

CHMG Provider Orientation Checklist

Name:

Start Date:

Department:

Job Title:

Supervisor:

Orientation	Description	Date & Time	Location	Trainer Initials	Trainee Initials	Date Completed
Monday,						
Badge and ID's	Go Security to get your badge					
HR Introduction	Overview of policies, procedures and available services at CH & CHMG					
Lunch with Practice Manager	Lunch with					
Ambulatory Care Center Tour	Tour of Ambulatory Care Center and review of services offered.					
Medical Library Orientation with Maureen Dunn	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.					

<p>Medical Staff Services Overview and Provider Enrollment Paperwork with Dave Clement</p>	<p>Review of Code of Conduct, medical record completion and privacy rules, use of electronic equipment, emergency codes, consults, evaluations and re-appointment. Provide signatures and complete any payor enrollment forms required. Receive a brief explanation of how the enrollment process is handled</p>					
<p>Call Center & CME Overview with Lisa Rocheford</p>	<p>Review of the answering service for the office settings & switchboard services. Review of who & how to contact providers</p>					
<p>Rehab Services, Disease Management & 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>Risk Management & Patient Relations Overview with Lisah Carpenter</p>	<p>Review of risk management and patient relations department policies and procedures.</p>					
<p>Community Affairs Overview</p>	<p>Review of Community Affairs Division</p>					

Orientation	Description	Date & Time	Location	Trainer Initials	Trainee Initials	Date Completed
EMR & Dragon Training	Receive login information Review of the overall orientation, customization of preferences and navigation.					
Professional Coding Orientation	Review of coding contacts including the specific coder, manager and director. Review orientation, documentation and compliance process. Review of applicable charge capture methods. General overview of evaluation and management coding guidelines. Comprehensive review of teaching physician regulations. Overview of specialty specific coding guidelines and process.					
OR Orientation	Review of OR policies					
QA Introduction with Nancy Holbrook	Introduction to QA team member for applicable specialty and review of QA metrics.					
CRVNA Overview	Review of CRVNA and services available.					
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					

Language Services and Accessibility	Review deaf and hard of hearing guidelines and language services available at CH and CHMG to assist patients.					
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Orientation	Description	Date & Time	Location	Trainer Initials	Trainee Initials	Date Completed
Practice Orientation						

SAMPLE

Signature of Employee:

Date:

Signature of Supervisor:

Date: