



ST. VINCENT'S

HEALTHCARE

FOR IMMEDIATE RELEASE

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St. Vincent's Launches WaitAtHomeER.com

Jacksonville, Fla. (December 2, 2013) – St. Vincent's HealthCare has launched WaitAtHomeER.com to make ER and Walk-In Express Clinic visits more convenient for patients.

“Patients do not want to wait in the Emergency Room for long periods of time when they are not feeling well. Our doctors and nurses work as quickly and thoroughly as possible but ER waits are inevitable. This new website offers patient's a more comfortable option to waiting for ER care. In addition, patients can easily check-in to one of our First Care Walk-In Express clinics,” said Moody Chisholm, President and CEO of St. Vincent's HealthCare.

This is how WaitAtHomeER.com works:

- You visit the site and select a projected treatment time from one of our 3 hospital locations or 3 First Care Walk-In Express Clinics.
- Fill out a quick form detailing the reason for your visit.
- Wait in the Comfort of your home until your treatment time.
- Arrive at or facility and be seen within 15 minutes of your scheduled treatment time

Patients experiencing life threatening conditions will not be able to check-in and instead will be encouraged to call 9-1-1.

“We have invested in a product called InQuicker to provide this free service for ER and Walk-In Clinic visits. Patients had complained about some of ER wait times and we took their concerns seriously... looking for ways to address the issues in a thoughtful manner. We think this solution is a positive one that will make the whole ER experience more convenient and pleasant,” said David Meyer, Chief Strategy and Marketing Officer.

St. Vincent's is the first and only hospital system in the region to offer this technology that allows patients to quickly check-in online and then wait to see the doctor from the comfort of their own home.

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St. Vincent's HealthCare includes: St. Vincent's Riverside, St. Vincent's Southside, St. Vincent's Clay County, St. Catherine Labouré Manor, St. Vincent's Primary Care, Consolidated Laboratories, St. Vincent's Ambulance Service, Seton Pharmacies and Consolidated Pharmacies. St. Vincent's Medical Center was founded by the Daughters of Charity in 1916 to provide health services to the sick and the poor of North Florida. St. Luke's Hospital, now St. Vincent's Southside was founded in 1873 by three women who saw the need for medical care in the community. It stands as Florida's oldest private hospital. St. Vincent's HealthCare is a member of Ascension Health, the nation's largest Catholic and nonprofit health system with more than 100,000 associates serving in 70 general acute care hospitals.