**Welcome The Department of Medicine @ PITT/UPMC**

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| **Employee name:** | **Start Date:** |
| **Manager (s) Name:** |  |

The following areas are intended to be covered on the first of orientation in the office by the manager or designee. The goal is to make sure you have the knowledge and tools necessary for a successful transition to your new role.

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| **General Orientation** | **Manager/Preceptor Initials** | **Employee Initials** | **Date Reviewed/ Completed** |
| Organization Orientation: PITT or UPMC |  |  |  |
| Tour of Facility: Non-Clinical area; Medical records; Lab area; Clinical work area; Lunch area; Rest rooms, etc.  where to park; food/beverage policy at workstation; Location of Emergency equipment (Oxygen, defibrillator) |  |  |  |
| Introduction to team members and colleagues |  |  |  |
| Obtain employee information (address; telephone number; emergency contact; etc.) Share employee telephone triage list. Review My Hub and Outlook information for accuracy. Add UPMC Disclaimer to Outlook. |  |  |  |
| Review job description, performance standards, and performance appraisals. |  |  |  |
| *Review* safety training completed (online) by accessing Learning through HR Direct (obtain copy of completion). If employee is hired prior to 7/1 the employee must complete system safety training on line within 30 days of hire. |  |  |  |
| *Verify* current certification/clearances applicable to position. Obtaining copies for HR. |  |  |  |
| **Review of departmental information:** |  |  |  |
| Telephone types, use, operation, telephone etiquette. Utilizing the new language of access protocol. UPMC policies on the use of Personal Cell Phones, Personal Calls & Personal Devices. |  |  |  |
| Mail delivery; responsibilities. Practice postage mail guidelines. |  |  |  |
| Staff scheduling/hours of operation/staff meetings. |  |  |  |
|  |  |  |  |
| Review of lunch and break schedules; Designated eating areas / Non-smoking facilities. |  |  |  |
| Review Kronos Computer vs Swipe Procedures. |  |  |  |
| Dress code- including facial jewelry, tattoos, footwear, fingernails & fragrances. |  |  |  |
| Chain of command – site specific |  |  |  |
| Department time and attendance policy - general attendance, absenteeism, tardiness, procedure  for reporting off, PTO requests, scheduling adjustments, & emergency weather policy |  |  |  |
| **General Orientation** | **Manager/Preceptor Initials** | **Employee Initials** | **Date Reviewed/ Completed** |
| Assure Name Badge is current and accurate. |  |  |  |
| Review visitor policy – Drug Rep and acceptance of “gifts.” |  |  |  |
| Procedure to follow in the event of an emergency (i.e. patient fall, abusive patient). |  |  |  |
| Protocol for receiving and sending information via the fax machine. |  |  |  |
| Procedure to follow if you receive a “suspicious phone call (i.e. bomb or violence threat). |  |  |  |
| **Blood borne Pathogen (BBP) Exposure Control Plan** |  |  |  |
| Location of BBP Exposure Control Plan |  |  |  |
| **Employee Injury Reporting** |  |  |  |
| Work Partners telephone number 1.800.633.1197 or on Infonet |  |  |  |
| MyHealth@Work for all BBP Exposures |  |  |  |
| Location of Healthcare Provider Panel updated in March and September |  |  |  |
| **Needle stick Packet** |  |  |  |
| Location of packet/on line access to packet |  |  |  |
| Overview of contents (separate sections for employee and source patient) |  |  |  |
| **Safety Manual** |  |  |  |
| Hazard Communication Plan, Chemical Inventory and MSDS |  |  |  |
| Fire Safety Plan, location of exits and fire extinguishers |  |  |  |
| Other sections (TB, workplace violence) |  |  |  |
| Spill Cleanup (chemical; blood; mercury, etc.) NOTIFY CLINICAL STAFF **IMMEDIATELY** |  |  |  |
| **HIPAA** |  |  |  |
| **Basic education (required)** |  |  |  |
| Advanced HIPAA education – Policy Overview (as appropriately based on position) |  |  |  |
| Notice of Privacy Practices |  |  |  |
| Release of Information Policy HS-MR1000 |  |  |  |
| Access to Protected Health Information |  |  |  |
| HIPAA Complaint Management |  |  |  |
| ARRA (American Recovery and Reinvestment Act) training |  |  |  |
| Personal Representatives |  |  |  |
| Review accessing personal or family medical records |  |  |  |
| Red Flag Identity Theft |  |  |  |
| TPO form |  |  |  |
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| Release of information review (relative to position) By this I mean based on the position explaining what the person can / cannot release to others |  |  |  |
| When it is acceptable to access patient information |  |  |  |
| When it is not acceptable to access patient information |  |  |  |
| Accessing information on yourself |  |  |  |
| Proper scanning techniques (scan to self and then forward to others) |  |  |  |
| CCHIE (Clinical Connection Health) Health Information Exchange |  |  |  |
| Tone of voice being aware of your surroundings |  |  |  |
| Controlling physical access of office space – Secure areas appropriately |  |  |  |
| Public” space   * + Waiting room   + Restrooms, etc.   “Pseudo-public” space   * + Treatment rooms   + Some physician offices (those physicians who like to meet with patients in their offices)   Private” space   * + Business offices   + Other physician offices (those physicians who have test results and lab reports all over their desk and don’t meet with patients in the office) |  |  |  |
| Risk Management incident reporting via Risk Master |  |  |  |
| Location of shred bins or shredders |  |  |  |
| Procedure for reporting errors – EXAMPLE: the patient who calls in and says that they  received someone else's documents intermixed with their own. |  |  |  |
| Computer Password and Username responsibilities  Importance of locking your computer when away from your desk. |  |  |  |
| **Computer access** |  |  |  |
| Email/Internet use: review policies **ISD HS-IS0147** Electronic Mail and Messaging and **HS-IS0202** Acceptable Use of Information Technology Resources Social Media policy (Facebook/Twitter). |  |  |  |
| Printer location(s) |  |  |  |
| HR Direct |  |  |  |
| eProcurement (if applicable) |  |  |  |
| SHAREPOINT, Microsoft Teams, Yammer |  |  |  |
| EPIC and EPIC CARE |  |  |  |