

## CHMG Provider Recruitment New Provider Orientation Checklist

Name:

Start Date:

Department:

Job Title:

Supervisor:

Orientation	Description	Date & Time	Location	Trainer Initials	Trainee Initials	Date Completed
HR Introduction	Overview of policies, procedures and available services at CH & CHMG					
GroupWise Training (Desktop Application Overview)	Receive login information Overview, setup and customization of GroupWise system					
Web Compliance Modules	Various online training modules based on CH policies & procedures					
CHMG Director Welcome	Welcome from the CHMG Director who oversees provider's specialty Review of CHMG policies and procedures.					
Centricity Training	Receive login information Review of the overall orientation, customization of preferences and navigation.					
HEO & Portal Training	Receive login information Review of the overall orientation, customization of preferences and navigation.					

Medical Staff Services Overview	Review of Code of Conduct, medical record completion and privacy rules, use of electronic equipment, emergency codes, consults, evaluations and re-appointment					
Call Center & CME Overview	Review of the answering service for the office settings & switchboard services. Review of who & how to contact providers					
Provider Enrollment Paperwork	Provide signatures and complete any payor enrollment forms required. Receive a brief explanation of how the enrollment process is handled					
Risk Management & Patient Relations Overview	Review of risk management and patient relations department policies and procedures.					
Medical Library Orientation	Introduction to the medical library with review of hours/badge access/eating & drinking. Review of what materials are physically available in the library and a review of the library bridge site. Review of apps available for download through library subscriptions.					
CHMG Overview and Citizenship with CMO	Welcome from the Chief Medical Officer. Review CHMG policies and procedures.					

HIMS Orientation	<p>Review of dictation procedures and work types.</p> <p>Review of documentation deficiencies and DNV requirements.</p> <p>Review of portal deficiency work list and how to open &amp; close records.</p> <p>Explanation of privacy policies and privacy audits.</p>					
Meaningful Use Orientation	Review of Cerner and Dashboards.					
QA Introduction	Introduction to QA team member for applicable specialty and review of QA metrics.					
Professional Coding Orientation	<p>Review of coding contacts including the specific coder, manager and director</p> <p>Review orientation, documentation and compliance process.</p> <p>Review of applicable charge capture methods.</p> <p>General overview of evaluation and management coding guidelines.</p> <p>Comprehensive review of teaching physician regulations.</p> <p>Overview of specialty specific coding guidelines and process.</p>					
CRVNA Overview	Review of CRVNA and services available.					

<p>Rehab Services, Disease Management &amp; Health Promotion</p>	<p>Review of rehab services including, communication with providers, insurance and regulatory requirements. Review of service area, sub-specialty treatment brochures, REACH, contact info, sample referrals and staff listings.</p>					
<p>Patient Satisfaction Orientation</p>	<p>Review sample patient satisfaction reports.</p>					
<p>Deaf and Hard of Hearing Orientation</p>	<p>Review deaf and hard of hearing guidelines and services available at CH and CHMG to assist patients.</p>					
<p>Practice Orientation with Practice Administrator/Manager</p>	<p>Orientation and tour of practice with Practice Administrator/Manager. Review of practice policies and procedures. See Practice Onboarding Sheet for review of items outlined in this orientation.</p>					
<p>Heart Wellness Program Overview (PCP, hospitalist and cardiology)</p>	<p>Heart Wellness Program overview including, types of patients seen, referrals, how information is communicated to providers and how the program continues to follow in the transitional care setting.</p>					

Ambulatory Care Center Tour (all except dentists and pediatric hospitalists)	Tour of Ambulatory Care Center and review of services offered.					
PACS Training (inpatient providers only, except hospitalists)	Receive login information Review of the overall orientation of the PACS system.					
Perioperative Services Orientation (surgeons and OBGYN only)	Introduction to the perioperative staff. Review surgical equipment preferences and review policies and procedures of the perioperative department.					
CDU (Clinical Decision Unit) Tour (inpatient only)	Tour the Clinical Decision Unity and review services offered.					
Perinatal Education and Tour of The Family Place (OBGYN and FM w/OB only)	Introduction to the perinatal education and family place staff. Review policies and procedures of the perinatal education and family place department.					

Signature of Employee:

Date:

Signature of Supervisor:

Date: