

Your Nemours - Florida

Dedicated to our Community Physicians



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IMPORTANT NUMBERS

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Jacksonville, FL 32207
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F (904) 697-3699

SATELLITE CLINIC:

Orange Park

2300 Park Avenue
Orange Park, FL 32073
P (904) 278-8888

Nemours Children's Clinic, Orlando

1717 S. Orange Avenue
Orlando, FL 32806
P (407) 650-7000
F (407) 650-7016

SATELLITE CLINICS:

Lake Mary

755 Rinehart Road, Suite 105
Lake Mary, FL 32746
P (407) 650-7000

Viera

7000 Spyglass Court, Suite 120
Viera, FL 32940
P (407) 650-7000

Nemours Children's Clinic, Pensacola

5153 N. Ninth Avenue
Pensacola, FL 32504
P (850) 505-4700
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SATELLITE CLINIC:

Destin

7720 U.S. Highway 98 West, Suite 260
Destin, FL 32250
P (850) 505-4700

Welcome to the first edition of the *Your Nemours – Florida* newsletter!

The *Your Nemours – Florida* newsletter is aimed at providing you and your staff with updated information on our clinics throughout the state, as well as other Nemours news of interest. We understand that your patient's care and well-being are of top priority, and we appreciate that you entrust us with their follow-up care.

In an effort to better serve your patients, we recently conducted extensive outreach with Morehead Associates to you – our referring community – to determine how we can build upon our partnership with your practice. As a result of this survey, we heard clearly that more thoughtful and relevant communication from us was critical, and accessibility was of top concern.

We recognize the importance of access throughout your patient's continuum of care and that accessibility to Nemours physicians and appointments is crucial. We are currently in the process of creating capacity and have developed guidelines to address accessibility. We are working on a solution and are developing a hybrid scheduling process to address these concerns specifically.

We are also developing a process for more timely and relevant communication. In addition to this quarterly print publication, we are working toward implementing an electronic communication system to provide you with general updates as well as patient follow-up. It is our goal to communicate with you in the most convenient way for you and your staff, and ask for your preference in how you receive communication.

To receive future communication via e-mail, or to update our records with your e-mail address, phone or mailing address, please e-mail your name and/or practice name, phone, address and e-mail to Nemours@orlandokids.org or call (407) 284-6602.

While we are addressing these key areas to provide you with better service, we are pleased to announce that of those surveyed, a significant portion of our referring community is pleased with the care we provide to your patients. Specifically:

- 91 percent of referring physicians would refer a loved one to Nemours
- 86 percent want to be referring to Nemours in three years

Thank you again for your support and we look forward to doing great things for Florida's children together.

Nemours Florida Leadership

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Nemours Breaks Ground on Children's Hospital



In February, Nemours broke ground on its children's hospital and pediatric health campus in Central Florida with a ceremonial groundbreaking event. On Wednesday, February 25, Florida's Governor Charlie Crist joined elected officials and state and community leaders in recognizing the dream of the Nemours Children's Hospital becoming a reality. The momentous event marked a historic milestone for children and their families.

The Nemours Children's Hospital and pediatric health campus is strategically situated in the

heart of Lake Nona's medical city in Orlando, and is within close proximity to other major medical entities including the UCF College of Medicine, Burnham Institute for Medical Research, Orlando Veterans Affairs Medical Center, M.D. Anderson Cancer Research Institute and the University of Florida research facility. The location will encourage partnerships and allow Nemours to capitalize on synergies between the various organizations at the emerging medical destination.

Scheduled to open in 2012, the Nemours Children's Hospital will improve pediatric health care in Florida and beyond through the use of Nemours' model of care and holistic integrated approach. The children's hospital will bring a comprehensive array of integrated pediatric health care services that are not readily available to the Central Florida community.

For more on the progress and development of the hospital, visit www.OrlandoKids.org.

Interested in receiving *Your Nemours – Florida* online?

E-mail your name and practice, along with your mailing address, e-mail address and phone number to Nemours@Orlandokids.org. Sign up to receive *Your Nemours – Florida* online, and receive a free copy of *Your Growing Child, A KidsHealth Guide to Injuries and Illnesses*.

COMING SUMMER 2009: NEMOURS FLORIDA PHYSICIAN DIRECTORY

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