

# HealthCareOne Website Information

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**HealthCareOne**

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About Us

Services

Patients & Visitors

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## Comprehensive Care for Metro City

We are committed to providing high-quality, patient-centered healthcare services across our network of hospitals and outpatient clinics.

[Learn More](#)

### Our Network

Serving over 8 million residents, with 12 hospitals and 45 outpatient clinics throughout Metro City.

### Our Services

Offering a wide range of medical services, from emergency care and surgeries to primary care and specialty treatments.

### Quality and Safety

Committed to maintaining the highest standards of quality and safety in all aspects of patient care.

# About Us

Compassionate Care. Innovative Solutions. Health for All.

## Our Mission

Caring for the community we serve

To advance the health and well-being of Metro City residents by providing equitable, compassionate, and patient-centered care, while fostering innovation in healthcare delivery.

## Who We Are

Metro City's trusted public healthcare system

We're the largest public health authority in the region—providing care at 12 hospitals and 45 outpatient clinics. We serve over 8 million residents annually with services such as:

- Preventive care
- Acute and specialty services
- Community health services

## Our Vision for the Future

Building a healthy, innovative, and inclusive tomorrow

We aim to address current healthcare challenges, explore advanced technologies to improve health outcomes, enhance the patient experience, and promote workforce well-being

*"We believe that every person, regardless of background or circumstance, deserves access to high-quality care—and that innovation is key to advancing our mission."*

— Dr. Maya Patel, CEO

# Our Services

Integrated Support, Inspired Health.

## Primary & Specialty Care

[Your health, your team](#)

We offer comprehensive care across all life stages – from routine checkups to complex specialty services.

- Family Medicine & Pediatrics
- Internal Medicine
- Women's Health & OB/GYN
- Cardiology, Oncology, Neurology & more
- Chronic Disease Management

## Behavioral Health & Wellness

[Whole-person care for mind and body](#)

We support mental health, substance use recovery, and emotional well-being.

- Counselling & Therapy Services
- Psychiatry & Medication Management
- Addiction Recovery Programs
- Community Wellness Workshops

\*24/7 Behavioral Health Hotline:  
1-800-CARE-NOW

## Billing, Insurance & Patient Support

[We're here to help you navigate care](#)

Our support teams ensure you understand your coverage, costs, and care options.

- Financial Counseling
- Insurance Navigation
- Patient Advocacy Services
- AI Virtual Assistant for FAQs & Billing Help

"If patients don't feel heard or understood, no technology in the world will fix that."

- Maria Gonzalez, Director of Patient Advocacy Experience

# Patients & Visitors

Your health, comfort, and well-being are our top priorities.

## Prepare for Your Visit

What to bring and what to expect for your upcoming appointment

## MyHealth Portal

How to access your information

- Access your medical records
- Schedule appointments
- Communicate with your care team

## Medical Records

How to request copies of your medical records

## Visitor Information

Hospital visiting hours and policies

## Billing & Financial Assistance

Understand your bill and payment options

- Insurance and payment options
- Financial assistance programs

## Contact Us

If you have any questions, please don't hesitate to get in touch.

- Phone number: (555) 123-4567
- Find a location