Nemours Children's Health and Orlando VA Bring Together Healthcare, Military, National Leaders, and Families to Improve Care for Military-connected Children and Spotlight Cross-sector Partnerships

Nemours Children's announces the Military Family Concierge Access Program, a dedicated scheduling line for military families across Florida

ORLANDO, Florida (Nov. 16, 2026)– Today, Nemours Children's Health and the Orlando Veterans Administration Healthcare System hosted Serving Those Who Serve, a special event honoring the sacrifices and service of military- and veteran-connected families. The event, held at Nemours Children's Hospital, Florida, brought together healthcare and military leaders with Florida military families to discuss solutions to the unique challenges facing veterans and military-connected families in accessing healthcare for their children, and how these organizations can work together to break down barriers.

“Military families make extraordinary sacrifices in service to our country, and too often they struggle to navigate complex healthcare systems amid frequent moves and deployments,” said R. Lawrence Moss, MD, FACS, FAAP, President and CEO of Nemours Children’s Health. “The Military Family Concierge Access Program is a step forward in easing that burden, and I hope other health systems join us to help get military-connected children the right care, where and when they need it, as seamlessly as possible.”

Nemours announced the Military Family Concierge Access Program at the event, a new resource providing military-connected families with personalized support in navigating specialty care. A dedicated concierge helps families connect with the appropriate clinical teams and identify timely appointment options across specialties including orthopedics, ear, nose, and throat (ENT), gastroenterology, ophthalmology, and cardiology, with additional specialties planned for the future. Military-connected families in Florida can reach the Military Family Concierge Access Program by calling the Nemours appointment line.

For military families, every move to a new duty station can mean finding new doctors, transferring a child's care, and sorting out insurance, often while a parent is deployed. When local care is not available, some families must even seek care at out-of-state bases for specialized pediatric needs, creating further burden. Florida is home to more than 148,000 active-duty, National Guard and Reserve service members. Last year, Nemours Children's cared for about 27,000 children in Florida from military- or veteran-connected families.

“With so much up in the air in military life, Nemours has been our steady place,” said Kimberly Kees, a military spouse whose son, Jack, has received care at Nemours for 12 years. “The team at Nemours has been at our side through every deployment and every change, and for that we are eternally grateful.”

The Serving Those Who Serve event is the latest collaboration among national leaders who are working together to raise awareness and lead meaningful change at the individual, local, state, and federal levels. The event featured leaders from Nemours Children's, the Orlando VA Healthcare System, the Centers for Medicare & Medicaid Services, U.S. Sen. Rick Scott, U.S. Representative Darren Soto, the Elizabeth Dole Foundation, the Children's Hospital Association, Children's Hospital Colorado, and the Kennedy Krieger Institute, each highlighting scalable and tangible solutions that can improve access to care for military- and veteran-connected families.

“Military families give up a lot so their loved ones can serve and taking care of their kids shouldn't be one more thing they have to worry about,” said Orlando VA Healthcare System Director/CEO, Mr. Timothy J. Cooke. “That's why this partnership with Nemours means so much to us. When a Veteran knows their child is in good hands, that's one less burden on their shoulders. We're proud to stand alongside Nemours in making sure these families get the care they need, without the runaround.”

In 2021, Nemours Children's became the first pediatric health system tojoin the Hidden Helpers Coalition and encouraged other children's health systems to do the same. The partnership aims to better understand and respond to the challenges facing young people who help care for wounded, ill, or injured veterans and service members. In 2024, Nemours, the Elizabeth Dole Foundation, and the Hidden Helpers Coalition created a no-cost online training program to help healthcare providers better care for military-connected children. Nemours also added a military-connected identifier to its patient registration process and electronic medical record to better tailor care.

About Nemours Children's Health

Nemours Children’s Health is one of the nation’s largest multistate pediatric health systems, which includes two free-standing children's hospitals and a network of 80 primary and specialty care practices. Nemours Children's seeks to transform the health of children by adopting a holistic health model that utilizes innovative, safe, and high-quality care, while also

addressing children's needs well beyond medicine. In producing the highly acclaimed, award-winning pediatric medicine podcast, *Well Beyond Medicine*, Nemours underscores that commitment by featuring the people, programs, and partnerships addressing Whole Child Health. Nemours Children's also powers the world's most-visited website for information on the health of children and teens, Nemours KidsHealth.org.

The Nemours Foundation, established through the legacy and philanthropy of Alfred I. duPont, provides pediatric clinical care, research, education, advocacy, and prevention programs to the children, families, and communities it serves. For more information, visit Nemours.org.

About the Orlando VA Healthcare System
Established in October 2006, the Orlando VA Healthcare System (VAHCS) was designated a 1a facility—the highest level of complexity—in 2021. With more than 5,660 employees and an annual budget of approximately $2.5 billion, Orlando VAHCS serves more than 149,000 Veterans throughout Central Florida. The Orlando VA Medical Center has also received five-star CMS ratings for both quality and patient experience—an achievement highlighted by Becker's Hospital Review as placing it among only 61 health care systems nationwide, and one of just two in Florida, along with Mayo Clinic in Jacksonville, to earn this distinction. The Orlando VA Medical Center at Lake Nona provides comprehensive outpatient, inpatient and emergency services. Its 65-acre campus includes 126 acute inpatient beds; specialized medical, surgical and mental health services; advanced diagnostic capabilities; a large multispecialty outpatient clinic; and a 120-bed Community Living Center. The campus also includes a 60-bed Mental Health Residential Rehabilitation Treatment Program/Domiciliary, while a second 56-bed program is located at the Lake Baldwin Campus. Outpatient services are provided at health care centers in Lake Baldwin and Viera; a multispecialty Community-Based Outpatient Clinic in Daytona Beach; and community-based outpatient clinics in Clermont, Kissimmee, Deltona, Palm Bay and Tavares.

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