



# Quality

## Patient Records in the Digital Age

Like your phone, new technology makes life easier. This includes medical forms and information. There is very little paperwork at Lakeside Medical Center. Our records are digital. This includes patient information, tests, x-rays and more. Your doctor can look at your file in real time. Doctors can log on from their office. They do not have to be in your room (or the hospital) to see your information and help you.

## Patient Satisfaction

We are committed to excellence. Our goal is to provide compassionate care in a cost-effective manner for every patient. To measure our success, we use the Center for Medical Service's (CMS) survey. It is a national quality standard known as "HCAHPS." HCAHPS stands for "Hospital Consumer Assessment of Healthcare Providers and Systems." The survey results compare hospitals across the country. The results lets patients know how their hospital ranks.

"Press Gancy" is the company that tracks the surveys. You may receive a phone call from a Press Gancy after you leave the hospital. We hope that you will answer the questions for Press Gancy. Your feedback lets us know if you

[TOP](#)

were satisfied with your services. Employees named during the survey process will be recognized.

## Emergency Preparedness

Lakeside Medical Center is built to resist severe weather conditions. The building has 9” reinforced concrete tilt walls. We also have high-impact resistant glass. There are two emergency generators for power and air conditioning. We also have a three-day supply of domestic water and fuel stored.

Lakeside Medical Center was built by the Health Care District of Palm Beach County (HCD.) They consulted with the U.S. Army Corps of Engineers and the South Florida Water Management District before building. It provided construction information about issues related to the Herbert Hoover Dike and how it might affect the hospital.

Our first and critical engineering areas are built higher than the maximum water height if there was a “catastrophic failure of the dike” surrounding Lake Okeechobee.



## Support

[Notice of Privacy Practices](#)

[Privacy Policy & Disclaimer](#)

[Non-discrimination Notice](#)

[ADA Notice](#)

[Department of Transportation Notice](#)

[Hospital Price Transparency](#)

[HCD Facial Covering Policy](#)

[Careers - Current Team Members](#)

## Compliance

**Compliance Hotline: 1-866-633-7233**

[Compliance Page](#)

## Public Meetings

[read all public meetings](#)

## Social Media

?

?

?

[Sitemap](#) | © Health Care District of Palm Beach County

[TOP](#)