

**Caring for our associates,  
who care for our  
patients, one shift  
at a time.**



## What is CAREshift?

CAREshift developed by BidShift is an Internet-based program that allows you to view and request open shifts on any unit in which you're qualified to work at Cape Canaveral Hospital, Holmes Regional Medical Center, or Palm Bay Community Hospital.

Associates must meet their regular scheduling commitment to be able to pick up extra shifts through CAREshift.

## Who can use CAREshift?

Any associate working in a participating department is eligible to schedule extra shifts through the CAREshift program.

*Per Diem* Associates will request all shifts (commitment and additional) through CAREshift.

To learn more, visit [health-first.bidshift.com](http://health-first.bidshift.com), and click on the Frequently Asked Questions (FAQ) link at the bottom of the page.

## How does CAREshift work?

- Open shifts are posted on CAREshift after the base schedule for full-time and part-time benefitted and non-benefitted associates is completed.
- Associate members may log-in to view the open shifts and request those they're interested in working.
- Managers then choose from the list of requesters and make their selections to add associates to the schedule.
- Associate members can then log back into CAREshift to see the shifts they're awarded based on their requests. (You can also receive an email notification if you provided an email address.)

## How do I get started? Enroll in just 5 minutes!

1. Access CAREshift by visiting the [health-first.bidshift.com](http://health-first.bidshift.com) website

using any Internet browser. You can also look for the CAREshift icon on the Health First intranet page, *Inside Health First*.

2. Select "[Click here to enroll!](#)" Enter your Health First Universal ID as your Username, and enter a password of your own choosing (8 characters).
3. Enter your personal demographic and position information.
4. Click through the "Skill Listing" and indicate all your current areas of experience. These are used to match your skills with the skills needed for a particular shift.
5. Click "Submit Registration" to submit your profile. Your manager will review and approve your profile. Once approved, you'll receive an email that your profile has been activated, if an email address was provided.

## How do I request shifts?

1. Return to CAREshift by visiting the [health-first.bidshift.com](http://health-first.bidshift.com) website using any Internet browser. You can also look for the CAREshift icon on the Health First intranet, *Inside Health First*.
2. Enter the Username (Universal ID) and Password you entered when you enrolled. If you have difficulty logging in, ask your manager or IT Help Desk for assistance.
3. Choose "All Shifts" to view all open shifts for which you qualify or click on one of the other categories to see a shorter list.
4. Click on the shift you want to work.
5. Click "Request this Shift" and "Done."

*Note: You can request as many shifts as you like. If you're awarded a shift, any other shifts you have requested that overlap the time of the awarded shift will be automatically removed.*

6. You can log-on and view the shifts you have requested and the shifts that you've been awarded by clicking on the corresponding tab at the top of the screen.
7. If you have questions about CAREshift, please contact your manager.

## A few things you should know...

- It's your responsibility to check back to the CAREshift site to see if you've been awarded a shift you requested.
- Awarded shifts are considered "scheduled shifts". If you don't show up for an awarded shift, it's counted as an unscheduled absence.
- Feel free to request to work on other units that you are qualified for.
- If you need to retract your request for a particular shift, click on the "My Shifts" tab, then click on the shift, and click "Retract My Request." You can do this as long as the shift has not already been awarded.
- If you're interested in working a portion of a shift you see on CAREshift, contact the unit manager.
- If you request a shift within 24 hours of the shift starting, please call the unit manager or charge nurse to let them know you have requested a shift and need confirmation.

## Check these tips out...

- Click on the "Search" tab to run a custom search for particular types of shifts. You can also receive email notifications when certain types of shifts are posted.
- You can use the "Calendar" to view and request shifts too. Click on the links within each date to view the details.