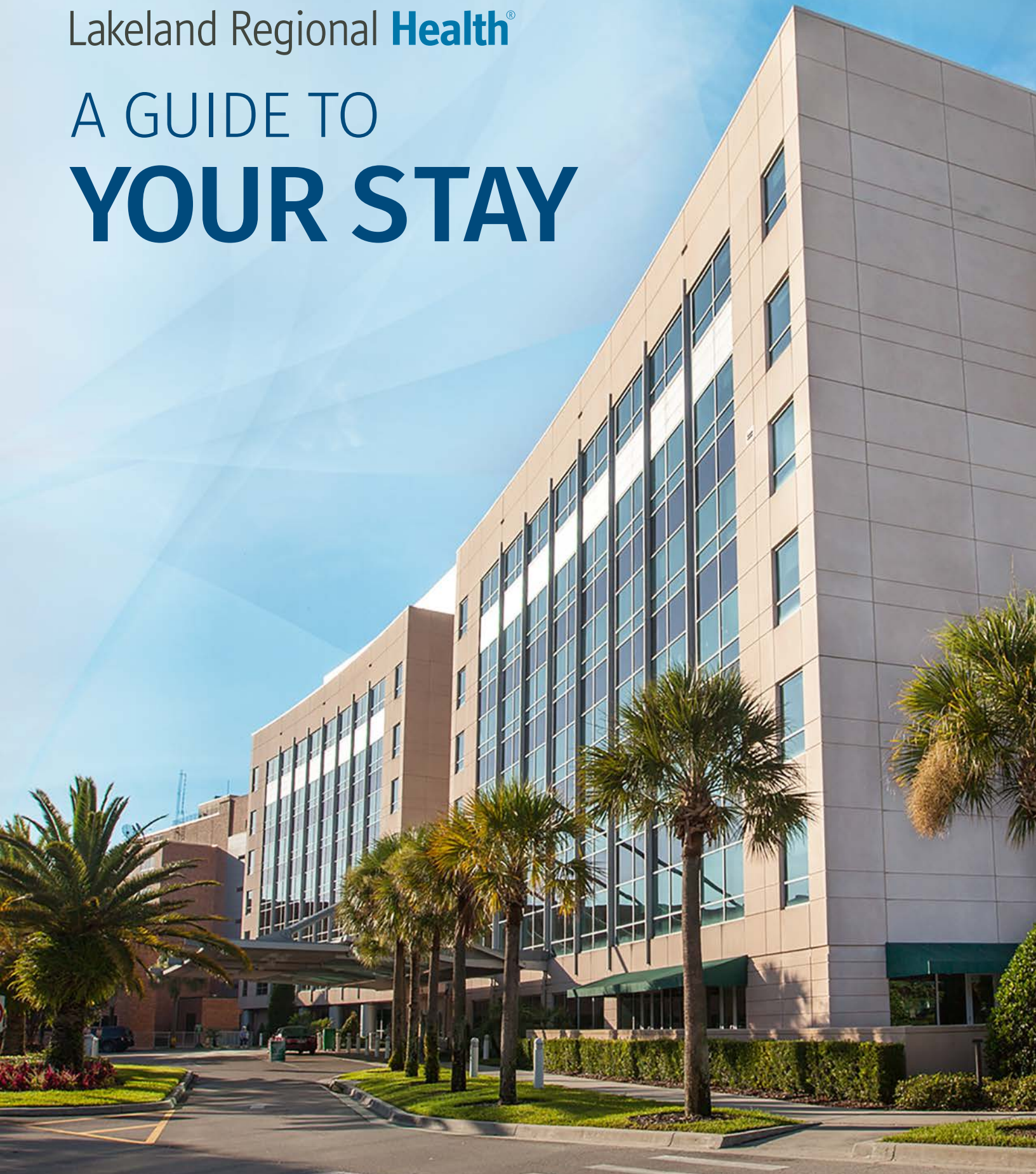




Lakeland Regional **Health**[®]

A GUIDE TO **YOUR STAY**





Welcome

to Lakeland Regional Health Medical Center.

We are honored that you have chosen us for your healthcare.

We want your time with us, from admission to discharge, to be full of healing and recovery. Our team is dedicated to the patients, their families and care partners and visitors we serve. Please do not hesitate to tell us immediately if you have any concerns about your care.

As we continue to create opportunities to deliver on “Our Promise is YOUR HEALTH®,” you can be certain that we will remain steadfastly committed to your safety as well. From infection control and physical safety, to properly identifying you before doing procedures or giving medications, we will work diligently to meet your care and comfort needs with safety in mind.

True healthcare is ongoing and purposeful and works best when healthcare providers and patients work together on the path to better health. We want to walk with you on that path to wellness, not just for your time in our hospital, but for a lifetime.

Thank you for trusting us with your care.

Sincerely,

A handwritten signature in black ink that reads "Elaine C. Thompson".

Elaine C. Thompson, PhD, FACHE
President/CEO

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DURING YOUR STAY

CARE AND COMFORT

We will ...

- assist you to the bathroom, if needed.
- make sure you can reach what you need while in your chair or bed.
- not wake you unless it is necessary.
- encourage you to use your call button anytime you need us.

PAIN MANAGEMENT

We will ...

- ask you about your pain level.
- manage your pain as the doctor orders.
- encourage you to tell us if your pain is not improving so we can take action.

MEDICATIONS

We will ...

- keep you informed about your care.
- use a white board to share information.
- encourage you to ask about anything you may not understand.

YOUR ROOM

We will ...

- help to keep your room clean and clutter-free.
- show you how to adjust the temperature in your room.
- ask you to tell us if you have any concerns about your room.

YOUR SAFETY

We will ...

- Ask for your name and check your armband before giving you any medication or doing any procedures.
- Wear badges with our names and titles.
- Clean our hands before caring for you.
- Check on you regularly to see if you need any help.
- Answer any questions or concerns you have about your care and treatment.

TO AID YOUR CARE

LAKELAND REGIONAL HEALTH PATIENT PORTAL

At our website, you may view your hospital medical information, view your LRH Physician Group medical information, or pay your hospital bills. For more information, visit www.mylrh.org and click on **Patient Portal** at the top of the page.

From our Patient Portal page, you can:

- Access our Portal for hospital medical information
- Access our FollowMyHealth Portal for LRH Physician Group medical information
- Access your hospital billing information

The Frequently Asked Questions at the bottom of our Patient Portal page provide more information about our portals.

PUBLIX PHARMACY

Hours: 24 hours a day, 7 days a week

Located on the 2nd floor of the B-Wing next to the lobby.

You can have your prescriptions filled here when you leave and then transferred to your own pharmacy. Publix Pharmacy also offers delivery of discharge medications to your hospital room before you are discharged. For more information, call the pharmacy at 863.284.1834.

PATIENT EDUCATION

Your in-room television provides numerous patient education videos. Some videos may be recommended for you as part of your care plan. Ask your nurse for more information.

YOUR PERSONAL ITEMS

REMEMBER TO BRING THESE ITEMS FOR YOUR STAY

- eyeglasses, hearing aids, and/or dentures
- list of medications
- insurance cards
- advance directives
- other – robe, personal items

VALUABLES

We recommend that valuables be kept at home; however, we can secure items in our Security Department. Ask your nurse for more details.

LOST AND FOUND

Security Services handles lost and found items. Let your care provider know if you need help locating any lost item.



PREVENTING THE SPREAD OF GERMS

CLEAN HANDS

Your safety is important. Preventing infection protects you and your care team.

- Keep your hands clean by washing often and using hand sanitizer.
- Remind your visitors, and even caregivers, to wash their hands when they are in the room with you.

Your caregivers must clean their hands before they interact with you. It is OK to ask them if they have done so.

ISOLATION PRECAUTIONS

Sometimes we must take extra steps to protect patients. These extra steps begin when a patient is either being tested for a certain type of infection or has an active infection.

LRH follows the Centers for Disease Control and Prevention (CDC) guidelines for certain infections.

Team members will use the following in isolation rooms:

- gowns
- gloves
- masks (if required)

MEDICATIONS AND SAFETY

For your health and safety, we must know what medicines you take.

- Always keep a current list of your medicines and the correct dosages.

During your stay, our pharmacy will provide your medications for you.

- Do not keep your own medicines with you; send them home with a family member or friend.
- If it's not possible to send medicine home, talk to your nurse for help.

Understanding your medicine is important and how it affects you is important.

- Alert caregivers about any allergies you have.
- Ask us if you have any questions.
- Ask the nurse to explain any new medicines.
- Let your care provider know if you have any unusual reactions to a new medication.

PLEASE CALL DON'T FALL

Use your call button to let us know when you need to get up or need help in any way.

FALLS

WHAT YOU NEED TO KNOW

We want you to be safe while you are with us. Being in a new place, taking new medicines and not feeling your best can raise your risk of falling.

Why are you at risk for falling while you are hospitalized?

- Your routine will be different here than at home.
- You may have medical devices attached to you.
- You may be given new medicines that affect you in new ways.
- You may not feel well.
- Your surroundings will be unfamiliar.

REDUCE THE RISK OF A FALL

FOR PATIENTS

- **Use your call button to call for help before getting up for any reason.**
- Make sure important items are within reach.
- Sit at the side of the bed or chair for a few minutes before you get up.
- Be mindful of any equipment or tubing that may be attached.
- Wear non-slip footwear.
- Avoid distractions while you are walking.
- Alert your nurse if you notice any spills.
- We may use a bed alarm for your safety.

FOR FAMILY MEMBERS OR CARE PARTNERS

- Let the nurse know when you are leaving.
- Let the nurse know if you notice any change in the patient's alertness.
- Make sure patient items are within reach.
- Consider having someone stay with the patient.
- Encourage the patient to call for help getting up.



DINING SERVICES

At Lakeland Regional Health, we offer several healthy and convenient dining options.

PARKVIEW CAFÉ

The Parkview Café is located on the second floor of the Medical Center B-wing near the B entrance. It offers stir-fry, burgers, sandwiches and sushi, a fully stocked salad bar, and freshly baked pastries and specialty coffees. Table seating is available indoors and outdoors.

Hours Daily (including weekends):

Breakfast: 6:30 a.m. to 10 a.m.

Lunch and Dinner: 11 a.m. to 2 a.m.

COFFEE SHOP

Starbucks coffee is proudly served in our Coffee Shop, located just inside the Parkview Café.

Hours: 6 a.m. until 2 a.m., 7 days a week.

WOMEN IN PHILANTHROPY (WIP) CAFÉ

Located on the first floor of the Carol Jenkins Barnett Pavilion for Women and Children, our WIP Café serves a variety of freshly tossed salads, Starbucks coffees and beverages and toasted sub sandwiches, pizza, and other snacks.

Hours:

Monday – Friday: 7 a.m. to 6 p.m.

Saturday and Sunday: 7 a.m. to 5 p.m.

FOR OUR VISITORS

ATMS

A SunTrust ATM is located just inside the Parkview Café. A MidFlorida ATM is located outside the Surgery Waiting Area on the 2nd floor of the B-Wing.

GIFT SHOP

Our Gift Shop is located on the first floor of the Carol Jenkins Barnett Pavilion for Women and Children and offers a wide variety of items, including flowers, gift baskets, balloons, and much more. You can order in person, or place orders online for free same-day delivery.

Hours:

Monday through Friday: 8:00 a.m. – 9:00 p.m.

Saturday and Sunday: 10:00 a.m. – 7:00 p.m.

Holidays: 10:00 a.m. – 7:00 p.m.

INTERNET ACCESS

Select "LRMC-GUEST" on your device, agree to our policy and you are connected!

VISITING HOURS

At Lakeland Regional Health, we know that part of helping our patients heal during their stay is having family and care partners close by. To encourage the reassuring and comforting presence that family and care partners provide, we offer Open Visitation, so patients may have visitors throughout the day and overnight if needed.

Visitor Check-In

Visitor Check-In provides us with important information about our guests and helps us create a healing and safe experience for our patients and families, guests and team members.

- In the B Lobby of the Medical Center, we use the Visitor Check-In process between 8:00 p.m. and 5:00 a.m.
- In the Pavilion for Women and Children, visitor Check-In occurs 24 hours a day.
- To complete this process, identification must be presented at our Welcome Desks.

Visitor Badges

- In the B Lobby, after hours visitor badges are used for identification.
- In the Pavilion for Women and Children, badges are used for both identification and unit access and include the guest's photo, name, visit location, and the date the badge expires. Visitors need this access to enter and exit the unit of the patient they are visiting in the Pavilion.
- The badges issued in the Pavilion do expire. The times vary by floor or unit.

To learn more, please visit our website at myLRH.org.

PARKING AT THE MEDICAL CENTER CAMPUS

COMPLIMENTARY PARKING

For your convenience, we provide free parking in the following areas:

- B-C Parking Garage (This parking area is closest to the B - Lobby)
- D-E Parking Garage
- Surface lots around the Carol Jenkins Barnett Pavilion for Women and Children

VALET PARKING

Valet service is available at the following locations for a charge per transaction:

- B-C Entrance
- Main Emergency Department Entrance

For the most up-to-date information about parking, including information about Valet Parking, please visit our website at myLRH.org/parking.



PATIENT RIGHTS

Lakeland Regional Health honors and protects the rights of our patients. We encourage you to actively participate in your care by being involved in and informed about your treatment plan and your rights as a patient.

INFORMATION

You have the right

- to receive information about our organization, services offered, our practitioners and providers, and your rights and responsibilities as a patient.
- to have family members, other representatives, and your physician notified promptly when you are admitted to the hospital.
- to know who provides care—doctors, trainees, and the entire care team.
- to know the name of the physician who has primary responsibility for your care and the names and professional relationships of other physicians/non-physicians assigned to provide care.
- to obtain information about any relationship that Lakeland Regional Health Medical Center has with other healthcare organizations and educational institutions as it relates to the care received.
- to raise ethical questions about your care, including conflict resolution, withholding resuscitative services and forgoing or withdrawing life-sustaining treatment.

CARE

You have the right

- to be treated with courtesy and respect.
- to privacy and confidentiality.
- to receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment.
- to access protective and advocacy services including notifying government agencies of neglect or abuse.
- to be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by the care team.
- to participate in development and implementation of a plan of care.
- to know what hospital rules and regulations apply to your conduct.
- to know if continued care is needed.

- to receive or refuse visitors, including, but not limited to, a spouse, a domestic partner, another family member, or a friend; and to be informed of any clinical restriction or limitation on such rights.
- to have your wishes considered, if lacking decision-making capacity, for the purposes of determining who may visit.
- to designate a support person to be present during your stay and who can make decisions regarding visitation, unless restricted by Lakeland Regional Health policy.
- to bring any person of your choosing to the patient-accessible areas of the health care facility or provider's office to accompany you while you are receiving inpatient or outpatient treatment or are consulting with the health care provider, unless doing so would risk your safety or health or the safety or health of other patients or staff of the facility or office or cannot be reasonably accommodated by the facility or provider.
- to raise ethical questions about your care, including conflict resolution, withholding resuscitative services and forgoing or withdrawing life-sustaining treatment.

MEDICAL CARE AND TREATMENT

You have the right

- to access medical treatment regardless of race, national origin, religion, physical/mental disability, source of payment, age, ethnicity, culture, language, socioeconomic status, sex, sexual orientation, gender identity or expression.
- to designate a representative to participate in care and treatment.
- to emergency care for medical conditions that may get worse without treatment.
- to know if treatment involves experimental research, and to consent to or refuse to be a part of that research.
- to refuse any treatment, except as provided by law.
- to know about treatment before it occurs and/or when it is discontinued.
- to know about the outcomes of care, both anticipated and unanticipated.

PAIN

You have the right

- to proper pain control.
- to information about pain and pain relief measures.

- to participate in pain management decisions.
- to seek a second opinion or consult a specialist, at your expense.
- to access, request amendment to, and obtain information on disclosures regarding your health information as permitted by law.
- to leave the hospital against medical advice, to the extent permitted by law.
- as the parent of a young child, to request a medical consult to go over your child's medical condition and intended course of treatment.
- to call a family conference with the attending physician if you are the parent of a teenager

- and are in conflict over treatment options.

COMMUNICATION

You have the right

- to have questions answered in a timely manner and in terms you can understand.
- to know what support services are available.
- to know that an interpreter will be available for you when requested.
- to have your diagnosis, treatment options, alternatives, risks and prognosis explained in terms you can understand.

FINANCIAL MATTERS AND BILLING

You have the right

- to know if the provider or facility accepts the Medicare assignment rate, providing you are eligible and ask before you receive treatment.
- to have charges explained: which charges are billed separately, and how much the insurance company is billed and how much it is paid, if requested.
- to receive information about the relationship between services, treatment, and financial incentives relating to referral or use of services.

Financial Assistance Programs

Lakeland Regional Medical Center, Inc. (LRMC) has financial assistance programs available to assist you with paying your bills. The Financial Assistance Policy and forms are available upon request at any LRMC Registration Desk, or you may contact our business office at 863.687.1196 and someone will assist you with applying for programs for which you might be eligible.

Your Right to an Estimate upon Request

We are required by Florida law to give you a good-faith estimate of what we reasonably anticipate your charges for treatment to be if you request the estimate before non-emergency medical services are provided.

- From the time we receive the request from you or your legal guardian, we have seven business days to provide that information to you.
- Upon request, you are entitled to be notified of any revision to the estimate.
- Please contact your health plan concerning cost-sharing responsibilities.
- Please note that you may find the costs differ at other facilities or other healthcare settings.

How to Receive an Estimate

To receive a written estimate, please submit your request via the following ways:

- Email requests: info@myLRH.org
- Written requests: PO Box 95448, Lakeland FL, 33804-5448
- Phone requests: 863.284.1199

Itemized Statements

If you would like to request an itemized statement, or if you have questions regarding your bill, please contact our Business Office at 863.687.1196.

Notice of Performance Outcome and Financial Data

LRMC provides access to Quality Data published by the Agency for Health Care Administration (AHCA). This information is available electronically through LRMC's website at www.myLRH.org or at AHCA's website www.floridahealthfinder.gov.

INFORMED CONSENT

You have the right

- to receive a description of any procedure, surgery, or treatment including: the reason it is necessary; what could happen if it is not done; the alternatives to the procedure; its benefits and risks; possible side effects or complications, including what might occur during recovery; and the likelihood of achieving goals.
- to receive the above information before signing a consent.

MENTAL HEALTH PATIENTS

- Patients admitted on the mental health unit have additional rights. These rights are detailed in the document, Rights of Persons in Mental Health Facilities.
- Mental health patients also have a right to read the Florida Mental Health Act.

PATIENT PRIVACY

Under HIPAA you have the right:

- to receive notice of privacy practices.
- to ask the hospital not to use your PHI for certain purposes.
- to ask to have PHI sent to a different address or in a different way.
- to ask to see or to get a copy of your medical record or billing record.
- to ask to correct your medical record or billing record.
- to ask for a list of disclosures of your PHI.
- to complain if you believe your privacy rights have been violated.

If you would like to make a complaint about a possible HIPAA privacy violation, please call the Corporate Integrity Department at 863.687.1371.

PATIENT RESPONSIBILITIES

HEALTH INFORMATION

Patients are expected

- to give complete and accurate health information to providers (including past and present illnesses, hospitalizations, and medications).
- to report any changes in health to providers.

TREATMENT PLAN

Patients are responsible

- for following the plan of care recommended by the healthcare provider.
- for keeping appointments and notifying providers if unable to do so.
- for their own actions if they refuse treatment or do not follow the healthcare provider's instructions.
- for paying for medical services as promptly as possible.
- for following the rules and regulations of this organization that affect patient care and conduct.

- for reporting any perceived risks in the care received.
- for letting the healthcare provider know that they understand what is expected.
- for asking questions when they do not understand what they have been told about their care or what they are expected to do.
- for sharing concerns about their ability to follow the treatment plan.
- for meeting their insurance company's requirements for admission, treatment, continued stay, transfer, and discharge.
- for supporting mutual consideration and respect by maintaining civil language and conduct in interactions with team members, licensed independent practitioners, other patients and visitors.
- for finding another doctor if they wish to change physicians.
- for remaining on the clinical unit to which they are admitted in order to receive timely care.

What Happens If You Become Sick and Cannot Make Decisions About YOUR HEALTHCARE?

WOULD YOUR FAMILY KNOW WHAT TO DO?

The State of Florida has a law that makes it possible for you to make decisions about your care ahead of time in a written document. This document is called an ADVANCE DIRECTIVE.

A LIVING WILL (a type of Advance Directive) is a written document that people use to guide their families in case they become too sick to make healthcare decisions.

Some Living Wills explain exactly what kind of care you want should you become ill. For example, you can choose whether to accept treatment or to refuse treatment that may keep you alive even though you are very sick and may not get better.

Other Advance Directives are used to choose someone to make healthcare decisions for you (a proxy) should you become too sick to make those decisions. Some Advance Directives allow you to do both: state what you want done and choose a proxy.

If you want to create an Advance Directive, we will provide one for you, and we will be available to answer any questions you may have.

Our goal at Lakeland Regional Health is to honor your wishes and provide you with the best care possible. Please let us know how we can help you.

For more information and resources about Advance Directives or Living Wills, visit www.myLRH.org for more details.

CONCERNS AND GRIEVANCES

LRH is committed to providing exceptional healthcare experiences, but we realize that sometimes we may not meet your expectations. We encourage you to share your concerns with us directly so that we can see what we can do to help.

CONTACTING LRH WITH CONCERNS

Address your concerns to your immediate healthcare team: doctor, nurse, or manager of the department in your area.

If the issue is still not resolved, you can reach the hospital administrator at the following numbers:

863.687.1100 - Ask the operator for Administration

863.687.1440 - Chief Nurse Executive

For a formal written grievance, please address concerns to:

President/CEO
Lakeland Regional Health
P.O. Box 95448
Lakeland, FL 33804

CONTACTING STATE AGENCIES

If we were unable to meet your needs or to address your concerns, you also have the option to contact government agencies overseeing your care.

NONDISCRIMINATION NOTICE

Lakeland Regional Health (LRH) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Lakeland Regional Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

LRH 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)
- Free language services to people whose primary language is not English, such as: qualified interpreters and information written in other languages.

If you need these services or if you believe that LRH 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 LRH Resolution Services by phone or by mail:

LRH Resolution Services
PO Box 95448
Lakeland, FL 33804
863.687.1025

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. Dept. 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 <http://www.hhs.gov/ocr/office/file/index.html>.

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 863.687.1025.

French Creole: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 863.687.1025.

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 863.687.1025.

Portuguese: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 863.687.1025.

Chinese: 注意：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 863.687.1025。

French: ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 863.687.1025.

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 863.687.1025.

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 863.687.1025.

Arabic: ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 863.687.1025

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 863.687.1025.

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 863.687.1025.

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 863.687.1025.

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 863.687.1025 번으로 전화해 주십시오.

Gujarati: સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 863.687.1025

Thai: เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 863.687.1025



DISCHARGE INFORMATION

As your discharge day approaches, we will be assessing your unique discharge needs to determine the safest outcome for you and your family. We will answer any questions and address any concerns you have regarding your discharge.

DAY OF DISCHARGE – WHAT TO EXPECT

- Doctor determines your readiness for discharge.
- Doctor writes discharge order.
- Social worker may need to meet with you prior to discharge to discuss aftercare needs.
- Nurse reviews discharge instructions.
- Nurse reviews the proper aftercare recommended.
- Nurse examines your discharge medication list and prepares education for any new medicines.
- Nurse prepares any patient education related to your illness.
- Nurse meets with you and your family to discuss discharge plans, answer any questions and have you sign the paperwork.

DISCHARGE CHECKLIST

- I have reviewed and understand all discharge instructions.
- I understand any new medications that may have been ordered.
- I understand what to do about my follow-up appointments.
- I know who to call during my first week at home if I have questions.
- I have transportation home from the hospital.
- I understand any possible changes to my diet.
- I know the name of my home health care agency, if applicable.

I HAVE THE FOLLOWING:

- Clean, comfortable clothes to wear home
- Shoes
- Keys to my house
- Someone to help me at home, if needed
- All personal property (cell phone and charger, dentures, hearing aid, cane, books, etc.)
- Proper equipment to keep me safe, if needed (walker, shower chair, oxygen, wheelchair, etc.)

DISCHARGE LOBBY

We have an area for physically stable patients who are discharged to wait for transportation. Nurses are available to assist you while waiting in the Lobby.

SURVEY

You may receive a Patient Satisfaction Survey a few weeks after your discharge. Your responses will help us evaluate our services and will guide improvements as we work toward making our care even better.



VOLUNTEERS

Volunteering at Lakeland Regional Health is a great way to give back to your community and yourself!

Our volunteers are staying active and making new friends while offering many valuable services for our patients, their families and our team members. Their compassion is tangible and makes a difference every day in the lives of those they help.

Please consider joining our team of positive and encouraging volunteers who give of themselves daily to help Lakeland Regional Health serve the people of our community.

TEEN SUMMER VOLUNTEER PROGRAM

We also offer a summer volunteer program. Teens work side by side with clinical staff and adult volunteers, gaining valuable work skills in a character-building environment.

For more information about volunteering or our teen program, visit our website:

<http://mylrh.org/about/volunteer-opportunities/>

There are many opportunities to serve here at Lakeland Regional Health. We are looking for people like you who possess the unique skills and strengths needed to serve in the following areas:

Waiting Room Host & Hostess

Escort/Errand Service

Courtesy Tram

Patient Information

Gift Shop

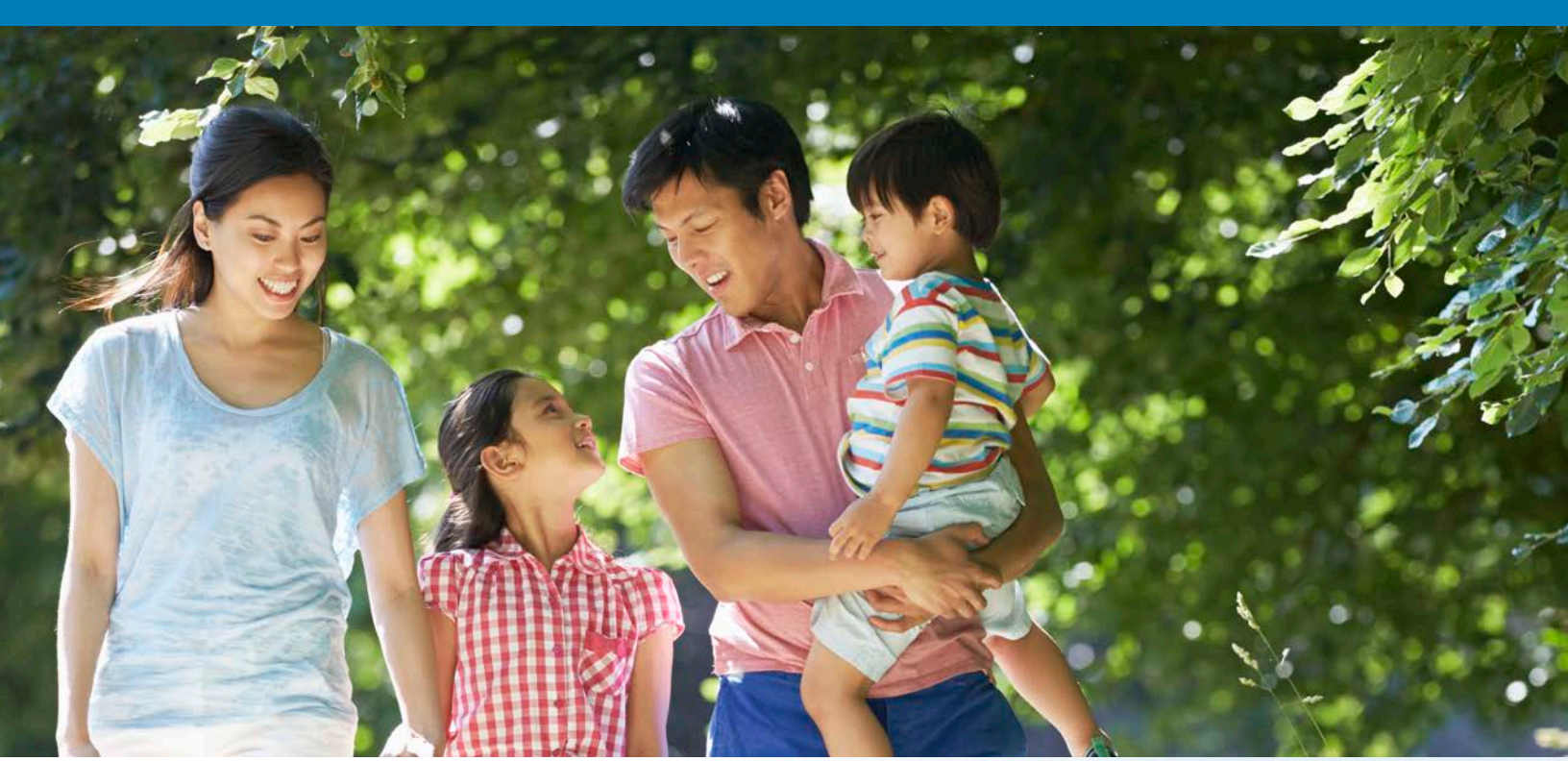
Pet Therapy

Flower Delivery

Emergency Room

Nightingale Nurse

Lakeland Regional Health Hollis Cancer Center



ADVANCING HEALTHCARE

LAKELAND REGIONAL HEALTH FOUNDATION

Our team members are heartened by the gratitude of our patients, their families and our community members. Those who partner with us to support Lakeland Regional Health (LRH) through gifts to the Foundation help our community in profound ways.

Since 1971, the LRH Foundation has ensured that additional resources are always available for the services that make us the healthcare provider of choice for Polk County and the surrounding communities.

The Foundation invests 100% of donations to clinical programs, facilities and equipment used to care for our patients. As a charity healthcare organization, Lakeland Regional Health is dedicated to providing effective, safe, timely, efficient and equitable care to all members of the communities it serves, regardless of a patient's ability to pay for services.

Whether a contribution is small or large, gifts to the LRH Foundation help us to advance healthcare and keep us on the leading edge of technology and innovation.

LEARN MORE

For more information about what we do and how to give, please visit our website at:

<http://Foundation.myLRH.org/>

YOUR GIFT

Your gifts support the overall mission of Lakeland Regional Health and can be given in honor of a loved one, a physician, a nurse or other care provider.

To give, please go to:

<http://foundation.myLRH.org>



Lakeland Regional **Health**[®]

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