive coordinated, timely and high-quality care.

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

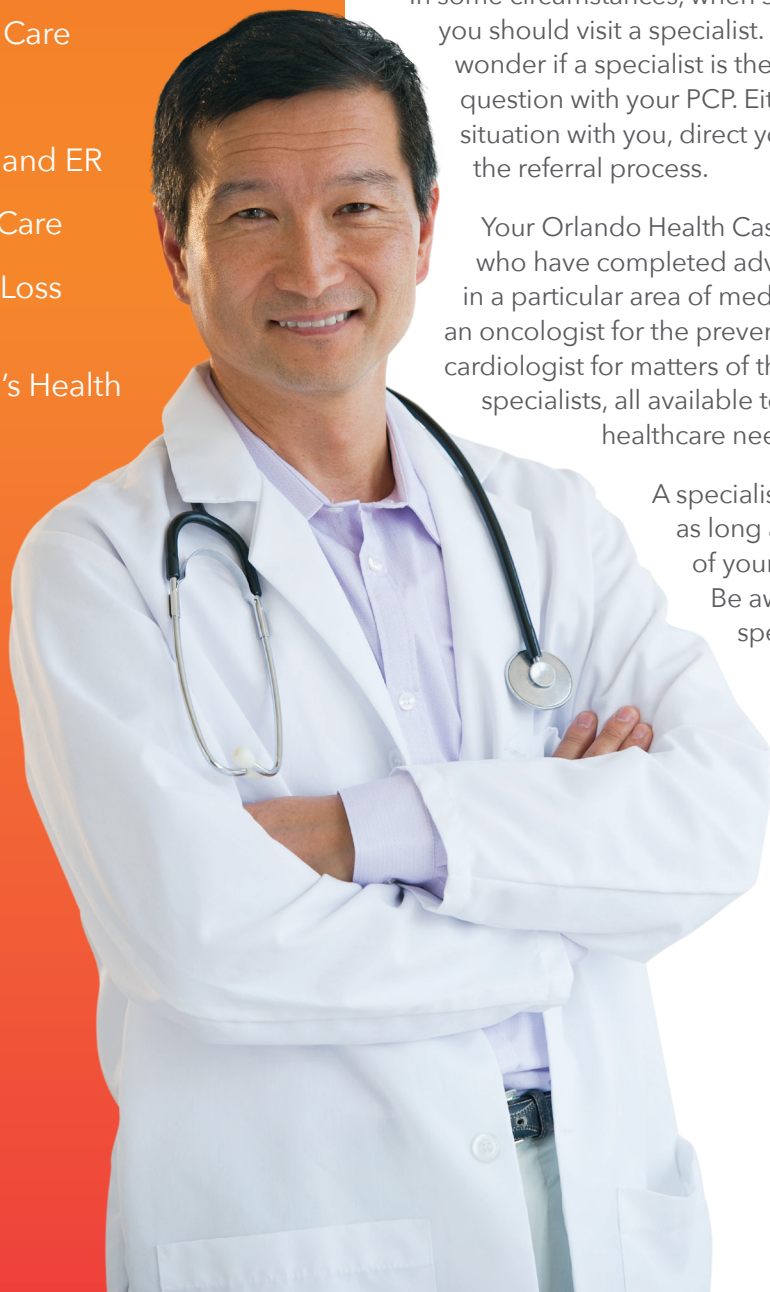
The Role of the Specialist

In some circumstances, when symptoms call for it, your PCP may decide you should visit a specialist. Or, if your own concerns lead you to wonder if a specialist is the next step, you can definitely raise that question with your PCP. Either way, your doctor will discuss the situation with you, direct you to the correct specialist and assist with the referral process.

Your Orlando Health Cast Advantage specialists are physicians who have completed advanced education and clinical training in a particular area of medicine. For example, you would see an oncologist for the prevention and treatment of cancer, or a cardiologist for matters of the heart. We have a wide range of specialists, all available to assist your PCP in responding to your healthcare needs.

A specialist will continue to administer your care as long as is necessary, depending on the nature of your condition or a treatment's progress.

Be aware, however, that it is customary for a specialist to refer a patient back to his or her PCP for any new concerns that might arise that are not related to the specialist's area of focus.



URGENT CARE SERVICES

Orlando Health has teamed up with CareSpot Urgent Care to provide you and your family with same-day treatment including weekends, evenings and holidays – at locations close to you. 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 your PCP and emergency rooms. This could include care for flu, infections, migraines, sprains, cuts, bruises, burns and minor illnesses. 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 your condition or injury requires attention outside of your PCP's regular office hours. But remember, these centers are not a substitute for scheduled doctor's visits and should not be used for primary care. Even if you go to an urgent care center, it's a good idea to schedule a follow-up visit with your PCP to get the most comprehensive care possible.



CareSpot Urgent Care - Orlando Health Locations

Altamonte Springs

Apopka

Avalon Park (Coming Soon)

Clermont (Coming Soon)

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 you to be prepared to know what to do and where to seek care if it does.

It's also comforting 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.

When to Visit the ER

At Orlando Health, we have a number of emergency rooms throughout Central Florida designed to handle life-threatening illnesses, conditions and injuries. We are here for you when you need us. You should seek immediate care at the nearest emergency room if you or a loved one experiences any of the following:

- Chest pain, difficulty breathing or sudden weakness or pain in the leg or arm
- Severe heart palpitations
- Sudden loss of balance, vision changes, difficulty speaking or fainting
- Sudden, severe headache
- Head or eye injury
- Deep wound or continuous bleeding
- Constant vomiting
- Broken bone or dislocated joint
- Serious burn
- Poisoning or drug overdose
- Seizure without a previous epilepsy diagnosis
- Severe pain, especially in the abdomen or starting halfway down the back
- Allergic reaction to food, animal or bug bites
- Newborn baby (less than 3 months old) with a fever of 100.4°F or higher
- A fall if you are on blood-thinning medications

Remember, if you are admitted to an out-of-network facility for emergency care, it is important to transfer to an in-network facility as soon as you are medically stable.



Orlando Health Emergency Room Locations

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

Orlando Health Dr. P. Phillips Hospital and
Orlando Health Arnold Palmer Hospital for Children
at 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
55 W. State Road 434
Longwood, FL 32750

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

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

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

Opening early 2021

Orlando Health Emergency Room and Medical Pavilion -
Randal Park
Corner of Dowden Road and Randal Park Boulevard,
Orlando, FL 32832

Opening early 2021

Orlando Health Emergency Room and Medical Pavilion -
Reunion Village
Osceola Polk Line Road, Davenport, FL 33896
(northeast corner of I-4 and Osceola Polk Line Road)

When to Call 911

It is often hard to determine when to call 911 instead of going to the emergency room.

Call 911 in any of these situations:

- Someone's life is threatened.
- Someone faints or collapses.
- The person has persistent chest pain or difficulty breathing.
- There is a severe injury that could threaten life or limb.
- You believe moving the victim could cause further injury.
- You believe the condition could quickly worsen on the way to the hospital.
- You feel traffic or distance would cause an excessive delay in getting the person to the hospital.
- The person needs immediate care or equipment that an EMT could provide.



OUTPATIENT LABORATORY SERVICES

Outpatient laboratories at Orlando Health offer a wide range of diagnostic testing by experienced, certified phlebotomists in convenient lab 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.

Facility 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 Emergency Room and Medical Pavilion)
Lake Mary (Orlando Health Emergency Room and Medical Pavilion)
Osceola (Orlando Health Emergency Room and Medical Pavilion)
Oviedo
Spring Lake (Orlando Health Medical Pavilion)
Summerport (Orlando Health Medical Pavilion)

OPENING SPRING 2020

Orlando Health LabWorks - Winter Park

OPENING EARLY 2021

Orlando Health LabWorks - Randal Park

** No Facility Fee*



Orlando Health UF Health Cancer Center

1400 S. Orange Ave. | Orlando, FL 32806

One of Florida's largest comprehensive cancer care providers, Orlando Health UF Health Cancer Center is one of Florida's four state-designated Cancer Centers of Excellence and the only one in Central Florida. The cancer center offers specialized treatment through a multidisciplinary approach with a team of medical specialists who work together to determine the best possible treatment plan for each patient.



The cancer center currently has five locations:

- Orlando Health ORMC campus
- Orlando Health Dr. P. Phillips campus
- Orlando Health - Health Central campus
- Orlando Health South Lake campus
- Lake Mary, near Orlando Health South Seminole campus

ORLANDO HEALTH IMAGING CENTERS

Orlando Health, along with the Medical Center Radiology Group, offers convenient outpatient imaging services through Orlando Health Imaging Centers. Services include MRI, CT, X-ray, mammography and more. Imaging centers are currently located in the following areas:

- Downtown Orlando
- Altamonte Springs
- Ocoee - Commerce Parkway
- Ocoee - Blackwood Avenue
- Orlando Health Emergency Room and Medical Pavilion - Lake Mary
- Orlando Health Medical Pavilion - Spring Lake (Dr. Phillips area)



OPENING SPRING 2020:

- Orlando Health Medical Pavilion - Summerport (Windermere)
- Orlando Health Medical Pavilion - Winter Park

FREQUENTLY ASKED QUESTIONS

What is different about the 2020 Orlando Health Cast AdvantageSM for Disney medical plan?

Disney wants employees to have better choices, fewer hassles and access to high-quality healthcare. The Orlando Health Cast Advantage plan offers Cast Members access to nationally recognized care, new locations near you, and resources for total healthcare, including a patient portal, online scheduling, Live Chat, Virtual Visit, and a dedicated Disney concierge line.

Does Orlando Health offer telemedicine services?

Yes. With Orlando Health's Virtual Visit, you can consult with a physician wherever you are, 24/7/365, so you can start feeling better soon. There's a \$0 copay for Disney plan members.



What does the Orlando Health Cast Advantage plan's provider network mean for me and my family in 2020?

With the 2020 Orlando Health Cast Advantage plan, PCPs work together as a team with the specialists, hospitals and other facilities within the participant's provider network. Over time, better coordination between PCPs and other doctors in the provider network is expected to:

- **Help participants better manage healthcare costs**
- **Enhance the patient experience**
- **Help participants stay - or get - healthy**

The goal is to help participants get the care they need, efficiently and effectively.

You'll work closely with your PCP to get care within your provider network, which will:

Be more personalized.

Your PCP will work as part of a team with the specialists, hospitals and other facilities within your provider network. They will share information and make recommendations together to provide you with the best care possible.

Result in fewer hassles.

More coordinated care means better communication among your providers, fewer administrative issues and less paperwork for you to complete.

Take less time.

Today, your doctor may refer you to a specialist without passing along your test results or X-rays. That legwork could fall on you – and without it your appointment with the specialist might not be as productive as you want. Looking forward, your providers may coordinate those steps for you, so you can make the most of every appointment.

The Orlando Health Cast Advantage plan does not cover care with any out-of-network provider unless it is an emergency. Remember, if you are admitted to an out-of-network facility for emergency care, it is important to transfer to an in-network facility as soon as you are medically stable.

Can I see doctors outside my Orlando Health Cast Advantage plan network?

No. The Orlando Health Cast Advantage plan you chose for 2020 will need to be used exclusively for in-network care: Your PCP will coordinate referrals to specialists or other providers. If your PCP refers you to a provider outside your network, the claim will not be covered. While your PCP should know which plan network you and your covered dependents are enrolled in, it is your responsibility to ensure the care you receive is in-network.

Do I need a referral from my PCP to go to another doctor?

Referrals are an essential part of the Orlando Health Cast Advantage plan's network model of care. Your PCP will refer you to – and work as a team with – specialists, hospitals and other facilities within the plan network in order to deliver highly coordinated, quality care that enhances your experience as a patient.

Do I need a referral to go to a specialist?

It is recommended that you work closely with your PCP, who can best direct your care, including providing referrals for specialists and other services.

If I need care while I'm traveling out of the area, will my treatment be covered?

The Orlando Health Cast Advantage plan does not cover care that you receive outside of the Orlando Health network, except in emergency situations.

What if I receive emergency medical care from a facility that's not in my provider network?

Emergency services are covered regardless of the facility. If you need immediate treatment of a serious or life-threatening condition, always go to the emergency facility nearest you or call 911.

Remember, if you are admitted to an out-of-network facility for emergency care, it is important to transfer to an in-network facility as soon as you are medically stable.

What urgent care centers are available in the Orlando Health network?

The CareSpot Urgent Care – Orlando Health centers, located throughout Central Florida, are part of the Orlando Health Cast Advantage plan network. To find the location of urgent care facilities in the network, visit OrlandoHealth.com/Disney.



FREQUENTLY ASKED QUESTIONS

What if I have a change in medical status?

If you need to report a change in your medical status or have questions regarding your medical status, please contact your primary care physician or the specialty office directly.

Your physician's office will direct you to a clinical staff member to discuss your concerns. They can give you instructions to assist you at home, help you decide if you need to schedule an appointment at the office, or if it would be appropriate to seek help at an urgent care facility.

Can I change my medical option during 2020?

No. Your medical option election applies for the entire year, unless you experience a qualified life event. For example, if you get married, have a baby or move outside the eligible ZIP code area, you will be able to change your election during 2020. Call the Disney Benefits Center at 1 (800) 354-3970 for more information about qualified life events.

Can I change my PCP during 2020?

Yes; however, your new PCP must be affiliated with the Orlando Health Cast Advantage plan network. You can change your PCP at any time by calling 1 (855) 999-1522.

Where can I learn more about Allegiance?

Learn more about Allegiance and Orlando Health at AskAllegiance.com/DisneyOH or at 1 (855) 999-1522.

Where can I learn more about the Orlando Health Cast Advantage plan?

You can learn more about Orlando Health Cast Advantage at OrlandoHealth.com/Disney or at 1 (844) 939-6437.

Are there any changes in where and how I fill my prescriptions?

No. Your pharmacy benefit will continue to be administered by Express Scripts, and you will fill your prescriptions as you do now.

Can I still use the Center for Living Well?

All providers at the Center for Living Well are a part of the Orlando Health Cast Advantage network.

Can I still use my ID card from previous years?

Yes. Be sure and present it at your first visit to the doctor's office in 2020.

Medical and Pharmacy Card

Group ID#: 3000801

Member: JOHN, SAMPLE

Member ID#: SMP100017

Effective Date

PCP:

PCP Phone:

Plan: Orlando Health Cast Advantage

ORLANDO HEALTH Cast AdvantageSM

1-844-939-6437

OrlandoHealth.com/Disney

Preventive Care	\$0
PCP Copay	\$20
Specialist Copay	\$40
CLW Copay	\$10
Urgent Care	\$50
Hospital ER	\$200
Concurrence	90%/10%
OH Virtual Visit	\$0
EAP/SHSA	See back
Rx Information	See back

PCP: Cigna

PCP Phone: Open Access Plus

S

By The Numbers

Strength in numbers

MORE THAN
3,000
PHYSICIANS
IN OVER
110 AREAS
OF SPECIALTY

9 AWARD WINNING HOSPITALS

58 Outpatient Centers[†]

REHABILITATION • IMAGING CENTERS • LAB • CANCER • SURGERY

[†] Includes hospital, medical pavilion and outpatient services locations.

28 URGENT CARE CENTERS^{*}

^{*} Includes Nightlight Pediatric Urgent Care.

285 PRIMARY CARE PRACTICE LOCATIONS

5 CANCER CENTERS

11 MEDICAL PAVILIONS^{*}

^{*} Includes our now open and coming soon locations of medical pavilions and freestanding emergency rooms.

CENTRAL FLORIDA'S ONLY
LEVEL ONE TRAUMA CENTER
FOR ADULTS & PEDIATRICS

+14*ERs

^{*} Includes our now open and future locations of seven medical pavilions and freestanding emergency rooms.

THE ORLANDO HEALTH FAMILY OF FACILITIES



**ORLANDO
HEALTH®**

**Orlando Regional
Medical Center**

52 W. Underwood St.
Orlando, FL 32806



Orlando Health Orlando Regional Medical Center

For over 100 years, Orlando Health Orlando Regional Medical Center (ORMC) has provided the most advanced options available for surgical, medical, rehabilitative and emergency care, including serving as Central Florida's only Level One Trauma Center. Our efforts have earned us recognition from *U.S. News & World Report* as a Best Hospital in Orlando and "A" safety grades in five of the last six grading periods from The Leapfrog Group, a national, nonprofit advocate for healthcare quality and safety. Orlando Health ORMC is proud to serve as the system's flagship hospital.

Through our leading-edge technology and expertise in trauma, heart, vascular, stroke, neuroscience, oncology, surgery and orthopedics, we provide a comprehensive continuum of care for the entire family.

Eight hospital units at Orlando Health ORMC currently hold Beacon Awards for Excellence at the patient bedside from the American Association of Critical-Care Nurses, which is the most units of any adult hospital in the state.



Orlando Health Emergency Room and Medical Pavilion - Randal Park Opening 2021

To meet the needs of Central Florida's growing southeast Orlando communities, Orlando Health is building an emergency room and medical pavilion on a 15-acre campus located at the northeast corner of Dowden Road and Randal Park Boulevard.

**ORLANDO
HEALTH®**

**Emergency Room
and Medical Pavilion**
Randal Park

Corner of Dowden Road and
Randal Park Boulevard, Orlando, FL



92 W. Miller St.
Orlando, FL 32806



Orlando Health Arnold Palmer Hospital for Children

Orlando Health Arnold Palmer Hospital for Children is located two blocks from Orlando Health ORMC on the downtown Orlando campus and includes 156 licensed beds for specialized care to children. State-of-the-art pediatric services are provided by a comprehensive staff that includes pediatric subspecialty physicians. A pediatric emergency department and the only Level One Trauma Center for children in Central Florida opened at Orlando Health Arnold Palmer in 2007. The hospital has earned national recognition for 10 straight

years as a "Best Children's Hospitals" by *U.S. News & World Report* and designation for three consecutive years as a "Top Children's Hospital" by The Leapfrog Group.



Orlando Health Winnie Palmer Hospital for Women & Babies

Orlando Health Winnie Palmer Hospital for Women & Babies opened in 2006 and includes programs and services focusing on the unique needs of women and newborns. It has received three consecutive "Top Teaching Hospital" designations from The Leapfrog Group, is recognized by the World Health Organization and UNICEF as Baby-Friendly, is certified in perinatal care by The Joint Commission and is designated as a Center of Excellence in Minimally Invasive Gynecology surgery. Each year, Orlando Health Winnie Palmer welcomes nearly 14,000 babies. The hospital's 350 beds include 142 neonatal intensive care beds, making it one of the largest neonatal intensive-care units in the world and the second-largest delivery hospital in the United States.



83 W. Miller St.
Orlando, FL 32806



Baby-Friendly USA,
designated 2018-2023



Orlando Health Arnold Palmer and Orlando Health Winnie Palmer together received "Magnet" recognition for nursing excellence and high-quality patient care.



Orlando Health Dr. P. Phillips Hospital

Orlando Health Dr. P. Phillips Hospital is a medical and surgical facility serving southwest Orange County residents and visitors near Walt Disney World, Universal Orlando, Sea World, International Drive and other area attractions. Located 10 miles southwest of the ORMC campus, the hospital, which opened in 1985, is licensed for 237 acute care beds. Orlando Health Dr. P. Phillips' services include emergency care with a dedicated pediatric ER, surgical care (including robotic and minimally invasive surgery, neurosurgery, vascular surgery and orthopedics), diagnostic and interventional imaging (including radiology, nuclear medicine, mammography and angiography), outpatient infusion, accredited Chest Pain and Heart Failure programs; and a designated Stroke Program. The hospital also is home to an endoscopy center and a comprehensive wound care center that offers hyperbaric oxygen therapy. In 2018, the Orlando Health UF Health Cancer Center - Dr. Phillips opened on the hospital campus. Patients now have access to full-service cancer treatment with expanded chemotherapy and radiation treatment areas, medical oncology services, surgical oncology consultations, oncologic pharmacy services, laboratory facilities and Cancer Support Community programs.

ORLANDO HEALTH®

Dr. P. Phillips Hospital

9400 Turkey Lake Rd.
Orlando, FL 32819



Orlando Health Medical Pavilion -
Spring Lake
7243 Della Dr.
Orlando, FL 32819

A convenient, one-stop location for comprehensive healthcare with coordinated primary care and specialty physician practices and ancillary services including diagnostic imaging, laboratory services, a pharmacy and a café.



ORLANDO HEALTH®

Emergency Room and Medical Pavilion *Osceola*

1001 E. Osceola Pkwy.
Kissimmee, FL 34744

Orlando Health Emergency Room and Medical Pavilion - Osceola

In January 2019, Orlando Health opened an emergency department and medical pavilion in Osceola County, provided as a service of Orlando Health Dr. P. Phillips. The newly opened three-story, 60,000-square-foot facility includes 24 treatment rooms on the first floor and provides state-of-the-art emergency care by board-certified ER physicians and a highly skilled clinical team, caring for adults and children – 24 hours a day, 7 days a week. The facility also offers a full range of healthcare services located on the second and third floors, including adult specialty care, cancer care, gynecology and outpatient laboratory services.

ORLANDO HEALTH®

Health Central Hospital

10000 W. Colonial Dr.
Ocoee, FL 34761



Orlando Health Medical Pavilion -
Summerport
5151 Winter Garden Vineland Rd.
Windermere, FL 34786

This facility offers comprehensive medical services including primary and specialty care for adults and children, obstetrics and gynecology, surgery and outpatient laboratory services. An imaging center is scheduled to open by summer 2020.



Orlando Health - Health Central Hospital

Orlando Health - Health Central Hospital is a community hospital committed to excellence, service and community involvement. The hospital in Ocoee, Florida, located 11 miles west of the Orlando Health ORMC campus, was acquired from the West Orange Healthcare District (District) on April 1, 2012. Orlando Health - Health Central operates a 253-bed acute care hospital, two skilled nursing facilities, outpatient clinics and a state-of-the-art wound healing clinic with hyperbaric medicine chambers. In 2016, the hospital, with support from the District, underwent a \$45 million expansion that included the expansion and redesign of the emergency department and the addition of 40 patient rooms, enabling Orlando Health - Health Central to convert to an all private-room patient facility. In 2018, Orlando Health - with significant funding from the District - opened a 30,000-square-foot comprehensive cancer center with expanded clinical programs and services for patients and families. The cancer center is the only facility in Central Florida to offer MRIdian therapy, which allows for more precise treatment of cancer tumors through real-time magnetic resonance imaging (MRI) during radiation beam therapy. The newest 110-bed, skilled nursing facility with a 60-bed rehabilitation unit, a 40-bed Alzheimer's unit and a 10-bed hospice unit opened in the summer of 2019.



ORLANDO HEALTH® | Emergency Room and Medical Pavilion *Horizon West*

17000 Porter Rd. | Winter Garden, FL 34787

Orlando Health Emergency Room and Medical Pavilion - Horizon West

In 2018, Orlando Health - in partnership with the West Orange Healthcare District - opened a medical campus about 20 miles southwest of downtown Orlando in the Horizon West community. The medical campus includes 24 patient rooms and provides state-of-the-art emergency care by board-certified ER physicians and a highly skilled clinical team, caring for adults and children - 24 hours a day, 7 days a week. The facility also offers a full range of healthcare services located on the second floor, including family medicine and adult specialty care, obstetrics and gynecology, outpatient laboratory and rehabilitation services, and a center for personalized health improvement. The Orlando Health Horizon West Hospital, a 214,000-square-foot facility, is projected to open in 2020.



ORLANDO HEALTH®

South Seminole Hospital

555 W. State Road 434
Longwood, FL 32750

Orlando Health South Seminole Hospital

Orlando Health South Seminole Hospital is an acute care hospital located 15 miles north of the Orlando Health ORMC campus in Longwood, Florida, and serves the healthcare needs of the Seminole County residents. Of its 206 beds, 126 are acute care and 80 are inpatient behavioral health. Orlando Health South Seminole is a full-service community hospital that provides services for critical care, medical-surgical and behavioral health patients, and has a 39-bed emergency department, surgical department, endoscopy center and diagnostic cardiac catheterization laboratory. The hospital's emergency department is an accredited Chest Pain Center and Primary Stroke Center. Orlando Health South Seminole is home to one of three Air Care Team helicopter bases and provide care for even the most serious injuries.

In addition to a new, comprehensive outpatient physical rehabilitation center, Orlando Health South Seminole also provides a full range of outpatient services, including hyperbaric oxygen therapy for wound care, diagnostic and interventional radiology, nuclear medicine, laboratory, surgical, MRI and outpatient psychotherapy.

ORLANDO HEALTH®

Emergency Room and Medical Pavilion *Lake Mary*

380 Rinehart Rd.
Lake Mary, FL 32746



Orlando Health Emergency Room and Medical Pavilion - Lake Mary

When injuries and illnesses happen, you want someone who understands and can provide the care you need, when you need it. That's why Orlando Health has brought ER care closer to you. The new ER in Lake Mary offers these services:

- 24/7 adult and pediatric emergency care
- Board-certified emergency medicine physicians
- Nurses certified in Advanced Cardiac Life Support, Pediatric Advanced Life Support and neonatal resuscitation
- Dedicated cardiac/respiratory resuscitation room
- Diagnostic imaging including CT scan, ultrasound and X-ray

The facility also offers a full range of healthcare services located in the nearby medical pavilion, including specialty care for adults and children, as well as outpatient imaging and laboratory services. The Orlando Health Lake Mary Hospital is projected to open in late 2021.



**ORLANDO
HEALTH®**

**South Lake
Hospital**

1900 Don Wickham Dr.
Clermont, FL 34711

Orlando Health South Lake Hospital

Orlando Health South Lake Hospital, a 140-bed acute care hospital, is located 25 miles west of downtown Orlando in Clermont, Florida. The hospital serves south Lake County and is situated on a 180-acre health, education and wellness campus that includes the acute care hospital; Center for Women's Health, which provides complete care for women from maternity to maturity; and the National Training Center, which offers community wellness memberships and also attracts elite athletes and sports teams from around the world for training and conditioning. Orlando Health South Lake offers a variety of medical services, including diagnostic imaging, orthopedics, robotic surgery, urology and cardiac care. The hospital campus also includes SkyTop View Rehabilitation Center, a 30-bed, leading-edge, postsurgical rehabilitation center caring for patients recovering from orthopedic and general surgery procedures.



Orlando Health South Lake Hospital Emergency Room and Medical Pavilions

In 2018, Orlando Health South Lake opened two emergency departments, outpatient services and medical office buildings in the southern and northern ends of its primary service area. The Orlando Health South Lake Hospital Joe H. and Loretta Scott Emergency Room and Medical Pavilion is located in the Four Corners area and the Orlando Health South Lake Hospital Emergency Room and Medical Pavilion - Blue Cedar is located in south Leesburg.

Available outpatient services include rehabilitation, laboratory and diagnostic imaging. The medical pavilion at Blue Cedar includes physician offices offering primary care as well as cardiology, neurosurgery and bariatric specialty care.



**ORLANDO
HEALTH®**

*South Lake Hospital
Joe H. & Loretta Scott*
**Emergency Room
and Medical Pavilion**

16966 Cagan Ridge Blvd. | Clermont, FL 34714



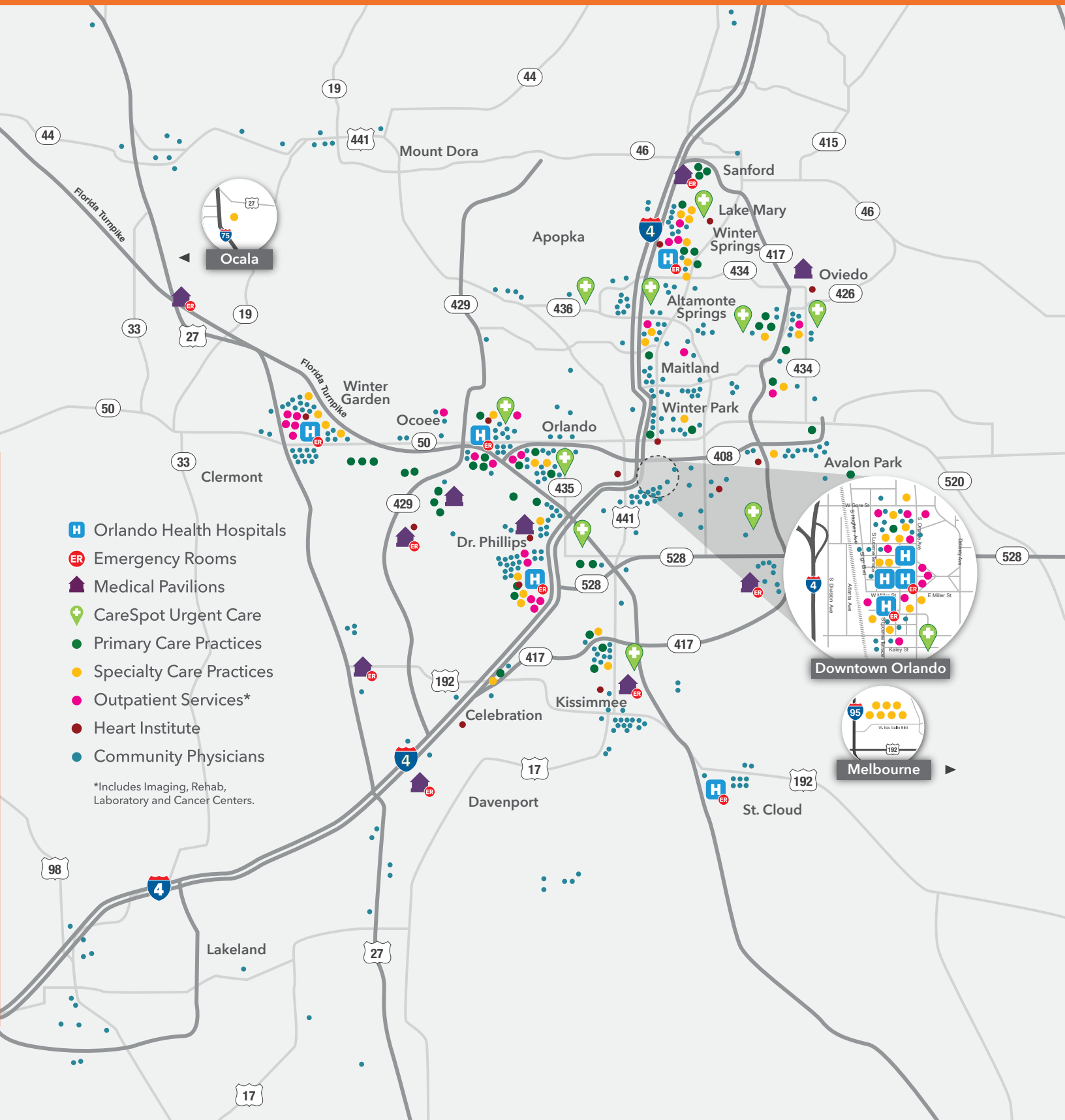
**ORLANDO
HEALTH®**

South Lake Hospital
**Emergency Room
and Medical Pavilion**
Blue Cedar

22316 U.S. Hwy. 27 | Leesburg, FL 34748

EVERYWHERE YOU ARE.

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





ORLANDO HEALTH®

1414 Kuhl Ave.
Orlando, FL 32806

Questions about Orlando Health?

Call Your Orlando Health Coordinated Concierge:

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