



# WATSON CLINIC



# Patient Handbook

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Central Florida's Premier Healthcare Provider

# A Message From Watson Clinic

Thank you for your interest in Watson Clinic.

On behalf of the physicians and staff at Watson Clinic, we would like to thank you for choosing our team to meet your healthcare needs. After more than 80 years of proud service, we're honored and humbled to play such an essential role in the wellness of our community, and we continue to strive for the highest quality all-inclusive healthcare experience for you and your loved ones.

You are now part of a legacy characterized by compassionate care, world-class expertise, and cutting-edge medical innovation. Our team of over 330 physicians and providers are recruited from the best medical schools across the globe. Collectively, they've introduced our community to many of the most consequential innovations in healthcare, including open heart surgery and robotic surgical technologies. They've done this while maintaining the personable small-town values that our patients treasure the most.

Our focus on patient care extends far beyond an office visit. We support our patient's goals in living healthier lives by providing an open forum of communication, and access to important information through our interactive patient portal. The breadth of our specialties, coupled with the reach of our electronic health records system, allows our patients seamless, hassle-free referrals when additional specialized care is needed. In addition, we work within the community to spread awareness on disease prevention and general wellness topics.

Our patients aren't the only ones who have taken notice of Watson Clinic's unique brand of healthcare. After undergoing a series of rigorous and voluntary evaluations, we've amassed an astounding number of accreditations from some of the most respected and formidable patient advocacy groups in the nation, including recognition from the Accreditation Association for Ambulatory Health Care (AAHCA), and dozens of other prestigious organizations. These achievements provide assurance to our patients that we have been compared to the most outstanding healthcare facilities in the country, and have exceeded every standard they've set forth.

This patient handbook provides general information about our policies and procedures, as well as an overview of our care team and the locations in which they practice. You will also find information related to insurance claims, clinic charges and financial policies. If you have additional questions, we encourage you to give us a call.

Welcome to Watson Clinic.



*Jason Hirsbrunner*

**Jason Hirsbrunner**  
Chief Executive Officer

## WATSON CLINIC



# WATSON CLINIC'S PRIMARY & SPECIALTY CARE SITES

## Main

1600 Lakeland Hills Blvd.  
Lakeland, FL 33805  
**863-680-7000**

## Bartow Building A

2250 Osprey Blvd., Suite 100  
Bartow, FL 33830  
**863-533-7151**

## Bartow Building B

2000 Osprey Blvd., Suite 201  
Bartow, FL 33830  
**863-534-2728**

## Bella Vista Building

1755 N. Florida Avenue  
Lakeland, FL 33805  
**863-904-6200**

## Cancer & Research Center

1730 Lakeland Hills Blvd.  
Lakeland, FL 33805  
**863-603-4770**

## Center for Rehabilitative Medicine

1430 Lakeland Hills Blvd., 2<sup>nd</sup> Floor  
Lakeland, FL 33805  
**863-680-7700**

## Center for Specialized Rehabilitation

2190 E. County Road 540A  
Lakeland, FL 33813  
**863-680-7700**

## Dermatology at Sun City Center

924A Cypress Village Blvd.  
Ruskin, FL 33573  
**813-633-6121**

## Dermatology at Zephyrhills

6901 Medical View Lane  
Zephyrhills, FL 33542  
**813-788-7867**

## Highlands

2300 E. County Road 540A  
Lakeland, FL 33813  
**863-607-3333**

## Medical Spa (Bella Vista Building)

1755 N. Florida Avenue  
Lakeland, FL 33805  
**863-904-6204**

## North Pediatrics

1430 Lakeland Hills Blvd., 1<sup>st</sup> Floor  
Lakeland, FL 33805  
**863-680-7337**

## Orthopaedics at Winter Haven

100 Avenue I Northeast  
Winter Haven, FL 33881  
**863-393-9463**

## Plant City

615 E. Alexander Street  
Plant City, FL 33563  
**813-719-2500**

## South

1033 N. Pkwy. Frontage Road  
Lakeland, FL 33803  
**863-647-8011**

## Surgery Center

1315 N. Florida Avenue  
Lakeland, FL 33805  
**863-683-2268**

## Urgent Care Main

1600 Lakeland Hills Blvd.  
Lakeland, FL 33805  
**863-680-7271**

## Urgent Care South

1033 N. Pkwy. Frontage Road  
Lakeland, FL 33803  
**863-647-4047**

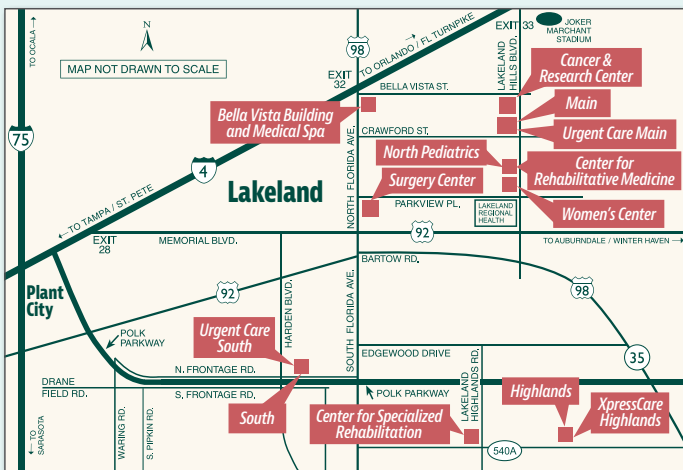
## Women's Center

1400 Lakeland Hills Blvd., Ste. A & B  
Lakeland, FL 33805  
**863-680-7752**

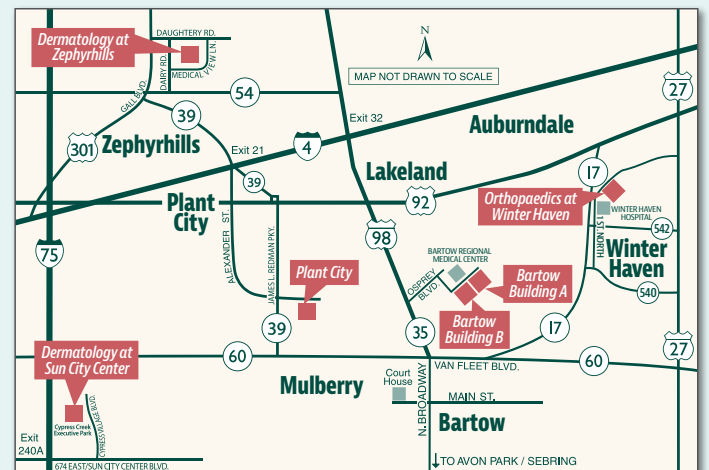
## XpressCare Highlands

2300 E. County Road 540A  
Lakeland, FL 33813  
**863-393-9472**

## LAKELAND LOCATIONS



## REGIONAL LOCATIONS



# General Patient Information



## SCHEDULING APPOINTMENTS

Call for appointments as far ahead of time as possible. Inform the patient service specialist that you wish to schedule an appointment, and your physician and service of choice. Please have your insurance card information available when you call, and bring it with you to every appointment as it will be checked each time for verification of health insurance coverage. Copayment will be collected before seeing your physician depending upon the requirements of your health insurance plan.

Watson Clinic has an automated appointment reminder system. This system will call or text you to verify most scheduled appointments 1-2 days prior to your visit. If you must cancel an appointment, please call your physician's appointment scheduling number no later than 48 hours prior to the appointment. This will enable us to reschedule the appointment time to meet the needs of another patient. Appointment scheduling phone numbers are located toward the back of this handbook.

Non-urgent appointments may also be scheduled online through your MyChart at Watson Clinic patient portal account at [WatsonClinic.com/MyChart](https://www.watsonclinic.com/MyChart).

## AFTER YOUR VISIT

If you have not received follow-up information about your visit in the reasonable time frame indicated by your doctor and you have questions, please call your physician's office or contact them through your MyChart patient portal account. Likewise, if your physician provides your reports by mail, please call or send them a message in the portal if you have any questions.

## PATIENT PARKING

All Watson Clinic locations have free parking on site for patients, including designated handicapped spaces. Our Main and Highlands locations offer a courtesy tram that runs Monday through Friday from 7 am to 5:30 pm. If you have specific transportation needs, please call the hospitality office at 863-680-7462 or 863-680-7414 and we will

do our best to meet your needs. Valet parking is offered at our Main and Highlands locations and is free of charge to all patients.

## PATIENT REGISTRATION

After you schedule your first appointment at Watson Clinic, a pre-registration specialist will attempt to contact you by phone to complete your Clinic registration. This will expedite the check-in process for your new patient visit. Please bring all of your most recent insurance identification cards and a photo ID with you. Thereafter, you will be asked for your most recent insurance ID card at each appointment with any Watson Clinic providers so our billing is correct. You will also be asked to update any information about yourself that may have changed.

## ARRIVING FOR YOUR FIRST APPOINTMENT

If you are seeing your provider for your first appointment at the Clinic, please arrive at their check-in desk approximately 30 minutes prior to your scheduled appointment time to complete any necessary paperwork. We'll obtain your correct personal information and provide you with a Clinic identification number. On return visits, arrive about 15 minutes prior to your appointment time. Self check-in options are available on the MyChart patient portal for returning patients.

## MEDICATIONS LIST

Each time you visit Watson Clinic, please bring a list of all medications you are currently taking, both prescriptions and over-the-counter items, plus your current insurance card.

## ADDITIONAL SERVICES

Most Watson Clinic locations offer fully accredited and licensed diagnostic services such as lab, x-ray, CT and MRI on site. Watson Clinic Main houses numerous additional services so that many of your healthcare needs may be met in one convenient facility.





# General Patient Information



## ADDRESSING PROBLEMS & CONCERNS

As patients, it's crucial that we ask questions of our healthcare providers. If you have a health concern, be sure to discuss the situation with your doctor. If you don't fully understand your diagnosis or treatment, ask that it be explained again. The care we provide is of greatest value to you when you fully understand and follow your provider's instructions.

## PATIENT AMENITIES/HOSPITALITY STAFF

Vending machines for beverages and snacks are available at most facilities. Cafe 1600 at Watson Clinic is open to employees and patients alike Monday through Thursday from 7 am - 2 pm and Friday from 7 am - 1 pm. It's located on the first floor of Watson Clinic Main. Other facility amenities include an on-site pharmacy at our Main location and a luxurious Medical Spa at our Bella Vista Building.



Please note that patients on home oxygen are requested to bring their own oxygen supply.

If we can help you with directions or calling a cab, please ask for assistance at the main desk of each location. Courtesy phones are available at each location as well. At our Main location, our hospitality staff will be glad to escort you to your car or assist you should you have mechanical difficulties.

## PRESCRIPTION REFILLS

If you need a prescription refill, request a non-urgent prescription refill from your MyChart patient portal account or contact your physician's office. Keep in mind the following:

- Not ALL prescriptions can be refilled by phone or a MyChart patient portal request. Regulations require most pain medication prescriptions to be printed and signed by a doctor and cannot be called in.

- Most medications will NOT be refilled if you have not seen the prescribing physician within the past 12 months; some medications may require more frequent physician visits for proper monitoring and recommended changes in dosage.
- In order to be sure your prescription does not "run out," please allow at least three business days to get your prescription renewed.
- Your preferred pharmacy is kept in our medical records system. Please keep your physician's office records updated with your pharmacy of choice. To request a change to your pharmacy, please contact your care team by phone or through your MyChart patient portal account.
- We recommend that you call your pharmacy prior to picking up your prescription to make sure it is ready.
- If we mail the prescription to you, please allow five business days for processing.

## PATIENT CONCERNS

Watson Clinic's mission is to provide comprehensive medical services of the highest quality, in the most cost effective manner, while constantly improving excellence in the best interest of patient care. If your patient care experience fails to meet with your expectations for any reason, please let us know by contacting our patient advocate at **863-680-7269**. You may also receive a survey following your appointments through your MyChart patient portal account. We encourage you to take the time to express any complaints or grievances at that time. Your feedback is important to us and will help us to improve our healthcare delivery process going forward.

## MEDICAL INSURANCE

Watson Clinic accepts Medicare assignment of benefits for traditional and supplemental Medicare along with many Medicare Advantage plans. The Clinic is also contracted with most commercial medical insurance plans including HMO's and PPO's. Contact your insurance carrier to verify our participation with your plan or go to

# General Patient Information



**WatsonClinic.com/Insurance** to see a list of contracted and accepted insurance plans.

Watson Clinic files all insurance claims on behalf of the patient for both primary and secondary insurance. If you have an insurance that is contracted with Watson Clinic, you are responsible for all applicable copays, co-insurance, deductibles and costs for any non-covered services you receive on the day of service.

If you have an insurance plan that Watson Clinic does not contract with (commonly referred to as an "out-of-network" plan) or do not have insurance, you will be responsible for payment of all charges on the day of service. Our financial counselors are available to assist you in making alternative payment arrangements if necessary. Please understand that we cannot waive patient balances.

## IMMEDIATE AND EXTENDED CARE OPTIONS



Watson Clinic provides a number of flexible healthcare options that work on your schedule. Some of our providers offer extended hours to better serve you, even on weekends.

For patients who need immediate treatment of minor illnesses and injuries, Watson Clinic offers

convenient walk-in options that don't require an appointment. Urgent Care Main, Urgent Care South and XpressCare Highlands all provide same day medical care seven days a week (excluding major holidays). Unlike most walk-in clinics, these facilities are equipped with onsite x-ray, laboratory, and additional diagnostic testing.

Each of these locations are open to Watson Clinic patients and non-patients alike, and feature a staff of expert Watson Clinic physicians and support staff. They do not treat serious or life-threatening conditions, or provide treatment for assaults, rape, children under two years of age, or children with asthma attacks or other serious medical conditions.

Children 2-17 years of age must be accompanied by a legal guardian.

For more information on these walk-in care options, visit **WatsonClinic.com/WalkIn**.

Meanwhile, Watson Clinic's FAST Access service is an ideal solution for new and established patients who want a same day or next day appointment. Call 863-680-CARE (2273) and request a FAST Access appointment to be scheduled with the first available Family Medicine or Internal Medicine provider. Visit **WatsonClinic.com/FastAccess** to learn more.

## PATIENT FINANCIAL SERVICES

Watson Clinic is one of the largest physician medical groups in the State of Florida and, as such, our Patient Financial Services representatives are well trained in all aspects of patient accounts – from your initial visit to the last billing statement.

We are a Medicare Assigned Facility. This means that we accept what Medicare allows for payment, and submit 100% of the claims electronically. We also file supplemental insurance for our Medicare patients.

The Patient Financial Services Business Office is open Monday through Friday from 8 am to 4:30 pm. For telephone assistance with billing inquiries, claims follow-up, procedural coding issues and payment arrangements call 863-680-7206 between the hours of 9 am to 4:30 pm Monday through Friday.

## BILLING

**Pay your bill online through your MyChart account.** If you have a question or concern about your billing statement or your account at Watson Clinic, please call our Patient Financial Services staff at 863-680-7206 between the hours of 9 am and 4:30 pm. You can visit our Business Office located at our Main facility between the hours of 8 am – 4:30 pm. You may also email us at **PatientRelations@WatsonClinic.com**.



# General Patient Information



Patients who undergo an outpatient procedure at our Watson Clinic Surgery Center may access their billing statements and make online payments at [WatsonSurgeryCenter.com](http://WatsonSurgeryCenter.com) or call 863-683-2428, option 5. We realize that insurance and billing issues can be confusing at times, and want you to know that we are here to help.

## ELECTRONIC HEALTH RECORD

Watson Clinic maintains your health record electronically. That means your medical information will automatically follow you wherever you go within Watson Clinic, and your Clinic physicians will have instant and easy access to your medical history at the time of your appointment with them. You are encouraged to enroll and access your medical information through Watson Clinic's patient portal - MyChart. Access to medical records is protected by federal HIPAA regulations.

If at any time you need a portion or all of your medical records forwarded to a physician outside of Watson Clinic, you can call our Medical Release of Information department at 863-904-2652 or request a share code through your MyChart account. Transferring medical records directly to another physician by fax or through your MyChart patient portal account is free. If you require copies of your medical records for purposes other than medical care, you will be required to pay a nominal fee. To transfer your records, please visit [WatsonClinic.com/MedicalRecords](http://WatsonClinic.com/MedicalRecords) to download and print the Authorization to Disclose Protected Health Information form required. This form can also be accessed and filled out through MyChart.

Please note that it is the patient's responsibility to provide us with any medical history information related to visits to physicians outside of Watson Clinic.

## PATIENTS WITH SPECIAL NEEDS

If you or a family member are deaf or hearing impaired and require an interpreter of American Sign Language or a foreign language, please let us know when you make your appointment so this may be arranged in advance.

Handicapped parking spaces for physically impaired patients are available at all Clinic locations. Wheelchairs are located at the entrance to each facility. At the Main and Highlands locations, valet parking is offered free of charge to all patients.

## MYCHART AT WATSON CLINIC PATIENT PORTAL

In our efforts to create a complete healthcare experience for you, we are pleased to offer an internet-based patient portal that allows for enhanced communication between you and your Watson Clinic doctor's office, and much more.

The MyChart patient portal is a free, confidential and easy-to-use website that gives you 24-hour access to your medical records, health-related educational materials, the ability to submit communications with your doctor's office without the burden of playing phone tag, and a forum where you can schedule or request appointments and access important health information including notes, medication lists, test results, and prescription refills.

The patient portal is intended to save you time and enhance the flow of communication between you and your healthcare provider.

It does not allow or replace any type of diagnosis or medical advice, and should never be used in an emergency situation. For more information and to access the patient portal, go to [WatsonClinic.com/MyChart](http://WatsonClinic.com/MyChart).



# Locations



## MAIN

The epicenter of the Watson Clinic network, our Main location is home to 26 specialties, nearly two-dozen subspecialties and services, and hundreds of the area's top physicians, nurses and medical support staff.

Specialties include allergy (adult & pediatric), breast surgery, cardiology, endocrinology, family medicine, gastroenterology, general surgery, hand surgery, infectious diseases, internal medicine, nephrology, neurology, oculoplastic surgery, ophthalmology, optometry, orthopaedic surgery, pain management, plastic & reconstructive surgery, podiatric surgery (podiatry/foot surgery), psychiatry, psychology, pulmonology, radiology, rheumatology, surgical oncology, urgent care and urology.

Services offered at this location include acupuncture, anticoagulation clinic, Bridges Optical, cardiovascular prevention, DEXA bone density scan, diabetes education, dietary counseling and medical nutrition therapy, echocardiography laboratory, electroencephalography-EEG, electrophysiology, executive wellness program, laboratory, nurse clinic, pacemaker clinic, pharmacy, pulmonary function testing, sleep disorders center, speech-language pathology, sports medicine program, treadmill and stress testing.

## BARTOW BUILDING A

Located directly adjacent to Bartow Regional Medical Center, Watson Clinic Bartow Building A delivers healthcare services from an exceptional team of board-certified physicians committed to providing you with expert care in a convenient setting. This location offers family medicine, endocrinology, podiatric surgery, and highly trained nurses and care team members. Bartow Building A also provides bone density DEXA scanning, electrocardiograms, dietary counseling, diabetes education, on-site laboratory work and x-rays. This office is the medical establishment of choice for people in Bartow, and the eastern most portions of Polk County.



## BARTOW BUILDING B

Watson Clinic Bartow Building B houses a range of services including our departments of obstetrics, gynecology, urogynecology & reconstructive pelvic surgery, and nephrology.

The obstetrics-gynecology and urogynecology & reconstructive pelvic surgery department offers a roster of services tailored for women of all ages, including routine gynecologic examinations, contraceptive management and treatments for irregular bleeding, pelvic pain, urinary incontinence, fecal incontinence, pelvic organ prolapse, painful bladder syndrome, sexual dysfunction and issues brought on by conditions like osteoporosis and menopause.



Patients can conveniently schedule their own appointment online through their MyChart patient portal account. Gynecologic procedures are conducted both in-office and at Bartow Regional Medical Center.

Building B also houses our team of board-certified Nephrologists who specialize in the diagnosis and treatment of kidney disorders. In addition, the department provides treatments for hypertension, an extremely common condition that can lead to kidney disease.

## BELLA VISTA BUILDING

Watson Clinic's Bella Vista Building is a sprawling and elegant three-story medical office located on the corner of North Florida Avenue and East Bella Vista Street. The facility offers a diverse slate of specialties and services, including otolaryngology (ear, nose & throat, facial plastic surgery, head & neck surgery), dermatology, dermatopathology (with on-site pathology lab), mohs micrographic surgery, gynecology, gynecologic oncology, urogynecology & reconstructive pelvic surgery, obstetrics, diVa® laser vaginal therapy, the Medical Spa at Watson Clinic, which is open to Watson Clinic patients and non-patients alike (offering day spa services to refresh and rejuvenate), speech-language pathology and our hearing center (audiological examinations and a full inventory of hearing devices).





## CANCER & RESEARCH CENTER

The Watson Clinic Cancer & Research Center (CRC) houses a collaborative group of oncology specialists working to enhance the quality of services for cancer patients, their families and the community. Nurturing the latest breakthroughs in research and treatment, including the latest state-of-the-art TrueBeam™ linear accelerator, CRC is accredited by the Accreditation Association of Ambulatory Care (AAAHC) and the American College of Radiation (ACR).

The Cancer & Research Center team features medical oncologists and radiation oncologists working in collaboration with a gynecologic oncologist, pathologists, surgeons, urologists, radiologists, nurses, social workers, dietitians, and other medical professionals. Highly trained nurse navigators counsel and assist patients through every step of the process – from diagnosis through treatment to survivorship and follow-up care. Meanwhile, the Arts in Medicine program located on the second floor, promotes self-expression and healing through engagement in the creative arts.

## CENTER FOR REHABILITATIVE MEDICINE



The Center for Rehabilitative Medicine is housed on the second floor of the Watson Clinic Professional Center (WCPC), and offers a full roster of physical and occupational therapy, and Chiropractic Medicine services delivered by a team of highly experienced and licensed specialists.

Our physical therapists provide services that assist with the restoration of mobility and ease of movement, pain reduction, and teach skills that promote a healthy and active physical wellbeing - all valuable services when recovering from or learning how to avoid injury. Meanwhile, our occupational therapists assist patients in making the most of their work and living conditions in the face of physical impairment.

The department features a team of board-certified specialists in chiropractic medicine, orthopaedics, lymphedema, manual therapy, wound care and hand therapy. Their close collaboration with our oncologists, hand surgeons, orthopaedic surgeons, and additional specialists ensure a smooth continuity of care for established Watson Clinic patients.

## CENTER FOR SPECIALIZED REHABILITATION

The Watson Clinic Center for Specialized Rehabilitation provides the services you need to move forward with recovery.



The facility features chiropractic medicine and one of the area's only certified hand specialist who offers therapy options for patients who have suffered injuries or other demobilizing conditions.

A vestibular specialist helps patients recover from chronic imbalance and dizziness. These services are enhanced with a state-of-the-art HUMAC balance system, the world's most powerful tool in restoring a sense of stability and coordination for patients who suffer from vestibular disorders and other physical trauma.

Physical conditioning and occupational therapies also allows patients to perform everyday tasks with maximum agility and effectiveness.

## DERMATOLOGY AT SUN CITY CENTER



A full-time, full-service dermatology and dermatological surgery center, our Sun City Center location provides a broad range of specialized services related to the skin, hair and nails, including all

forms of skin cancer and other maladies, such as psoriasis, eczema and sun damage. Other services include dermatologic surgery, skin cancer screenings and cosmetic procedures such as BOTOX®, Kybella® and other facial fillers.

## DERMATOLOGY AT ZEPHYRHILLS

Watson Clinic Dermatology at Zephyrhills marks our first foray into the Pasco County area.

This office offers a full line of dermatology services including treatment and monitoring of skin cancer, acne, eczema, psoriasis, dermatitis, hair and nail diseases, as well as dermatologic surgery, mohs micrographic surgery and a full range of cosmetic procedures.



# Locations



## HIGHLANDS

Watson Clinic Highlands is a nearly 74,000 square foot stunning two-story medical facility located at 2300 E. County Rd. 540A in south Lakeland. The facility offers dermatology, family medicine, a Hearing Center, internal medicine, nephrology, obstetrics - gynecology, orthopaedic surgery/sports medicine, otolaryngology (ENT)/facial plastic surgery, pain management, pediatrics, podiatric surgery (podiatry/foot surgery), psychiatry, DJ Orthopedics LLC store, physical therapy featuring cutting-edge equipment and a team of licensed therapists, as well as comprehensive radiology capabilities, including CAT scan, MRI, DEXA bone density scanning, x-ray, ultrasound and 3D mammography. Additionally, the facility includes an on-site laboratory for faster test results.

On the far east side of the Watson Clinic Highlands facility, patients and non-patients alike can receive walk-in care seven days a week without an appointment from our Watson Clinic XpressCare Highlands offices.

## LAKELAND REGIONAL HEALTH MEDICAL CENTER



Watson Clinic offers a number of physicians who are hospital-based, including primary care and pediatric hospitalists, critical care intensivists, anesthesiologists, an inpatient cardiologist, nephrologist pulmonologist

and urologist, an OB-GYN nocturnist, an orthopaedic trauma surgeon, radiologists and wound care specialists. These are Watson Clinic providers who provide coverage all year long from Lakeland Regional Health Medical Center (LRH), Bartow Regional Medical Center, South Florida Baptist Hospital and Winter Haven Hospital. Many of our specialists have surgical privileges at these hospitals, and make rounds to visit our patients when they are admitted. Our patients find comfort in their ability to receive the Watson Clinic brand of healthcare they know and trust during their stay in the hospital. If you're admitted, we encourage you to ask for us by name, and request the Watson Clinic specialist on duty. Supported by a comprehensive medical records system, each of them works closely with the patient's primary care physician to coordinate treatment. These hospital-based physicians are skilled and experienced in treating health problems unique to hospitalized patients, such as pneumonia, infections, heart attacks, congestive heart failure and pregnancy delivery.

## NORTH PEDIATRICS

From vaccinations and regular check-ups to the latest in disease prevention, our board-certified pediatricians are dedicated to keeping children healthy and active. Watson Clinic's North Pediatrics facility is the provider of choice for thousands of families in the area.

## ORTHOPAEDICS AT WINTER HAVEN



Watson Clinic Orthopaedics at Winter Haven offers area residents easy access to a comprehensive roster of orthopaedic surgery & sports medicine services, including

treatments for injuries afflicting the hand, hip, thigh, knee, leg, shoulder, elbow, foot and ankle. The facility also collaborates closely with nearby Winter Haven Hospital to provide in-office pre- and post-surgical consultations and swift referrals when surgical care is needed. Patients benefit from a convenient continuity of care where their full range of needs are addressed and accommodated under one roof.

## PLANT CITY

Watson Clinic Plant City offers quality services, compassionate care and a convenient location for Plant City residents. The physicians and medical staff encompass the fields of pediatrics, internal medicine, nephrology, and an on-site laboratory is available for quicker test results.

## SOUTH

Conveniently located in the center of Southwest Lakeland and just off the Polk Parkway, Watson Clinic South provides an impressive number of board-certified specialists, ample parking, onsite x-ray, ultrasound, CT, and laboratory services. Specialties include allergy, asthma & immunology (pediatric and adult), dermatology, family medicine, internal medicine, pediatrics and podiatric surgery (foot surgery).



This location also features Urgent Care South. This walk-in care facility offers comprehensive treatments for minor illnesses and injuries for patients and non-patients alike.





## SURGERY CENTER

Located at 1315 North Florida Avenue in Lakeland, the Watson Clinic Surgery Center offers exceptional outpatient surgical care across a number of specialties, including anesthesiology, breast surgery, gastroenterology/colonoscopy, general surgery, gynecologic oncology, gynecology, orthopaedics/hand surgery, otolaryngology (ENT), plastic & reconstructive surgery, podiatry, radiation oncology and urology.

## URGENT CARE MAIN AND URGENT CARE SOUTH



Watson Clinic's Urgent Care Main (north Lakeland) and Urgent Care South (south Lakeland) require no appointment for the treatment of minor emergencies, illnesses and accidents. Unlike most other walk-in clinics, both of these Urgent Care facilities are fully staffed by board-certified physicians and highly professional care

team members, specializing in the treatment of colds, flu, cough, earaches, small lacerations, bladder infections, sore throats, minor injuries, upper respiratory infections, small cuts and fractures, and much more. Essentially, any minor illness or injury with the exception of assault or trauma.

These facilities also offer onsite access to x-ray, CT, EKG, ultrasound and laboratory capabilities for faster test results and more efficient care. With the added convenience of expanded operating hours available seven days a week, Urgent Care Main and South are appealing, lower-cost alternatives to an emergency room.

Children 2-17 years old must be accompanied by a legal guardian.

## WOMEN'S CENTER

The Watson Clinic Women's Center encompasses two "suites" with a dedicated professional staff offering mammography, breast surgery,

and plastic & reconstruction services. The Women's Center's purpose is to inspire health awareness and offer a calming environment for women throughout Polk County.

Suite A houses a comprehensive mammography department where patients benefit from the most advanced technologies including breast tomosynthesis, also known as 3D mammography. The mammograms are interpreted by dedicated breast imagers with fellowship training.

From Suite B, our surgery team offers a wide variety of options. Our standards of surgical care include breast conservation surgery (utilizing an oncoplastic approach), skin and nipple sparing mastectomy, and immediate reconstruction during surgery by board-certified plastic and reconstructive surgeons.

Breast health nurse navigators provide information and comforting counsel throughout all phases of the process, and a licensed clinical social worker is onsite to provide emotional support, coping strategies, and connections to local community resources.

## XPRESSCARE HIGHLANDS



Watson Clinic XpressCare Highlands is a popular walk-in location on County Road 540A in south Lakeland. This facility is staffed by board-certified physicians who specialize in treating minor illnesses and injuries such

as earaches, small lacerations, bladder infections, sore throats, minor injuries, upper respiratory infections and much more!

No appointment is required and patients receive prompt, convenient care for ages 2 and up. The physicians welcome new patients as well as those with an established Watson Clinic physician who need to be seen quickly. An on-site lab drawing station and x-ray services are available for timely results. Offering extended hours seven days a week (excluding major holidays), the facility is convenient for the entire family and close to home.

**For more information on our Main location or any regional facility, visit [WatsonClinic.com/Locations](http://WatsonClinic.com/Locations).**



# Patient Bill of Rights

**Florida law\* requires that your healthcare provider or healthcare facility recognize your rights while you are receiving medical care and that you respect the healthcare provider's or healthcare facility's right to expect certain behavior on the part of patients. You may request a copy of the full text of this law from your healthcare provider or healthcare facility. A summary of the Florida Patient's Bill of Rights is included here.**

## **A PATIENT HAS THE RIGHT TO:**

- Be treated with courtesy and respect, with appreciation of his or her dignity, and with protection of privacy.
- Receive a prompt and reasonable response to questions and requests.
- Know who is providing medical services and who is responsible for his or her care.
- Know what patient support services are available, including interpreting services for deaf and non-English speaking patients.
- Know what rules and regulations apply to his or her conduct.
- Be given by the healthcare provider information such as diagnosis, planned course of treatment, alternatives, risks and prognosis.
- Bring any person of his or her choosing to the patient-accessible areas of the healthcare facility or provider's office to accompany the patient while the patient is receiving inpatient or outpatient treatment or is consulting with his or her healthcare provider, unless doing so would risk the safety or health of the patient, other patients, or staff of the facility or office or cannot be reasonably accommodated by the facility or provider.

- Refuse any treatment, except as otherwise provided by law.
- Upon request, be given full information and necessary counseling on the availability of known financial resources for care.
- Know whether the healthcare provider or facility accepts the Medicare assignment rate, if the patient is eligible for Medicare.
- Upon request, receive prior to treatment, a reasonable estimate of charges for medical care.
- Receive a copy of an understandable itemized bill and, if requested, to have the charges explained.
- Receive medical treatment or accommodations, regardless of race, national origin, religion, handicap or source of payment.
- Receive treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- Know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such research.
- Express grievances regarding any violation of his or her rights.

## **A PATIENT IS RESPONSIBLE FOR:**

- Giving the healthcare provider, to the best of their knowledge, accurate information about present complaints, past illnesses, hospitalizations, medications, and other information about his or her health.
- Reporting unexpected changes in his or her condition to the healthcare provider.
- Reporting to the healthcare provider whether he or she understands a planned course of action and what is expected of him or her.

- Following the treatment plan recommended by the healthcare provider.
- Keeping appointments and, when unable to do so, notifying the healthcare provider or facility.
- His or her actions if treatment is refused or if the patient does not follow the healthcare provider's instructions.
- Making sure financial responsibilities are carried out as promptly as possible.
- Following healthcare facility conduct rules and regulations affecting patient care and conduct.

## **ADDITIONAL INFORMATION**

- We respect a patient's right to change physicians. We are unable to guarantee the availability of your choice of physician. Please contact our appointment center at 863-680-7190 to discuss your request. Your insurance plan may also provide you with a list of in-network physicians.
- To provide feedback, express a complaint or grievance, or if you have further questions, please contact our patient advocate at 863-680-7269.
- For concerns about your HMO or your medical care, please call:

- **HMO Managed Care Hotline: Agency for Health Care Administration (AHCA) 888-419-3456.**
- **Department of Insurance Division of Consumer Services for Insurance Complaints 877-MY-FL-CFO or 877-693-5236.**
- **Health Care Consumer Assistance Hotline: 850-921-5458**
- **To reach your HMO, please see your ID card for the proper phone number.**

*This document is updated as of September 20, 2024.*

# Connect With Us

## COMMUNITY NEWS & SOCIAL MEDIA



The health of our community thrives on more than just the exceptional care we offer at Watson Clinic. We are devoted to connecting with our community in a variety of ways with valuable health information and updates to our clinic.

**Health Scene**, our community health magazine, aims to provide the tools and knowledge you need to maintain a healthy lifestyle. Filled with valuable health information for the entire family, each issue includes articles on the many services offered throughout the Clinic, input from our team of medical experts, and insights into the latest medical treatments, trends and breakthroughs.

You may also wish to receive our electronic newsletter - Health E-news - that is sent directly to your email once a month.

***If you would like to be added to either mailing, you may do so by visiting our website, emailing us at [HealthScene@WatsonClinic.com](mailto:HealthScene@WatsonClinic.com) or contacting our public relations office at 863-904-4653.***

Additionally, Watson Clinic's social media pages offer daily updates with Clinic news! Tens of thousands of followers who like us on Facebook, X, Pinterest, and Instagram enjoy a wealth of valuable health and wellness content,

including new physician announcements, special event coverage and news on the latest procedures and services offered throughout the Clinic. Our YouTube channel offers hundreds of physician interviews, patient testimonials and much more. Meanwhile, our Watson Clinic Health Talk podcast features conversations with our team of over 350 physicians and providers on a range of health-related topics that matter most to you.

For links to each of the Clinic's social media platforms, visit [WatsonClinic.com](http://WatsonClinic.com) and scroll directly to the social platforms at the bottom of the page.



**Facebook** [Facebook.com/watsonclinicfl](https://www.facebook.com/watsonclinicfl)  
**X** [X.com/watsonclinic](https://www.x.com/watsonclinic)  
**YouTube** [Youtube.com/watsonclinicllp](https://www.youtube.com/watsonclinicllp)  
**Pinterest** [Pinterest.com/watsonclinic](https://www.pinterest.com/watsonclinic)

**LinkedIn** [Linkedin.com/company/watson-clinic](https://www.linkedin.com/company/watson-clinic)  
**Instagram** [Instagram.com/watson\\_clinic/](https://www.instagram.com/watson_clinic/)  
**Blog** [WatsonClinic.com/blog](https://www.WatsonClinic.com/blog)  
**Podcast** [WatsonClinic.com/podcast](https://www.WatsonClinic.com/podcast)

## YOUR INFORMATION. YOUR RIGHTS. OUR RESPONSIBILITY.

**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.**

### Your Rights

**When it comes to your health information, you have certain rights.** This section explains your rights and some of our responsibilities to help you. We will comply with applicable law, but this notice does not create rights or obligations that go beyond those laws.

#### Get an electronic or paper copy of your medical record.

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Contact Release of Information at 863-904-2652.
- We will provide a copy or a summary of your health information, within the time required by law. We may charge a reasonable, cost-based fee.

#### Ask us to correct your medical record.

- You can ask us to correct health information about you that you think is incorrect or incomplete.
- You must give us your request in writing and a reason supporting your requested amendment.
- Contact Release of Information at 863-904-2652. We can give you a form to use to make your amendment request.
- We may say "no" to your request, but we'll tell you why in writing within 60 days.

#### Request confidential communications.

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say "yes" to all reasonable requests.

#### Ask us to limit what we use or share.

- You can ask us not to use or share certain health information for treatment, payment, or our operations.
- We are not required to agree to your request, and we may say "no". For example, we may refuse your request for a restriction if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say "yes" unless a law requires us to share that information.

#### Get a list of those with whom we've shared information.

- You can ask for a list (accounting) of the times we've shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make), except if required by regulation. We'll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

#### Get a copy of this privacy notice.

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

#### Choose someone to act for you.

- If someone is your legal guardian or you have given someone medical power of attorney, that person can exercise your rights and make choices about your health information. A copy of this document must be provided to the Privacy Office.
- We will take reasonable steps to make sure this person has this authority and can act for you before we take any action.
- Information will be shared after death as permitted by HIPAA.

#### File a complaint if you feel your rights are violated.

- You can complain if you feel we have violated your rights by contacting us by calling the Compliance and Privacy Office at 863-680-7402.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting [www.hhs.gov/hipaa/filing-a-complaint/what-to-expect/index.html](http://www.hhs.gov/hipaa/filing-a-complaint/what-to-expect/index.html).
- We will not retaliate against you for filing a complaint.

### Your Choices

**For certain health information, you can tell us your choices about what we share.** If you have a clear preference for how we share your information in the situations described below, talk to us. We will follow your instructions if feasible or otherwise required by law.

#### In these cases, you have both the right and choice to tell us to:

- Share information with family, close friends, or others involved in your care.
- Share information in a disaster relief situation.
- Contact you for fundraising efforts.

*If you are not able to tell us your preference, for example if you are unconscious or not present, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.*

**Unless you give us written permission, except as otherwise provided in this notice or applicable law, we will not:**

- Sell your information, or
- In most cases share your psychotherapy notes, or
- Use or share your information for marketing purposes (except we may communicate with you face-to-face, provide nominal promotional gifts, and provide appointment reminders or other health-related information, possible treatment alternatives, benefits and services that may be useful or of interest to you.)

#### In the case of fundraising:

- We may contact you and use certain limited information for fundraising efforts, but you can tell us not to contact you again by writing the Privacy Officer.

### Our Uses and Disclosures

#### We typically use or share your health information to:

##### Treat you.

- We can use your health information and share it with others who are treating you. *Example: A doctor treating you for an injury asks another doctor about your overall health condition.*

##### Run our organization and for other health care operations:

- We can use and share your health information to run our practice, improve your care, contact you, and for other health care operations purposes. We may use it to conduct training programs, including programs for outside students and observers. We can share your information with our business associates as described on this form.
- Example: We use health information about you to manage your treatment and services. We may use it to create de-identified health information to use for all lawful purposes.*

##### Bill for your services.

- We can use and share your health information, including your contact information, to contact, bill and get payment from you, your guarantor, health plan(s), and any other entity or individual responsible for payment purposes, including accounting, debt-collection, and related financial communication.
- Example: We give information about you to your health insurance plan so it will pay for your services.*



## Electronic Health Information Exchange.

- Health Information Exchange (HIE) allows doctors, hospitals, and other health care providers, as well as health plans and other entities, to share health information about patients electronically. This is done for several purposes, including, but not limited to, treatment, quality assurance, state law reporting requirements, health care operations, and payment. Watson Clinic physicians and staff, hospitals, and other health care providers may share and receive your health care information electronically through various health information exchange connections with other health care providers and payors. HIE networks and organizations are required to comply with laws and rules that protect the privacy and security of your health information.
- *Example: We may exchange your information electronically with providers and other covered entities including, but not limited to, hospitals and surgery centers, for treatment, payment, or health care operations purposes.*
- **OPTING OUT OF HIE:** You have the ability to OPT OUT of HIE by using the OPT OUT form located on the Clinic's website [www.WatsonClinic.com](http://www.WatsonClinic.com) and mailing it to the Privacy Office address on this notice, or requesting the form at a reception desk at any Clinic locations. We will consider all requests, but there are some circumstances where we will still be required to share your information electronically. For example, even if you opt out, we will still need to submit claims electronically if required by your health plan.

### How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: [www.hhs.gov/hipaa/for-individuals/guidance-materials-for-consumers/index.html](http://www.hhs.gov/hipaa/for-individuals/guidance-materials-for-consumers/index.html).

### Help with public health and safety issues. We can share health information about you for certain situations such as:

- Preventing disease.
- Helping with product recalls.
- Reporting adverse reactions to medications.
- Reporting suspected abuse, neglect, or domestic violence.
- Preventing or reducing a serious threat to anyone's health or safety.

### Do research.

- We can use or share your information for health research as permitted by applicable laws and rules.

### Comply with the law.

- We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with Federal privacy law.

### Respond to organ and tissue donation requests.

- We can share health information about you with organ procurement organizations.

### Work with a medical examiner or funeral director.

- We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

### Address workers' compensation, law enforcement, and other government requests. We can use or share health information about you:

- For workers' compensation claims.
- For law enforcement purposes or with a law enforcement official, or certain information relating to inmates.
- With health oversight agencies for activities authorized by law.
- For special government functions such as military, national security, and presidential protective services.

### Respond to lawsuits and legal actions.

- We can share health information about you in response to a court or administrative order, or in response to a subpoena.

### Business Associates.

- There are some health care-related, communication, billing, payment and health care-operation services provided through contracts with third parties, called "business associates," that may use the information to perform certain services. Examples include software, messaging, or technology vendors we may utilize to provide technical support and communication services, attorneys providing legal services to us, accountants, billing, account-servicing and collection companies, consultants and others. When such a service is contracted, we may share your protected health information with such business associates and may allow our business associates to use, create, receive, maintain or transmit your information on our behalf in order for the business associate to provide services to us, or for the proper management and administration of the business associate. Business associates must protect any health information they receive from, or create and maintain on behalf of the Provider. In addition, business associates may re-disclose your health information to subcontractors in order for the subcontractors to provide services to the business associate. The subcontractors will be subject to the same restrictions and conditions that apply to the business associate. Whenever such an arrangement involves the use or disclosure of your information, we will have a written contract that contains terms designed to protect the privacy of your information.

## Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We try to keep your data secure, but we cannot guarantee that nothing will go wrong. We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.
- We will comply with Florida law. We will obtain your written consent for certain disclosures if your consent is required under state law. For example, Florida requires us to obtain your written consent to disclose for payment purposes, so we will ask for your written permission to use and disclose your information for certain purposes allowed in this document.

**For more information see: [www.hhs.gov/hipaa/for-individuals/notice-privacypractices/index.html](http://www.hhs.gov/hipaa/for-individuals/notice-privacypractices/index.html).**

### Changes to the Terms of This Notice.

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site.

The effective date of this Notice is February 2, 2024.

**This Notice of Privacy Practices applies to the following organization:**

**Watson Clinic  
P.O. Box 95000  
Lakeland, FL 33804-5000  
Compliance & Privacy Office: 863-680-7402**

# Nondiscrimination & Accessibility Notice

**Watson Clinic LLP (Clinic) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. The Clinic does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.**

The Clinic provides free aids and services to people with disabilities to communicate effectively with us, such as:

- **Qualified sign language interpreters**
- **Written information in other formats (large print, audio, accessible electronic formats, other formats)**
- **Provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.**

**If you need the above services, please call 863-904-3080.**

If you believe that the Clinic has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by contacting:

## Patient Advocate

402 S. Kentucky Avenue, Suite 500

Lakeland, FL 33801

Phone: 863-680-7269

Fax: 863-904-3255

PatientAdvocate@WatsonClinic.com

You can file a grievance in person, by phone, fax, mail or email.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at [www.hhs.gov/ocr/complaints/index.html](http://www.hhs.gov/ocr/complaints/index.html).

**English:** If you speak English, language assistance services, free of charge, are available to you. Call 1-863-904-3080.

**Español (Spanish):** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-863-904-3080.

**Kreyòl Ayisyen (French Creole):** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-863-904-3080.

**Tiếng Việt (Vietnamese):** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-863-904-3080.

**Português (Portuguese):** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-863-904-3080.

**繁體中文 (Chinese):** 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-863-904-3080。

**Français (French):** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-863-904-3080.

**Tagalog (Tagalog – Filipino):** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-863-904-3080.

**Русский (Russian):** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-863-904-3080.

**ملحوظة:** إذا كنت إذا كنت **(Arabic):** 1-863-904-3080 ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم

**Italiano (Italian):** In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-863-904-3080.

**Deutsch (German):** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-863-904-3080.

**한국어 (Korean):** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-863-904-3080.

**Polski (Polish):** Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-863-904-3080.

**ગુજરાતી (Gujarati):** જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-863-904-3080.

**ภาษาไทย (Thai):** ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-863-904-3080.

# APPOINTMENT SCHEDULING PHONE NUMBERS FOR MEDICAL & SURGICAL SPECIALTIES

Watson Clinic physicians are board-certified or board-eligible. Information regarding Watson Clinic physicians is available online at [WatsonClinic.com/Physician-Search](https://www.watsonclinic.com/Physician-Search) or by calling **863-680-7000**.

Allergy – Adult & Pediatric		Oculoplastic Surgery	863-680-7486
Main	863-680-7486	Oncology – Hematology	863-603-4770
South	863-647-4045	Ophthalmology	863-680-7486
Anesthesiology	863-680-7000	Optometry	863-680-7486
Breast Surgery		Orthopaedic Surgery/Sports Medicine	
Main	863-680-7486	Main, Highlands & Winter Haven	863-680-7214
Women’s Center	863-680-7638	Otolaryngology (ENT) / Facial Plastic Surgery	
Cardiology		BVB & Highlands	863-904-6296
Main	863-680-7490	Pain Management	
Dermatology		Main & Highlands	863-680-7300
Bella Vista Building (BVB)	863-904-6201	Pediatric Hospitalist	863-680-7000
Highlands & South	863-680-7267	Pediatrics	
Sun City Center	813-633-6121	Highlands	863-607-3346
Zephyrhills	813-788-7867	North Pediatrics	863-680-7337
Dermatopathology	863-680-7267	Plant City	813-719-2500
Diabetes Education		South	863-647-8012
Bartow Building A & Main	863-680-7376	Plastic & Reconstructive Surgery	
Endocrinology		Main	863-680-7821
Bartow Building A, Main, & Plant City	863-680-7190	Women’s Center	863-680-7676
Family Medicine		Podiatric Surgery (Podiatry / Foot Surgery)	
Bartow Building A, Highlands, Main, Plant City		Main, Bartow Building A, Highlands & South	863-680-7214
& South	863-680-7190	Psychiatry - Adults Only	
Gastroenterology	863-680-7490	Main	863-680-7385
General Surgery	863-680-7486	Highlands	863-607-7522
Gynecologic Oncology	863-680-7578	Psychology, Clinical	863-668-3465
Gynecology		Pulmonology	863-680-7190
Bartow Building B, BVB, & Highlands	863-680-7243	Radiation Oncology	863-603-4717
Hand Surgery		Radiology	863-680-7755
Main & Orthopaedics at Winter Haven	863-680-7214	Rheumatology	863-680-7486
Hospitalist	863-680-7000	Surgical Oncology	863-680-7486
Infectious Diseases	863-680-7190	Urgent Care	
Internal Medicine		Main	863-680-7271
Main, Highlands & South	863-680-7190	South	863-647-4047
Plant City	813-719-2500	Urogynecology & Reconstructive Pelvic Surgery	
Mohs Micrographic Surgery		Bartow Building B & BVB	863-680-7243
BVB	863-802-6556	Urology	863-680-7300
Zephyrhills	813-788-7867	Wound Care	863-680-7000
Nephrology		XpressCare Highlands	863-393-9472
Main, Bartow Building B, Highlands, & Plant City	863-680-7190		
Neurology	863-680-7300		
Obstetrics			
Bartow Building B, BVB & Highlands	863-680-7243		



# OTHER SERVICES

In addition to the medical and surgical specialties listed on the previous page, we have a number of additional programs and services available for our Watson Clinic patients. Some of these services require a physician referral or are limited to select locations. To learn more, contact the individual program using the numbers listed below.

Acupuncture.....	863-680-7190	Lactation Services.....	863-904-6238
Anticoagulation Clinic.....	863-680-7858	Laser Tattoo Removal.....	863-680-7821
Arts in Medicine.....	863-603-4718	Medical Spa at Watson Clinic.....	863-904-6204
Breast Health Services (Mammography).....	863-680-7755	Metabolic & Weight Center.....	863-680-7190
Bridges Optical.....	863-682-3226	Nurse Clinic	
Cafe 1600 at Watson Clinic.....	863-680-7000	Main.....	863-680-7570
Cancer Registry.....	863-904-2486	Highlands.....	863-607-3684
Center for Cardiovascular Prevention, Research & Education.....	863-680-7490	Pacemaker Clinic.....	863-680-7452
Center for Research.....	863-688-6826	Pharmacy.....	863-680-7235
Chemotherapy.....	863-603-4770	Phototherapy.....	863-904-6240
Chiropractic Medicine		Physical & Occupational Therapy	
Center for Rehabilitative Medicine & Center for Specialized Rehabilitation.....	863-680-7718	Center for Rehabilitative Medicine, Center for Specialized Rehabilitation & Highlands - Physical Therapy & Sports Medicine.....	863-680-7700
Contact Lens.....	863-680-7359	Pulmonary Function Testing.....	863-680-7474
DEXA Bone Density Scan.....	863-680-7870	Radiation Therapy.....	863-603-4717
Diabetes Education		Radiology	
Bartow Building A & Main.....	863-680-7376	CT, Diagnostic X-Ray, Mammography, MRI & Ultrasound.....	863-680-7755
Dietary/Nutrition Counseling.....	863-680-7293	Interventional.....	863-680-7840
Echocardiography Laboratory.....	863-680-7503	PET/CT Scans, Nuclear Medicine.....	863-680-7474
Electroencephalography – EEG.....	863-680-7544	Robotic Surgery	
Electrophysiology.....	863-680-7490	General Surgery.....	863-680-7486
Executive Wellness Program.....	863-680-7716	Gynecologic Oncology.....	863-680-7578
Fast Access.....	863-680-CARE (2273)	Obstetrics-Gynecology.....	863-680-7243
COVID-19, Flu & Pneumonia Vaccine Info....	863-680-7FLU (7358)	Sleep Disorders Center.....	863-680-7627
Hearing Center / Audiology		Social Services	
Bella Vista Building & Highlands.....	863-904-6296	Main Clinic & Women’s Center.....	863-680-7559
Laboratory		Cancer & Research Center.....	863-603-4791 / 863-603-4728
Main.....	863-680-7190	Speech – Language Pathology.....	863-904-6296
Bartow Building A.....	863-680-7190	Sports Medicine Program.....	863-680-7214
Cancer & Research Center.....	863-603-4710	Treadmill and Stress Testing.....	863-680-7474
Highlands.....	863-680-7190	Watson Clinic Foundation, Inc.....	863-904-2656
Plant City.....	813-719-2500		
South.....	863-680-7190		



**Bartow Building A**



**Bartow Building B**



**Bella Vista Building**



**Cancer & Research Center**



**Center for  
Rehabilitative Medicine**



**Center for  
Specialized Rehabilitation**



**Dermatology at  
Sun City Center**



**Dermatology at  
Zephyrhills**



**Highlands**



**Main**



**Medical Spa at Watson Clinic**



**North Pediatrics**



**Orthopaedics at Winter Haven**



**Plant City**



**South**



**Surgery Center**



**Urgent Care Main**



**Urgent Care South**



**Women's Center**



**XpressCare Highlands**



863-680-7000 | [WatsonClinic.com](http://WatsonClinic.com) |

