

One hospital in Florida is redefining how children access the best care.

As the only children's hospital in Jacksonville, Florida, nationally recognized Wolfson Children's Hospital is a full-service children's healthcare system covering the North Florida/South Georgia region that includes nearly a million children.



Most families will need Wolfson Children's only for an emergency or for the treatment of a common childhood condition.

But for kids who suffer a life-threatening injury or have a complex, chronic health condition, Wolfson Children's Hospital offers

a full continuum of care, from preventive health and pediatric specialties to diagnostics, surgery and trauma services.

Taking health care to kids.

"For some families who don't live near Jacksonville, access to specialized pediatric care can be hindered by issues of transportation, insurance coverage, and even lack of child care," said Wolfson Children's Hospital President Michael D. Aubin. "We thought, 'How can we make care more convenient for these children?'"

The answer: five regional outpatient pediatric care facilities where children don't have access to some of these services, and the use of telemedicine to bring Wolfson Children's expertise to ERs and hospitals.

The medical faculty for the centers is provided by Wolfson Children's clinical partners Nemours Children's Specialty Care, Jacksonville, and the University of Florida College of Medicine – Jacksonville.



Innovation with a personal touch.

Caring for kids far from home can cause anxiety for parents. So Wolfson Children's Hospital uses its telemedicine technology for more than sharing medical expertise. The hospital uses it to build familiarity for patients and families traveling to the hospital from another community or another country.

"Through telehealth, we can do a meet-and-greet between the nurse caring for the patient in another city, the child and parent, and the nurse who will be caring for the child in Jacksonville," said Aubin. "A friendly face on the screen makes the trip a little less daunting, allaying those worries involved in the hospitalization process. This is part of our family-centered model of care."

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