



Welcome Center for Learning Students

Welcome to Health First. It is our desire to provide our patients with the best care. In this orientation, we have provided you with information we believe will help you to understand our organization better. Keep in mind that procedures may differ from facility to facility within our organization.

Always refer to the facility-specific policies and procedures available on the Health First intranet and/or located in the area you are working when you have any questions regarding patient care.

About Health First

Health First is Central Florida's only fully integrated health system. With a mission to positively change the wellness and health of the communities we serve, Health First offers multiple commercial and Medicare health plan products, the latest technological advances and quality care through our four hospitals and numerous Outpatient & Wellness Services, including three fitness centers to help members of our community stay healthy. We offer Brevard's only Trauma and Heart Centers, and the Health First Medical Group is the largest multi-specialty physician group in Brevard County, with 258 employed physicians.

Four not-for-profit hospitals — Cape Canaveral Hospital in Cocoa Beach, Holmes Regional Medical Center in Melbourne, Palm Bay Hospital in Palm Bay and Viera Hospital in Viera — form the core of Health First's family in Brevard County on Florida's Space Coast.

Other services include: outpatient centers; VitalWatch electronic Intensive Care Unit (eICU); sleep disorder services; home care and hospice; specialized programs for cancer, diabetes, heart, stroke and rehabilitative services.

Working together in a seamless system, Health First is devoted to the integration of quality healthcare services and state-of-the-art technology and information networks.

The roots of Health First run deep in Brevard, dating back to 1937 when Brevard Hospital first opened in Melbourne with 27 beds. Now known as Holmes Regional Medical Center, the hospital is Brevard's largest, with 514 beds. Cape Canaveral Hospital opened in 1962 with 44 beds and has since grown to 150 beds. Palm Bay Hospital opened in 1992 as a satellite of Holmes Regional Medical Center with 60 beds and expanded in 2009 to 152 beds. Health First was formed when Cape Canaveral Hospital, Holmes Regional Medical Center, and Palm Bay Hospital joined together in August 1995 to create a truly integrated not-for-profit healthcare delivery system and fulfill a common mission of improving the wellness and health of our community.

The first new services added in the Health First family were Health First Physicians, opening in late 1995, and Health First Health Plans, opening in January 1996. Since then, we've also added Health First Heart Center, Holmes Regional Trauma Center and many other services to our family, including Viera Hospital. Viera Hospital is the newest Health First hospital, built to serve the medical needs of the Viera/Suntree areas. Located about a mile west of Interstate 95 on Wickham Road and Lake Andrew Drive, the hospital is the centerpiece of a 50-acre integrated medical campus — Viera Health Park. The campus also includes the new Medical Plaza, a multi-specialty physician and outpatient imaging facility, and the recently opened Pro-Health

& Fitness Center, Viera — all within easy walking distance and connected by a covered walkway. The five-story, 100-bed Viera Hospital opened to the community in April 2011.

The creation of Health First Medical Group comes following the successful acquisition of certain assets of Melbourne Internal Medicine Associates (MIMA) in February 2013. The medical group is a collaboration of Health First's existing Health First Physicians and MIMA physicians, and now includes 258 physicians and over 1,040 associates. Health First now employs more than 9,000 associates across Brevard County.

Patient Rights and Responsibilities

Health First considers patients to be partners in their health care. When patients are well informed, participate in treatment decisions, and communicate openly with their doctor and other healthcare professionals, they help make their care as effective as possible. We encourage respect for the personal preferences and values of each individual. Please review the Patient Rights and Responsibilities at https://hf.org/patients_visitors/patient_rights_responsibilities.cfm.

Our Mission, Vision & Values

Mission

Our team positively changing the health and well-being of you and your family through excellent and compassionate health care.

Vision

Skilled and dedicated people delivering high-quality, patient-centered health care that improves lives and communities. Every person. Every time.

Values

Integrity
Compassion
Accountability
Respect
Excellence