

YOUR TOTAL HEALTH AND WELLNESS RESOURCE 2021

THANK
YOU FOR
CHOOSING

ORLANDO
HEALTH®

Cast AdvantageSM

For the Disney Medical Plan

OrlandoHealth.com/Disney

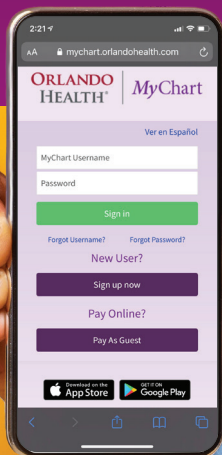
Watson Health®

100 Top
Hospitals® 2021

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ORLANDO HEALTH®

Cast AdvantageSM
For the Disney Medical Plan



COMMITTED TO CARING FOR DISNEY CAST MEMBERS

Through an extensive network of primary care and specialty physician practices, advanced medical services and state-of-the-art facilities, 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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We are excited to share we have launched Orlando Health MyChart, a secure online health connection. Orlando Health MyChart allows you to manage appointments, access test results, request prescriptions refills and pay bills.

**Learn more at
OrlandoHealth.com/MyChart.**

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. And when you visit our facilities, you can feel confident in our continued focus on safety. 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, 24/7/365.

(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 Disney 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 and 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.

Orlando Health MyChart® – We are excited to introduce Orlando Health MyChart, a secure online health connection. Orlando Health MyChart allows you to manage appointments, access test results, request prescription refills and pay bills.

Learn more at OrlandoHealth.com/MyChart.

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.

Orlando Health Clinically Integrated Network – Explore access to a vast network of more than 3,100 physicians in more than 115 different specialties. This means our doctors have the broad range of knowledge, experience and compassion necessary to manage your family's 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	Specialists and trusted experts when needed
Ways to meet your healthcare needs outside of regular office hours			Coordinated communication between these specialists
			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

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.

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 Plan.





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

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.

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.

2021 WELLNESS REWARDS

As part of the 2021 Disney Wellness Rewards program, Disney employees and Cast Members plus their spouses/domestic partners enrolled in a 2021 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.

To qualify, you must take action before December 31, 2021.
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

Beginning 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 needed 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
Endocrinology
Imaging
Genetic Counseling
Men's Health
Neonatology
Neuroscience
Obstetrics
Orthopedics and
Sports Medicine
Pediatrics
Primary Care
Surgery
Trauma and ER
Urgent Care
Urology
Weight Loss
Surgery
Women's Health
And More!

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.

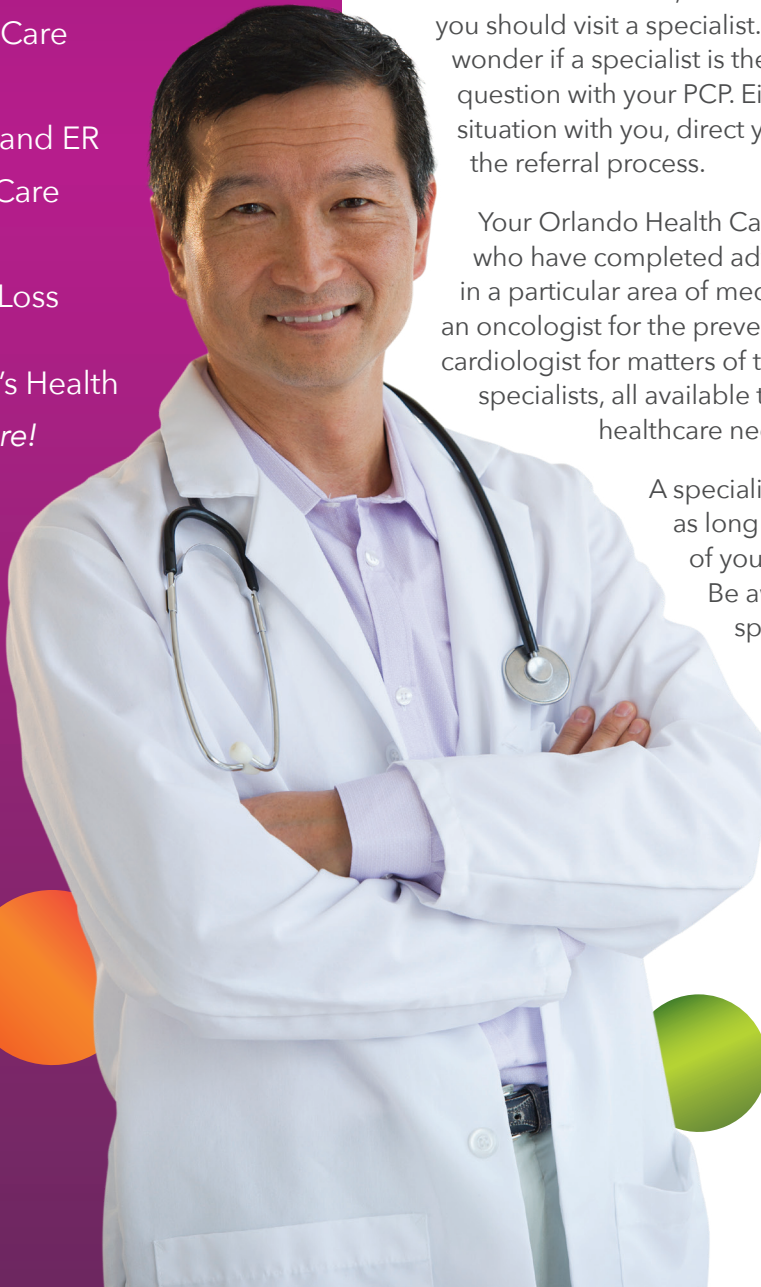
The Role of the Specialist

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

Clermont

East Sand Lake

Kissimmee

Lake Mary

Lee Vista

MetroWest

Ocoee

Oviedo

South Orange
(Downtown Orlando)

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
9400 Turkey Lake Rd.
Orlando, FL 32819

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

Orlando Health Horizon West Hospital
17000 Porter Rd.
Winter Garden, FL 34787

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

Orlando Health St. Cloud Hospital
2906 17th St.
St. Cloud, FL 34769

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

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 - Four Corners
16966 Cagan Ridge Blvd.
Clermont, FL 34714

Opening early 2022

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.

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:

Altamonte Springs

Ocoee

Orlando Health Emergency Room
and Medical Pavilion - Lake Mary

Orlando Health Medical Pavilion -
Spring Lake (Dr. Phillips area)

Orlando Health Medical Pavilion -
Summerport (Windermere)

Orlando Health Women's Pavilion -
Winter Park

South Orange
(Downtown Orlando)

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 & Vascular 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 - Four Corners

Orlando Health South Seminole Hospital

Orlando Health St. Cloud Hospital

Orlando Health St. Cloud Medical Pavilion

Orlando Health LabWorks* Locations

Downtown Orlando

Orlando Health Emergency Room and Medical Pavilion - Lake Mary

Orlando Health Medical Pavilion - Horizon West

Orlando Health Medical Pavilion - Spring Lake (Dr. Phillips area)

Orlando Health Medical Pavilion - Summerport (Windermere)

Orlando Health Women's Pavilion - Winter Park

** No Facility Fee*



FREQUENTLY ASKED QUESTIONS

What is different about the 2021 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 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 2021?

With the 2021 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.

FREQUENTLY ASKED QUESTIONS

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

No. The Orlando Health Cast Advantage plan you chose for 2021 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 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 2021?

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 2021. Call the Disney Benefits Center at 1 (800) 354-3970 for more information about qualified life events.

Can I change my PCP during 2021?

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.

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.

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

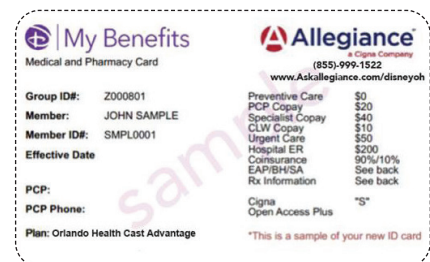
No. Your pharmacy benefit will continue to be administered by Express Scripts, and you will fill your prescriptions as you do now.

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 2021.



By The Numbers

Strength in numbers



MORE THAN
3,100
PHYSICIANS
IN OVER
115 AREAS
OF SPECIALTY

9 AWARD
WINNING
HOSPITALS

23 URGENT
CARE CENTERS*

11 MEDICAL
PAVILIONS*

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


Outpatient Centers
REHABILITATION • IMAGING CENTERS • LAB • CANCER • SURGERY

290
PRIMARY CARE
PRACTICE
LOCATIONS

5 CANCER
CENTERS

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

+12 ERs



ORLANDO HEALTH®

Orlando Regional
Medical Center



Watson Health®

**100 Top
Hospitals® 2021**

52 W. Underwood St., Orlando, FL 32806

For more than 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 to care for the critically ill and injured. Our efforts have earned us recognition once again from *U.S. News & World Report* as a Best Hospital in Orlando, and in April 2021, Orlando Health ORMC appeared among the top teaching hospitals on the IBM Watson Health 100 Top Hospitals list.

Located on the downtown Orlando campus, Orlando Health ORMC serves as the system's flagship hospital, providing a comprehensive continuum of care for the entire family through leading-edge technology and expertise in trauma, heart, vascular, stroke, neuroscience, oncology, surgery and orthopedic care. Thirteen hospital units at Orlando Health ORMC currently hold Beacon Awards for Excellence for exceptional nursing care from the American Association of Critical-Care Nurses, making it one of the highest earning adult hospitals in the state. In addition, Orlando Health ORMC is an accredited Chest Pain Center with Percutaneous Coronary Intervention by the American College of Cardiology (ACC) Accreditation Services.

100 Top Hospitals® is a registered trademark of IBM Watson Health™.

*U.S. News & World Report, Best Hospitals rankings



ORLANDO HEALTH®

Dr. P. Phillips Hospital

9400 Turkey Lake Rd., Orlando, FL 32819

Orlando Health Dr. P. Phillips Hospital is a medical and surgical facility serving southwest Orange County residents, as well as visitors to our many area attractions, since 1985. Located 10 miles southwest of the downtown Orlando campus, the 285-bed hospital offers a full spectrum of care that includes emergency care for all ages; minimally invasive surgery, including a Center of Excellence in Robotic Surgery; orthopedic services, including Advanced Total Hip and Knee Replacement certification; diagnostic and interventional imaging, including radiology, nuclear medicine and angiography; outpatient infusion; 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. The Orlando Health Cancer Institute - Dr. Phillips, located on the hospital campus, allows patients community access to cancer care including chemotherapy and radiation treatment, medical oncology services, surgical oncology consultations, oncologic pharmacy services, laboratory facilities and Cancer Support Community programs.

In April 2021, Orlando Health Dr. P. Phillips Hospital appeared among the top teaching hospitals on the IBM Watson Health 100 Top Hospitals list.

Watson Health®

100 Top
Hospitals® 2021



**ORLANDO
HEALTH®**

Medical Pavilion
Spring Lake

7243 Della Dr., Orlando, FL 32819

A convenient, one-stop location for comprehensive healthcare, the Orlando Health Medical Pavilion – Spring Lake offers coordinated primary care and specialty physician practices and ancillary services that includes diagnostic imaging, laboratory services, a pharmacy and a café.



**ORLANDO
HEALTH®**

**Emergency Room
and Medical Pavilion**
Osceola

1001 E. Osceola Pkwy., Kissimmee, FL 34744

As a service of Orlando Health Dr. P. Phillips, the Orlando Health Emergency Room and Medical Pavilion – Osceola is conveniently located in Kissimmee in Osceola County and includes a full-service ER offering 24/7 adult and pediatric emergency care with board-certified emergency medicine physicians, expertly trained nurses and complete diagnostic imaging and laboratory services. The medical pavilion includes primary care and specialty physician offices, outpatient diagnostics and laboratory services.



**ORLANDO
HEALTH®**

Emergency Room
Randal Park

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

Future expansion includes a combination of physician practices and ancillary services such as lab, imaging center and pharmacy.



ORLANDO HEALTH®

Health Central Hospital

10000 W. Colonial Dr., Ocoee, FL 34761

As a community hospital, Orlando Health - Health Central Hospital's commitment to excellence, service and community involvement is reflected in its over 70 years of healthcare service. Located in Ocoee, Florida, 11 miles west of the downtown Orlando campus, the hospital was acquired from the West Orange Healthcare District (District) in 2012. Orlando Health - Health Central operates a 211-bed acute care hospital offering a wide range of services to include minimally invasive surgery with select robotic surgery options; orthopedic services, including total hip and knee replacement; bariatric program accreditation as a Comprehensive Center; and a state-of-the-art wound healing clinic with hyperbaric medicine chambers. The hospital also has earned Spine Surgery, Joint Replacement and Primary Stroke certification from The Joint Commission, the nation's oldest and largest accrediting body in healthcare.

In 2018, Orlando Health – with significant funding from the District – opened a 30,000-square-foot comprehensive cancer institute with expanded clinical programs and services for patients and families. The cancer institute became the only facility in Central Florida, and only the sixth in the nation, to offer MRIdian® therapy, which allows for more precise treatment of cancer tumors through real-time magnetic resonance imaging (MRI) during radiation beam therapy. And in 2019, the Orlando Health Center for Rehabilitation, which includes a 60-bed rehabilitation unit, a 40-bed Alzheimer's unit, a 10-bed hospice unit and outpatient rehabilitation services, opened on the Orlando Health - Health Central campus.





ORLANDO HEALTH® | Medical Pavilion *Summerport*

5151 Winter Garden Vineland Rd.,
Windermere, FL 34786

Orlando Health Medical Pavilion – Summerport is convenient, one-stop location for comprehensive healthcare with coordinated primary care and specialty physician practices, including numerous pediatric specialties, plus ancillary services including diagnostic imaging and laboratory services.



ORLANDO HEALTH® | Medical Pavilion *Horizon West*

17000 Porter Rd., Winter Garden, FL 34787

Located adjacent to the newly opened Orlando Health Horizon West Hospital, the Orlando Health Medical Pavilion – Horizon West is located about 20 miles southwest of downtown Orlando in the Horizon West community. The medical pavilion includes primary care and specialty physician offices, outpatient diagnostics and laboratory services as well as an Orlando Health Outpatient Rehabilitation Center and Center for Health Improvement.



ORLANDO HEALTH®

Horizon West Hospital

17000 Porter Rd., Winter Garden, FL 34787

Orlando Health Horizon West Hospital is located about 20 miles southeast of the downtown Orlando campus, adjacent to the Orlando Health Medical Pavilion – Horizon West. As a comprehensive medical and surgical facility, the hospital is designed to meet the growing healthcare needs of the Horizon West community.

The six-level, 120-bed-capacity hospital will open with three floors being operational, a fourth floor equipped and ready for expansion and two shelled floors. A 30-bed inpatient acute care area offers state-of-the-art technology and the capability to transition to ICU care as needed. The facility also includes a full-service Emergency Room as well as a pharmacy, chapel, gift shop, cafeteria/food services area and conference space available for community use.

A full-service hospital, the facility features five operating rooms, and includes a robotic surgery program; cardiac catheterization labs and cardiognostic space including a stress lab; endoscopy/bronchoscopy suites; laboratory; and nuclear medicine and CT imaging, as well as outpatient imaging services and outpatient lab services through Orlando Health LabWorks.

ORLANDO HEALTH®

South Lake Hospital



1900 Don Wickham Dr., Clermont, FL 34711

Serving south Lake County since 1947, Orlando Health South Lake Hospital is a 140-bed community hospital offering a full continuum of care for residents of Lake County. Located 25 miles west of the downtown Orlando campus in Clermont, Florida, the hospital is situated on a 180-acre health 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 Orlando Health 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. In May 2021, Orlando Health South Lake was named one of the nation's 100 Top Hospitals by IBM Watson Health, and earned special recognition as an Everest Award recipient, reflecting our commitment to providing safe, quality care.

Watson Health®

100 Top
Hospitals® 2021

EVEREST AWARD RECIPIENT

To better serve Lake County residents, Orlando Health South Lake provides emergency care at two stand-alone locations. The Orlando Health South Lake Hospital Joe H. & Loretta Scott Emergency Room 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.

The full-service ERs provide 24/7 adult and pediatric emergency care with board-certified emergency medicine physicians, expertly trained nurses and complete diagnostic imaging and laboratory services. The Blue Cedar location's medical pavilion includes outpatient rehabilitation and specialty physician offices.



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

ORLANDO
HEALTH® | South Lake Hospital
Emergency Room
and Medical Pavilion
Blue Cedar



16966 Cagan Ridge Blvd.,
Clermont, FL 34714

ORLANDO
HEALTH® | South Lake Hospital
Joe H. & Loretta Scott
Emergency Room



ORLANDO HEALTH®

South Seminole Hospital

555 W. State Road 434, Longwood, FL 32750

Serving the healthcare needs of Seminole County residents for nearly 35 years, Orlando Health South Seminole Hospital is an acute care hospital located 15 miles north of the downtown Orlando campus in Longwood, Florida. 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 Receiving Center. Orlando Health South Seminole is home to one of three Air Care Team helicopter bases prepared to transport patients to the highest level of care for the most serious of injuries. In addition to a new, comprehensive outpatient physical rehabilitation center, Orlando Health South Seminole provides a full range of outpatient services, including hyperbaric oxygen therapy for wound care, diagnostic and interventional radiology, nuclear medicine, lab services, surgery, MRI and psychotherapy. In April 2021, Orlando Health South Seminole appeared among the top teaching hospitals on the IBM Watson Health 100 Top Hospitals list.

Watson Health®

100 Top Hospitals® 2021



380 Rinehart Rd., Lake Mary, FL 32746

Conveniently located in Lake Mary, Florida, the Orlando Health Emergency Room and Medical Pavilion - Lake Mary is provided as a service of Orlando Health South Seminole. The full-service ER offers 24/7 adult and pediatric emergency care with board-certified emergency medicine physicians, expertly trained nurses and complete diagnostic imaging and laboratory services. The medical pavilion consists of two floors housing primary care and specialty physician offices and one floor of ancillary services including outpatient diagnostics and laboratory services. The Orlando Health Lake Mary Hospital is projected to open in 2022.

**ORLANDO
HEALTH®** | **Emergency Room
and Medical Pavilion**
Lake Mary

ORLANDO HEALTH®

St. Cloud Hospital



2906 17th St., St. Cloud, FL 34769

Located about 20 miles south of the downtown Orlando campus, Orlando Health St. Cloud Hospital has served the residents of St. Cloud and the surrounding Osceola County communities for more than 50 years. A full-service 84-bed acute care facility, Orlando Health St. Cloud provides comprehensive emergency, inpatient and outpatient care with a wide range of specialty services including minimally invasive and robotic surgical options; rehabilitation care; laboratory, imaging and radiology services; and a Wound Healing & Hyperbaric Center. Orlando Health St. Cloud has received the Seal of Approval and recognition as one of the nation's Top Performers on key quality measures from The Joint Commission and is accredited as a Chest Pain Center by the American College of Cardiology (ACC) Accreditation Services.



1330 Budinger Ave., St. Cloud, FL 34769

Situated on the Orlando Health St. Cloud Hospital campus, the Orlando Health Medical Pavilion - St. Cloud is a convenient, one-stop location for comprehensive healthcare with coordinated primary care and specialty physician practices, laboratory services and an Orlando Health Physician Associates Walk-In Clinic. With extended office hours, clinic services include the diagnosis and treatment of minor illnesses and injuries, common vaccinations, health screenings and physicals, and medication prescriptions for walk-in, appointment and virtual visits.

**ORLANDO
HEALTH®** | Medical Pavilion
St. Cloud



**ORLANDO
HEALTH®**



**ARNOLD PALMER
HOSPITAL**
For Children

92 W. Miller St., Orlando, FL 32806

Providing compassionate care to the children, teenagers and young adults of Central Florida for more than 30 years, Orlando Health Arnold Palmer Hospital for Children is located on the downtown Orlando campus and includes 156 licensed beds for specialized care for children as well as a pediatric emergency department and the Orlando Health ORMC Level One Trauma Center for children. State-of-the-art pediatric services are provided by a comprehensive staff that includes pediatric subspecialty physicians and a nursing team that is "Magnet" recognized for nursing excellence and high-quality patient care. The hospital has earned national recognition for 12 consecutive 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, an independent hospital watchdog organization.



U.S. News & World Report, 2021-22 Best Hospitals



**ORLANDO
HEALTH®**



**WINNIE PALMER
HOSPITAL**
For Women & Babies

83 W. Miller St., Orlando, FL 32806

Located on the downtown Orlando campus, Orlando Health Winnie Palmer Hospital for Women & Babies provides programs and services focusing on the unique needs of women and babies. It is certified in perinatal care by The Joint Commission, is "Magnet" recognized for nursing excellence and high-quality patient care, and is designated as a Center of Excellence in Minimally Invasive Gynecology and in Robotic Surgery. Orlando Health Winnie Palmer welcomes nearly 14,000 babies each year. The hospital's 350 beds include 142 neonatal intensive care beds, making it one of the largest neonatal intensive care units under one roof in the country.



ORLANDO HEALTH®

Cancer Institute



As a top cancer care provider in Florida, Orlando Health Cancer Institute has developed a strategy using innovative cancer care and highly subspecialized experts providing coordinated, multidisciplinary care while treating each patient as a unique individual. Our approach to providing the highest quality of patient care at every level is founded on a commitment to excellence and innovation, including:

- Bringing the newest drugs and available treatments to patients through a robust clinical trials program
- Offering a forum for leading researchers to share discoveries with top physicians, resulting in enhanced patient care and treatment options
- Being a first-in-market leader to bring leading-edge cancer technologies to our patients, such as proton therapy, robotic minimally invasive surgeries and the launch of cellular therapy and bone marrow transplant programs
- Enhancing access to care with five treatment locations and 10 practice locations that enable us to bring services deeper into our communities, and expanded virtual appointment and consultation options
- Offering extensive supportive care options for patients through our cancer institute's Integrative Medicine department
- Treating the "whole" patient through holistic therapies enhanced by our Cancer Support Community



ORLANDO HEALTH®

Heart & Vascular Institute

At the Orlando Health Heart & Vascular Institute, patient care is a group effort. Our team of renowned heart and vascular experts collaborate to create better patient outcomes, communicating openly and clearly with each other and with patients and their families. With integrated, multidisciplinary care, along with sophisticated equipment and an environment designed around patient needs, the Orlando Health Heart & Vascular Institute is revolutionizing heart and vascular care in Central Florida.

SPECIALTY CENTERS AND PROGRAMS

- Adult Congenital Heart Center
- Advanced Cardiac Surgery Program
- Atrial Fibrillation Program
- Cardio-Oncology Program
- Cardiovascular Rehabilitation Program
- Cardiovascular Research and Education Program
- Chest Pain Center
- Comprehensive Heart Failure Program
- Diabetes Center
- Electrophysiology and Arrhythmia Center
- Heart Valve Center
- Interventional and Peripheral Vascular Program

CONSULTATIVE AND DIAGNOSTIC SERVICES

- Prevention and Wellness Program
- Pulmonary Hypertension Program
- Vascular Surgery
- Vein Clinic
- Women's Cardiac Center



AREAS OF SPECIALTY INCLUDE:

- ACL reconstruction
- Arthroscopy
- Bone alignment
- General orthopedics
- Joint replacement
- Meniscal transplant
- Rotator cuff repair
- Sports medicine
- Spine center
- Trauma specialists

The Orlando Health Jewett Orthopedic Institute offers the region's most advanced and comprehensive orthopedic care. Orthopedic physicians among the most highly trained in the country work together to diagnose and treat a wide variety of musculoskeletal conditions. Together with advanced treatment and minimally invasive surgery options, patients have access to next-level orthopedic and sports medicine care.

The institute brings together three key elements in orthopedic care that set it apart from others across the nation: a robust outpatient practice provided by recognized leaders in orthopedic and sports medicine, an internationally known trauma program, and one of the nation's top training programs for orthopedic physicians.

The combined strengths of this new institute are the catalyst for a premier destination orthopedic facility set to open in 2023. The Orlando Health Jewett Orthopedic Hospital will be a 195,000-square-foot inpatient facility dedicated to the latest and safest technologies in orthopedic care as well as outstanding customer service and exceptional patient outcomes.

OUR PARTNERS

Trust the team that cares for yours. We are official medical providers and healthcare partners for a variety of professional, college, community and high school teams.





ORLANDO HEALTH[®]

Medical Group

PRIMARY AND SPECIALTY CARE

Orlando Health Medical Group includes more than 825 physicians, representing more than 55 specialties, with practices located throughout Orlando and Central Florida. The group encompasses physicians in the following areas:

- Orlando Health adult medical and surgical specialties
- Orlando Health Arnold Palmer Hospital for Children pediatric specialty practices
- Orlando Health Winnie Palmer Hospital for Women & Babies women's services
- Orlando Health Cancer Institute
- Orlando Health Aesthetic and Reconstructive Surgery Institute
- Orlando Health Heart & Vascular Institute
- Orlando Health Jewett Orthopedic Institute
- Orlando Health Neuroscience and Rehabilitation Institute
- Orlando Health Physician Associates

Orlando Health Physician Associates is the medical group's main provider of primary care services with more than 165 doctors practicing in the following areas:

- Family Medicine
- Internal Medicine
- Pediatric Medicine
- Podiatry Services
- Women's Health

ORLANDO HEALTH®

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 HOSPITALS



ER'S & PEDIATRIC ER'S



MEDICAL PAVILIONS



CARDIOLOGY PRACTICES



ORTHOPEDIC PRACTICES



URGENT CARE (CARE SPOT & FHV)



OUTPATIENT CENTERS



PRIMARY CARE PRACTICES

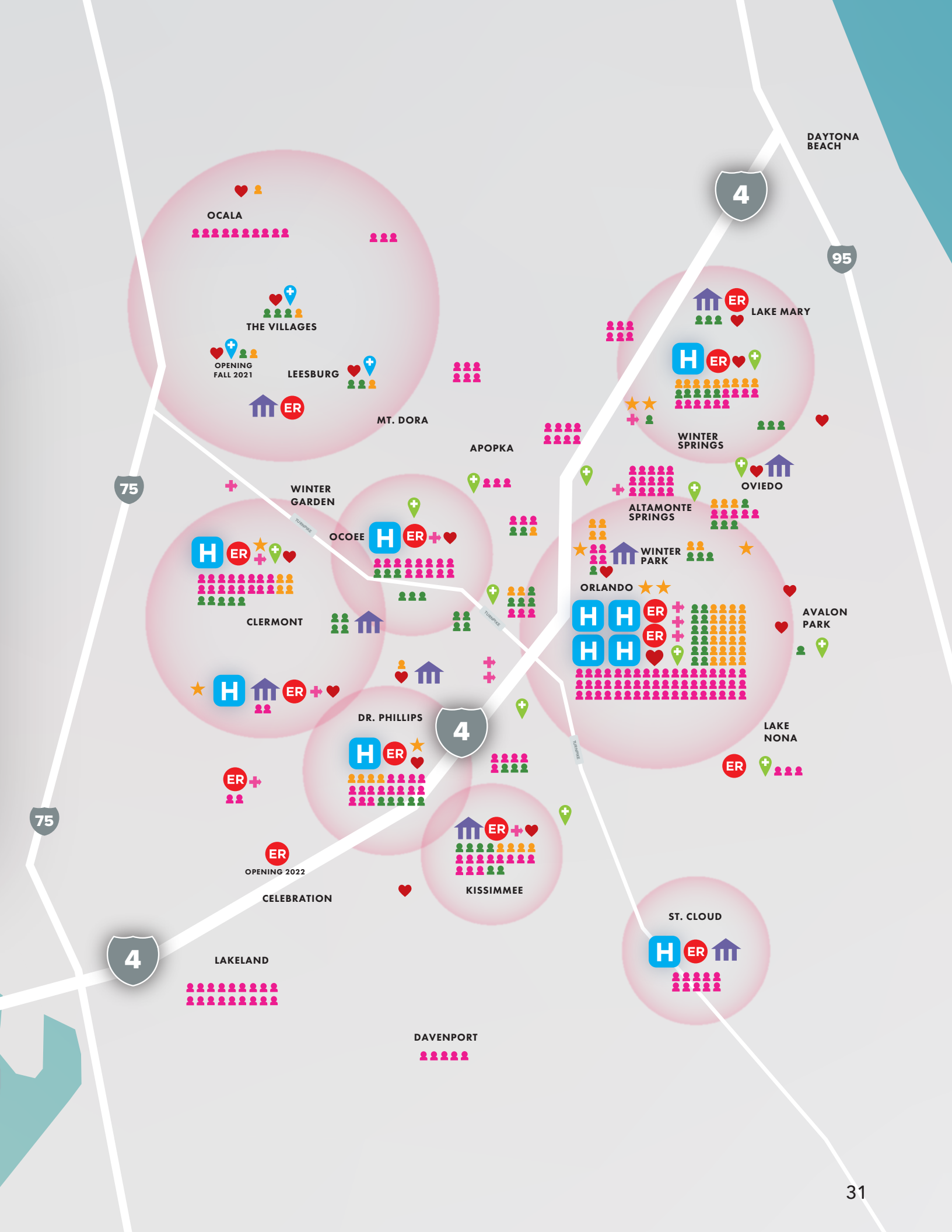


SPECIALTY CARE PRACTICES



COMMUNITY PHYSICIANS

Map is a visual representation of Orlando Health service area.
For more information about our locations please visit OrlandoHealth.com



ORLANDO HEALTH®

1414 Kuhl Ave.
Orlando, FL 32806

Questions about Orlando Health?

Call Your Orlando Health Coordinated Concierge:

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

or visit

OrlandoHealth.com/Disney