



Lakeland Highlands Hospital

Frequently Asked Questions

What does this affiliation agreement mean?

This is not a merger or acquisition. Orlando Health is collaborating with Watson Clinic to provide exceptional care to the residents of Lakeland, Polk County and neighboring areas. We will work together to improve access to well-coordinated care.

As an Orlando Health team member, how am I affected by this relationship?

More than 900 Orlando Health team members live in and near Polk County. The new Orlando Health Watson Clinic Lakeland Highlands Hospital will expand the available locations where Orlando Health team members can work and enables them to provide exceptional care in their own community.

As a Watson Clinic team member, how will this affect me?

With the expanded services available to patients at the new state-of-the-art hospital, Watson Clinic team members will have enhanced options for career growth and development.

What does this mean for patients of either organization?

- Will Watson Clinic physicians still see patients at Lakeland Regional Health?

The goal of Watson Clinic physicians is to provide care wherever their patients need care, and they will continue to have privileges at other area hospitals.

- Does this relationship impact costs?

The relationship does not affect patient costs and charges, which are primarily determined by patients' insurance. Both Orlando Health and Watson Clinic are committed to providing high-quality care at the lowest cost.



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- Who will I pay?

You will continue to pay Orlando Health for services rendered at Orlando Health and Watson Clinic for services rendered at Watson Clinic.

- Whose patient portal will I use?

Both Orlando Health and Watson Clinic use MyChart as their patient portal. This will enable a seamless exchange of medical information for providers at both organizations. Patients may need to ensure their MyChart portal is set up for both organizations if they want to utilize its benefits.

- Who will have my medical records?

Medical records from your physician will stay with the physician. Medical records for your hospital stay will remain with the hospital.

- Will I have to use a Watson Clinic doctor?

The physician-patient relationship is sacred, and both Orlando Health and Watson Clinic recognize the importance of this relationship. Our teams are working diligently to build a structure that meets the needs of the community. As this work progresses, we will be able to share more information.

- What if I want to deliver my baby at the hospital once it opens?

Prenatal care is paramount for the safety of both mother and baby. Expectant mothers can choose their Watson Clinic OB-GYN provider to begin prenatal care prior to delivery at the new Orlando Health Watson Clinic Lakeland Highlands Hospital. Please follow this page to learn more as the opening of the new hospital draws near: OrlandoHealth.com/Watson.

What services will the hospital offer?

Our teams are working diligently to build a variety of service lines that meet the needs of the community. Once we have established our service line offerings, we will be sure to share them.



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What does this mean for any existing community partners of either organization?

Both Orlando Health and Watson Clinic are deeply rooted in the community and support various organizations. These relationships will continue to be an important part of each organization and will continue as agreed upon by each organization.

How do I learn more about employment opportunities at the new hospital?

With the expanded services coming to the healthcare campus, including the state-of-the-art hospital, new medical pavilion and ambulatory surgery center, Orlando Health and Watson Clinic team members will have more options for growth and development. Orlando Health Watson Clinic Lakeland Highlands Hospital expects to bring more than 1,500 new jobs to the community. We suggest continuing to check back in with our career sites at OrlandoHealth.com/Careers and WatsonClinic.com/Jobs as new positions will be posted as the opening date draws nearer.