



Atrium Health



Atrium Health

Practice Onboarding Guide

A Guide to Onboarding New Physicians & APPs



Dear Leadership Team,

On behalf of Atrium Health Medical Group, I would like to thank you for your commitment to One Team. We recognize the skills and expertise you bring to our enterprise and want you to know that we value your leadership. You are critical to our pursuit of providing excellent patient care.

Comprehensive provider onboarding is imperative to the growth and development of our System. From day one, new providers must be given the appropriate resources to ensure their success, both professionally and personally.

This Guide was created in an effort to assist you throughout the onboarding process. Please use this tool as a roadmap to complete the following:

- Set Expectations
- Establish Clinical Guidelines
- Foster Professional Development
- Create a Support Network
- Celebrate Milestones

It is a privilege to serve as a leader within Atrium Health. With that privilege comes a responsibility to educate and engage providers regarding our culture of caring. Thank you for being a key contributor to the continued success of our providers and organization.

Sincerely,

Atrium Health Medical Group Leadership

Table of Contents

• Table of Contents	3
• New Physician & APP Site-Based Orientation Checklist	4
• Organization	5
• Workflow	9
• Scope of Care	12
• EMR	13
• Licensure/Certification Maintenance	14
• Benefits, Productivity & Compensation	16
• Professional Development	17
• Marketing/Community Integration	19
• Recognition & Retention	20
• Security/Safety/Infection Control/Prevention/Emergencies	21
• Policies	23
• Summary & Electronic Attestation	24

New Physician & APP Site-Based Orientation Checklist

Organization
Review of Principles of Professionalism
Review of Leadership Structure
Patient Satisfaction
Quality Measures
Review of Local/Site Based Orientation Manual
Review of Atrium Health Provider Related Policy & Procedure
Completion of ACE Modules
Introduction to PeopleConnect/PhysicianConnect
Submission of e-Forms (Reimbursement/Travel/etc.)
Navigation of SharePoint/One Drive, Etc.
Atrium Health Behaviors
Workflow
Staff Introduction
Introduction of other Physician Leaders
Parking
Parking Sticker
Badge/Access
Bathroom
Office
Office/Clinic Needs: Computer, Phone, Desk, VM, Supplies, Etc.
Lunch/Common Area
Directions on other areas in facility
Office Flow of Patients
Standing Orders
Familiarize with Equipment/Supplies/Medications/Etc.
Messaging & Halo
Refills (Specifically Controlled Substance)
Lab Endorsement
Coverage of Other Providers
Review Forms (Physicals, X-ray, Billing, Patient Education, etc.)
Referrals (Concept of Care Coordination, To Whom to Refer)
Utilization of Physician Connection Line
Transfers to Hospital
Triage Policy
Schedule & Schedule Modification
Emergency Care
Staff Meetings (location/frequency)
On-site Workflow Review
Frequent/ Helpful Contacts & Directories
Scope of Care
Chronic Disease Management (if applicable)
Acute Care
Panel of Patients
Procedures (Create a separate checklist of approved procedures)
Call Rotation/Responsibilities
EMR
Meaningful Use EMR Requirements
Review of EMR Related Questions
Login Information and Authorization for Physician Connect/Referral Portal/ Internet/Shared Drives

Licensure/Certification Maintenance
BLS Certified
ACLS Certified (if applicable)
PALS Certified (if applicable)
Hospital Privileges
CME
DEA
NC/SC License
Board Certification
NC Privilege License
Review Delineation of Privileges (if applicable)
Benefits, Productivity & Compensation
Visits per Day
WRVUs per Visit
Net Revenue per Visit
Review Atrium Health Holidays
Leaves of Absence
Paycheck Distribution
LiveWELL
PTO Requests/Vacation Requests
CME Allowance
Dedicated CME Time
Incentive Opportunities
Minimum Work Standards
Professional Development
System Resources/Educational Opportunities (AHEC, Center for Advanced Clinical Practice, IRB, Center for Faculty Excellence, etc.)
Performance Evaluation
Goals
Mentoring Strategy
Marketing/Community Integration
Introduction of Physician Liaison (if applicable)
Marketing Plan/Strategy (if applicable)
Provider Retention Programs
Provider Spouse/Significant Other Employment Assistance Program
Security/Safety/Infection Control/Prevention/Emergencies
Department-Specific Security/Safety
Fire Safety (Procedures, Fire Pull Stations, & Extinguishers)
Hazard Communication
Concern & Incident Reporting
Hand-Hygiene
Flu Vaccine Program
Exposure Control Plans
Department-Specific Infection Control Procedures
Emergency Alert Codes (Facility, Security, Medical)
Exits
Patient Safety
Use of Patient Restraints
Severe Weather Policies
Policies
Corporate Compliance/HIPAA
Other Atrium Health & Facility-Specific Policies

Mission

To improve Health, elevate Hope, and advance Healing – for all.

Vision

To be the first and best choice for care.

Our Atrium Health Way Core Values

Caring: Connect with all individuals using empathy and compassion.

Commitment: Promote a clean and safe environment.

Integrity: Demonstrate respect for all.

Teamwork: Acknowledge and celebrate accomplishments of our teammates and patients.

Review Atrium Health Principles of Professionalism

Principles of Professionalism: to be used as a guide to govern your interactions with patients, families and colleagues.

As an Atrium Health Physician / APP, I am committed to:

Superior Clinical Quality, and I will

- Keep my professional knowledge and skills current and recognize the limits of my abilities
- Adopt mutually agreed upon best practices
- Embrace innovation and continuous improvement in patient care and practice operation
- Seek out information and resources needed to provide excellent care

Excellent Customer Service, and I will

- Achieve and maintain optimal patient access
- Ensure that the needs of the patients come first for all parties
- Encourage patient involvement in care and treatment decisions
- Work toward excellent patient satisfaction
- Communicate in a clear and timely fashion

Ethical Behavior, and I will

- Treat patients and staff with respect and dignity
- Demonstrate the highest levels of ethics in professional and personal conduct
- Be respectful in discussing care rendered by others in front of staff and patients
- Treat my colleagues in the way I would like to be treated
- Foster a spirit of collegiality and communication

Medical Leadership, and I will

- Be engaged in creation and support of organizational and group goals
- Accept collective responsibility for welfare of patients, peers, and coworkers
- Work to make Atrium Health the employer of choice on all levels
- Participate in and support group decisions
- Participate in group governance
- Support medical leadership by recognizing its authority
- Strive to be a role model to my patients and colleagues by maintaining a healthy lifestyle

Teamwork, and I will

- Lead a team where integrity, commitment, cooperation, and caring are of uppermost importance
- Communicate with and influence those around me in a positive manner
- Listen to others and accept feedback gracefully
- Participate in and support teaching
- Teach and lead by example
- Value the work of others at all levels
- Interact with colleagues, administration and staff in a respectful, positive, and cooperative manner

Stewardship, and I will

- Manage resources wisely
- Support career development for physicians and staff
- Arrive at work on time and give best efforts to the practice
- Strive to code appropriately and submit charges promptly
- Attend to the economic aspects of the practice

Signature: _____

Date: _____

Review Medical Group and Service Line Structure

Due to the size and complexity of Atrium Health, we have a heavily matrixed organizational and reporting structure, which is consistent with other leading integrated healthcare networks across the country. This includes Care Divisions, Service Lines, and Regional Markets.

Our leadership structure allows us to better organize ourselves, our programs and our processes around the needs of our patients and communities.

The structure fosters a healthcare delivery system that is integrated, connected, convenient, reliable and affordable. It is designed to enhance our:



Within the Medical Group, there are six Care Divisions & five Service Lines:

Care Divisions

Adult Acute
Behavioral Health
Emerging Care Model
Primary Care / Medical Specialties
Surgical Services
Women's Services

Service Lines

Sanger Heart and Vascular Institute
Levine Cancer Institute
Levine Children's
Musculoskeletal Institute
The Neuroscience Institute

The Medical Group is also structured around four different markets

- Center City
- North
- South
- West

Review Departmental Leadership, Structure & Resources

- Departmental/practice administrative structure - organizational charts so they understand how they fit into the care divisions/service lines
- Department/practice meeting structure and frequency
- Information sharing and feedback loop
- **Local Orientation Manual** - If applicable, review your department's orientation manual.
- **Important Policies** - Review all policies & procedures pertinent to this role as well as the following:
 - › **Communications Environment Acceptable Use Policy**
Atrium Health relies on its communication resources to support its business processes and functions. This policy sets forth procedures for the appropriate use of Atrium Health Communication Resources by its employees, independent contractors, agents, and other users.

Please review this policy with your new provider:
<https://peopleconnect.atriumhealth.org/docs/CorpSafety/Administrative%20Policy%20and%20Procedure%20Manual/07%20Information%20Services/CHS-IS-600-01.pdf>
 - › **Corporate Compliance/HIPAA**
Ensure providers receive a copy of the Atrium Health "Code of Business Conduct – A System of Integrity" booklet. Please take time to elaborate on these topics and share details that you deem helpful to providers joining your area.
- **ACE Modules** - Ensure that the new provider completes their assigned ACE modules.
 - › To complete the Annual Compliance Education requirements, providers should log in to PeopleLink. Step-by-step instructions for completing Annual Compliance Education requirements are found in the Teammate Learning Guide, available on PeopleLink through the Resources menu, Resources tab.
- **PeopleConnect/PhysicianConnect**
Please make sure your new provider understands how to access PeopleConnect/PhysicianConnect. It would be helpful to review the resources on PhysicianConnect in greater detail to make sure they are fully utilizing the available tools.
PeopleConnect: <http://peopleconnect.carolinas.org/>
PhysicianConnect: <http://physicianconnect.carolinas.org/>
- **Submission of Travel & Reimbursement Requests**
Review the process for travel requests/reimbursement in your area. If the provider will submit their own forms, the following links should be used:
<http://peopleconnect.atriumhealth.org/Tools/Business-Tools/Concur>
- **SharePoint**
Several departments within Atrium Health house important information related to their areas on SharePoint. Make sure the new provider knows how to navigate applicable SharePoint sites: <http://teams.carolinas.org/SitePages/Home.aspx>

Review Workflow Components

Helping your new provider understand the general flow of the office is a critical step in their ability to be successful in your practice. This should be one of the first things that is covered with the new provider. The following items provide an overview of key components to address when discussing the workflow.

Review each of these items with your new provider to help acclimate them to your area.

Staffing

- Introduction of team/dedicated clinical staff
- Introduction of other physician leaders
- Assign and introduce a physician/APP mentor (Ideas/tips on serving as mentor are available through the Center for Physician Leadership.)
- Dedicated CMA
- Other staffing needs outlined by new provider

Physical Space

Tour of office/facility

- Lounge, kitchen, cafeteria, conference rooms, operating rooms, bathroom locations etc.
- Directions to other areas/site locations/facilities

Parking

- Parking sticker (received during orientation)
- SMART PASS (if applicable)

Security

- Badge access

Office and physical items in office

- Phone
- Voice mail set-up
- Business Cards
- Lab Coat/Jacket
- Pager/Beeper
- Computer
- Access

Emergency procedures and codes including the location of the following

- Alarms, exits, extinguishers, fire pull stations

** If any of the above items (parking, badge access, office items, etc.) are not available or working properly please contact your Practice Manager or Integration Specialist so the issue can be resolved ASAP.*

Office flow of patients

- How patients are checked in and brought back to exam rooms
- Flagging system
- Lights system
- Nursing/medical assistants
- Standing orders
- Checkout procedure

Equipment/Supplies

- Where they are located within the office
- Ensure they know how to properly operate equipment
- Review equipment/supplies reordering process

Medications

- Standard prescriptions written
- Refill process-controlled substances/narcotic contract
- Registration for NC/SC database to review controlled substance reporting system
 - NC-Controlled Substance Reporting System (NC-CSRS)
The forms below are registrations for a state-wide prescription drug monitoring program database. These databases are accessed by physicians, APPs, and pharmacists to see what narcotics are already prescribed for

a patient to make sure they are not prescribing more narcotics to a person that might cause them to overdose, feed an addiction, or sell the narcotics based on their prescription history. The database also allows physicians to see if the patient has been to a doctor the day before they are in their office and received narcotics from that physician.

Currently, North Carolina and South Carolina have their own respective databases so there are two different processes to register. Most providers will not register for the SC SCRIPTS access, but we at least want to offer the option to those that practice either in or closer to South Carolina. Here are the two databases:

- NC-Controlled Substance Reporting System (NC-CSRS): They can review the instructions attached to apply online if they have their NC medical license. If for some reason they do not have their medical license in North Carolina yet, they can gain access through the paper route.
- SC-SCRIPTS: Here is a link to the instructions for completion: <http://www.scdhec.gov/Health/FHPP/DrugControlRegisterVerify/PrescriptionMonitoring/>

Messaging

- Process for receiving and answering
- After hours

Lab Endorsement

- Certification and review process/frequency

Review of Forms

- Standard forms used by the office (clinical, referral forms, billing, patient education, etc.)

Referrals & Care Coordination

- Providers and resources used
- Referral process
- Utilization of Physician Connection Line
- Emergency care
- Transfers to hospital/hospitalist
- Triage policy

Scheduling

- Process
- Daily templates-should discussed prior to first day in clinic
- Modification-any modification needs to be done prior to first day in clinic
- Access
- Call rotation and where to locate call schedule(s)

Coverage for Other Providers

- Process for obtaining
- EMR Proxy
- Policies/Procedures for requesting time off
- Staff utilization

Communication

- Meetings (team, physician, operations, etc)
Share frequency and sample agendas
- Committee structures
- Leadership structure
- How feedback is addressed and followed up on

Review Halo

What is Halo?

Halo is Atrium Health's innovative solution to providing consistent, reliable and timely communication for all care team members. It is a secure texting platform that enables two-way communication available on smart phones or as a web application. Halo features messaging, teams, on-call schedules, voice and Alert integrations and is HIPAA compliant as no data is stored on devices.

Why are we utilizing Halo at Atrium Health?

Medical professionals need to be able to reach colleagues and clinicians in a moment's notice to ensure we provide the care they need when they need it. Developed by clinicians, Halo provides fast delivery of information across both acute and ambulatory environments, allowing you to reach the right person at the right time. Using Halo will allow our patients to receive care faster, leading to reduced length of stays.

For additional information please visit <https://peopleconnect.atriumhealth.org/Tools/Clinical-Tools/CHS-Phonebook/Halo>

Halo – ToolKit of Resources: https://carolinashealthcaresystemtrain.adobeconnect.com/halo_toolkit_provider/

Review Practice Scope of Care

Due to the variation among different practices and specialties, please review the specific scope of care practiced within your area with your new Physician/APP. Refer to Delineation of Privileges or other documented material that outlines this information.

Provider Search Directory: <https://peopleconnect.atriumhealth.org/Tools/Clinical-Tools/Provider-Search-Directory>

Center for Advanced Practice (Collaborative Practice Agreement Templates): <https://carolinashealthcare.sharepoint.com/sites/CCACP/>

Review Practice EMR Utilization

Canopy training for new providers is broken out by ambulatory, acute, and hybrid training. It consists of web-based modules, followed by a 1-day instructor-led session at the Airport Training Center. While this is a focused group session, it addresses basic information and does not cover everything your new provider will need to know.

If there is a Canopy Lead Provider in your practice please have this person spend some dedicated time with the new provider during the first few weeks so they can begin to gain an understanding of the nuances that make EMR usage more efficient. Here are some other essential items to address with your new provider as it relates to the EMR:

- Login Information
- Confirmation that Personal/Identifying Information is Correct (Spelling of Name, Accuracy of NPI/DEA, Etc.)
- Meaningful Use Requirements
- Standard Templates/Favorites Used by Others in the Practice including:
 - › Pre-completed note templates
 - › Review of how to create macros and auto text
 - › Introduction of Power Chart Touch
- Review of Standard EMR Related Questions
- Assist with proper Dragon set-up and use
- Review Medical Group Documentation Standards
- Process for Documentation/Charting/Prescriptions when Canopy is "Down"
- Accessing Training Webinars/Bulletins
- Refer to My EMR (assist with creating a login)
- Consider reviewing previous Canopy Lead Provider content – this is accessible by the Canopy Lead Provider on their SharePoint site
- Resources Highlighted on Physician Connect (Clinical and Non-Clinical)
- Review of other SharePoint Sites or Shared Drives Utilized by the Practice or Specialty

Review Maintenance of Licensure/Credentialing

Credentialing

To ensure that we attract and retain highly qualified providers, all applicants must complete an application for credentialing and to obtain specific privileges. During the credentialing process, the medical staff services team will thoroughly investigate the applicant's previous experience which include work experience, education, criminal background check and all other pertinent information pertaining to primary source verification. Following, a provider will be granted specific privileges based on current competencies.

Due to the details that encompass the credentialing and privileging process, we recommend the submission of a completed packet at a minimum of 90-days prior to the start date. This will allow ample time to address any concerns or additional needs that may arise during the process.

To receive an application, please send a request to MedicalStaffServices@AtriumHealth.org. Upon receipt, a password and email will be provided to begin the applications. Once the completed application is received, the provider will be contacted by a member of the MSS team to begin the partnership and provide any clarification needed regarding the process.

Reappointment

At Atrium Health, all providers are reappointed to the medical staff every two years. At that time, the medical staff services department and current medical staff will re-evaluate a provider's competencies. This is processed by specialty. To begin the process, the provider will receive an electronic reappointment packet at a minimum of 4 months prior to the expiration of their current appointment term. A completed reappointment application must be submitted to the Medical Staff Services Office within 30 days of receipt of the application. Failure to return a completed application within this time frame will result in the assessment of a reappointment processing fee. In addition, failure to submit an application at least 3 months prior to the expiration of the Medical Staff member's current term may result in automatic expiration of appointment and clinical privileges at the end of the current term of appointment, and the individual may not practice until an application is processed.

Request to Perform New Procedure(s)

At Atrium Health, we understand that advances in procedures and technology occur daily within the healthcare industry and it is our goal to ensure that our providers are equipped to accurately and safely perform new procedures. Therefore, it is mandatory that the Physician Champion of the new procedure makes MSS aware of any new procedures which will begin the approval process and addition to the Delineation of Privileges (DOP). Please note that this can take several months for approval and performing the procedure is strictly prohibited until approved by all appropriate parties which includes a system-wide credentials committee, local credentials committee, Medical Executive Committee, and Board of Commissioners.

Request for Proctoring

Proctoring provides an opportunity for objective evaluation of a physician's clinical competence to perform a procedure or a non-procedural skill, including the technical and cognitive skills utilized in the performance of the procedure or non-procedural skill, by a proctor knowledgeable in the procedure and who represents, and is responsible to, the medical staff. Successful completion of a proctoring program helps to ensure that physicians seeking clinical privileges within the Atrium Health enterprise practice in a safe manner, within the standard of care for their specialty and/or subspecialty.

The guidelines for a proctoring program include:

- The determination of the type of proctoring required for the procedure being proctored, i.e., intellectual (external), hands-on (internal) or proctoring by simulation should be declared on a specialty-by-specialty and/or procedure-by-procedure basis by the Chief of the Department.
- The number of cases to be proctored should be reasonable with the understanding that additional observation may be necessary in some cases.
- The time allotted to complete the proctoring process should be reasonable, allowing the proctor(s) and proctoree enough time to complete the required observations. The proctoring program should not exceed two (2) years in length.
- It is not acceptable for a proctor to be a casual or transient observer of the procedure(s) or non-procedural skill. The proctor(s) must observe enough to ensure a complete evaluation that includes all of the important aspects of the procedure or non-procedural skill.
- The proctor must complete case evaluation forms in a timely manner and the completed proctoring evaluation forms must be available to the proctoree upon request.
- Members of the medical staff within the same specialty and/or subspecialty, and/or privilege to privilege preferably with extensive experience, should act as a proctor.
- Proctoring by more than one individual is recommended whenever possible.

To receive an application for proctoring, please contact the Medical Staff Services office at (704) 355-2447 or MedicalStaffServices@AtriumHealth.org

Review Benefits, Productivity & Compensation

Physicians who are just completing residency or fellowship often have the most questions with these specific topics. However, even the most experienced physician or APP needs to have information about how these are addressed at Atrium Health.

Please take some time with your new physician or APP and your operations leader to discuss this information with them in detail. There are additional resources that we can offer to your new physician or APP if needed when discussing these topics. Here are some highlights to cover with them:

Benefits

- Standard Benefits
 - › Medical, Dental, Vision (Premiums, Deductibles, Health Savings Account, etc.)
 - › 401k, Advantage Plan, CHSMG Plan
 - › Other voluntary benefits
- CME Process and Available Money for CME
- Professional Fees (License, DEA, Etc.) and who can assist in the renewal of these
- Review of Atrium Health Holidays (Christmas Day, New Year's Day, Good Friday, Memorial Day, July 4th, Labor Day, Thanksgiving Day)
- Scheduling Vacation & CME
- LiveWell Overview & Resources - <http://humanresources.atriumhealth.org/livewell/>
- Open Enrollment (Oct. – Nov.)

Compensation & Productivity

- Compensation Plan Overview
- Sample Productivity Measures & Expectations
 - › Visits Per Day
 - › WRVUs Per Visit
- Additional Compensation Opportunities
- Paycheck Distribution & Viewing Capabilities

For additional information or specific questions regarding benefits, please contact:

HRServiceCenter@AtriumHealth.org or (704) 631-1500

Review Professional Development Resources

Center for Physician Leadership & Development

Atrium Health physicians and APP's are being charged to lead the transformation of care delivery in this continuously-evolving healthcare environment. In 2008, an innovative initiative was launched to advance the leadership development of System physicians. In 2013, that work led to the formation of the Center for Physician Leadership & Development

There are several factors driving the importance of establishing strong physician and APP leaders including:

- The increasingly complex national healthcare landscape.
- The incongruence between physicians' desire to lead and the availability of formal leadership education during their medical training.
- The need for strong clinical leadership to drive the delivery of quality patient care

The Mission of the Center for Physician Leadership & Development is to empower current and aspiring physician & APP leaders to transform high quality patient care.

The Center for Physician Leadership & Development team resides within the Division of Medical Education and consists of diverse and uniquely talented professionals with experience researching, designing and delivering leadership education and faculty development.

- **Leadership Development:**

Please contact the Center for Physician Leadership & Development for all questions regarding courses, programs and services, at: CPL@atriumhealth.org

Learn more at: <https://peopleconnect.atriumhealth.org/cpl>

- **Academic Development:**

Please contact the Center for Faculty Excellence for all questions regarding academic leadership, teaching and research: CFE@atriumhealth.org

Learn more at: <https://atriumhealth.org/CFE>

Charlotte AHEC

The Charlotte Area Health Education Center, a part of the NC AHEC Program, strives to fulfill its mission of providing quality educational opportunities for all healthcare professionals by building partnerships, promoting recruitment and retention of healthcare professionals, and advancing healthcare in the communities we serve. We provide our services to healthcare professionals of the following counties: Anson, Cabarrus, Cleveland, Gaston, Lincoln, Mecklenburg, Stanly, and Union.

The Charlotte AHEC office of Continuing Education offers workshops in the following areas:

- AHEC Library & Research
- Aging Education
- Allied Health Education
- Care Management Education
- Continuing Medical Education
- Dental Education
- Diversity
- Leadership Education
- Mental Health Education
- Nursing Education
- Pharmacy Education
- Public Health Education
- Quality Initiatives
- Interdisciplinary

For more information, please visit www.charlotteahec.org

Center for Faculty Excellence

Mission

The **Center for Faculty Excellence (CFE)** supports and enhances the expertise and skills of Atrium Health faculty in the areas of teaching, research, and leadership.

The CFE serves as a clearinghouse for offerings, resources, and expertise across departments throughout Atrium Health. The Center provides resources, continuing education offerings and personal consultations to foster leadership, enhance instructional effectiveness, and improve the academic environment.

Priorities

- To meet the expanding needs of faculty as educators, leaders and scholars
- To share resources and expertise across the departments and throughout the system
- To realize and foster significant untapped talent and expertise throughout the system
- To coordinate and centrally manage faculty development for increased interdisciplinary networking

For more information, please visit: <https://atriumhealth.org/education/Center-for-Faculty-Excellence>

Review Marketing Resources

Corporate Communication, Marketing & Outreach (CCM&O) will add your new provider to the “Find a Doctor” search feature on the Atrium Health website. Marketing will also be responsible for adding your new provider to the appropriate practice website.

More robust marketing campaigns will be determined on a case-by-case basis. A marketing representative will work with your department to develop a practice growth plan which will highlight further marketing needs which can include, but are not limited to, lobby posters, advertisements, media, etc.

Additionally, a physician liaison will work with your department and new physician to determine whether a networking campaign and community tours are necessary. Should a campaign be needed, your liaison will assist in marketing the services your physician provides in the community, will conduct needs assessments, and will work with administrators to determine proper steps, expansion of services, etc. The liaison will also assist in scheduling networking events on your physician’s behalf. Please note, the department should also take ownership in the development of new physicians. The practice should market and network new providers as needed. Generating referrals and building a patient panel is a team effort.

For more information, please visit the CCM&O Website:

<https://peopleconnect.atriumhealth.org/Departments/Corporate-Communications-Marketing-and-Outreach>

Review Spouse/Significant Other Employment Assistance Program

This program is designed to help your spouse/significant other begin networking for their job search. We have developed contacts within Atrium Health Human Resources to help with internal opportunities, as well as contacts at other companies across a variety of industries within the Charlotte area.

For more information, contact Provider Retention at ProviderRetention@atriumhealth.org or submit an interest form at <https://atriumhealth.org/newproviderportal/system-resources/provider-spouse-application-form>

Review Provider Recruitment Rewards Program

The Atrium Health Physician & APP Recruitment Team is dedicated to finding the best physicians & APPs to live our mission of improving health, elevating hope and advancing healing for all. We value our current teammates and know you are our most valuable resource in reaching potential candidates. Through this program, we offer you the opportunity to be recognized for referring potential new hires for eligible opportunities.

For more information, please visit <https://atriumhealth.org/newproviderportal/chs-medical-group/physician-acp-recruitment-rewards-program>

Review Teal Acorn Awards Series / Physician & APP Gala

Atrium Health deeply values those who deliver care to our patients across the Atrium Health Medical Group and the System. The Teal Acorn Award Series was created to honor our physicians and Advanced Practice Providers (APPs). The Physician & APP Engagement and Well-Being Committee was responsible for the creation of the awards and winners are recognized at the Annual Physician & APP Gala.

For more information, please visit <https://physicianconnect.atriumhealth.org/Staff-Resources/Medical-Group/Teal-Acorn-Awards>

Review Physician & APP Well-Being Help Line

Atrium Health has created a 24/7 confidential help line available for physicians and APPs seeking help, support and information. The program offers behavioral health assistance, professional counseling through the Employee Assistance Program, chaplain services, peer to peer support and support through the NC Physician Health Program.

For more information, please visit <https://physicianconnect.atriumhealth.org/Education/Professional-Development/Well-Being-Engagement> or call (704) 444-5877

Review Safety & Security Policies

Please review the following policies and make sure to review your local safety & security policies and procedures if they aren't located within the included links below:

- Safety Policies/Manuals <http://peopleconnect.atriumhealth.org/Policies/Safety-Management>
- Hazard Communication <https://peopleconnect.atriumhealth.org/Human-Resources/Occupational-Health-and-Safety/Hazard-Communication>
- Incident Reporting <https://peopleconnect.atriumhealth.org/Tools/Business-Tools/Concern-and-Incident-Reporting>
- Hand Hygiene <https://peopleconnect.atriumhealth.org/Departments/Quality-Division/Hand-Hygiene>
- Flu Vaccine program <https://peopleconnect.atriumhealth.org/Human-Resources/Get-Care-Now/Teammate-Health/Annual-Flu-Campaign>
- Exposure Control <https://peopleconnect.atriumhealth.org/Human-Resources/Get-Care-Now/Teammate-Health>
- Atrium Health Medical Group Communicable Disease Reporting

Reminder for all Providers concerning Communicable Diseases and Conditions Reporting

› Due to the significant impact communicable diseases and conditions can have on the health and well-being of our patients, teammates, and general public, it is imperative that providers familiarize and follow your states rules and regulations for all requirements. Reporting is required by law for certain diagnosed or suspected communicable diseases and conditions are to be reported to designated Health Authorities in the time frame and manner specified by your state. Confirmation of disease is not required prior to reporting.

Resources for reporting are outlined by state as follows:

- NC DHHS- North Carolina Department of Health and Human Services:
<http://epi.publichealth.nc.gov/cd/providers.html>

What reporting systems and processes are used in North Carolina?

For most reportable communicable diseases, cases are reported to the local health department through a number of mechanisms, including direct communication like phone calls, mail, electronic reporting, and via a standardized DHHS disease questionnaire and reporting form (DHHS 2124), which is available from local health departments and DPH.

- SC DHEC- South Carolina Department of Health and Environmental Control:
<http://www.scdhec.gov/Health/FHPF/ReportDiseasesAdverseEvents/ReportableConditionsInSC/>

What reporting systems and processes are used in South Carolina?

In South Carolina, these diseases and conditions are specified in the List of Reportable Conditions (pdf), published annually. The list also includes outbreaks of disease or unusual clusters of illness, events such as animal (mammal) bites and pesticide poisoning, and findings suggestive of disease (e.g., hemolytic uremic syndrome).

- DPH Georgia- Georgia Department of Public Health:
<https://dph.georgia.gov/disease-reporting>

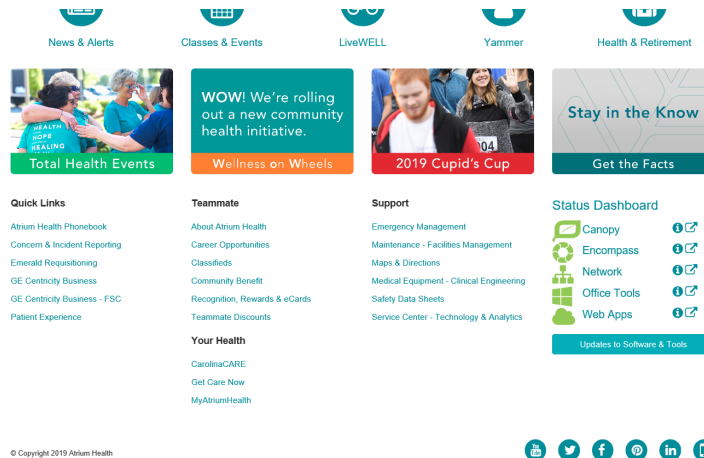
What reporting systems and processes are used in Georgia?

All Georgia physicians, laboratories, and other health care providers are required by law (OCGA 31-12-2) to report patients with the conditions listed under Notifiable Disease Reporting Requirements.

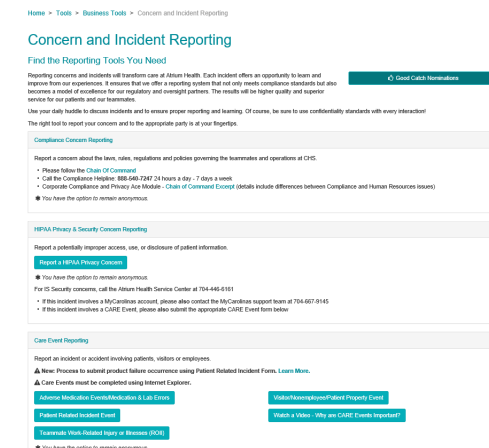
Please remember to consult your local states websites and health departments for more detailed information for requirements related to reporting of communicable diseases and conditions as required by your state. Thank you for your time and attention to this matter!

Review Concern & Incident Reporting

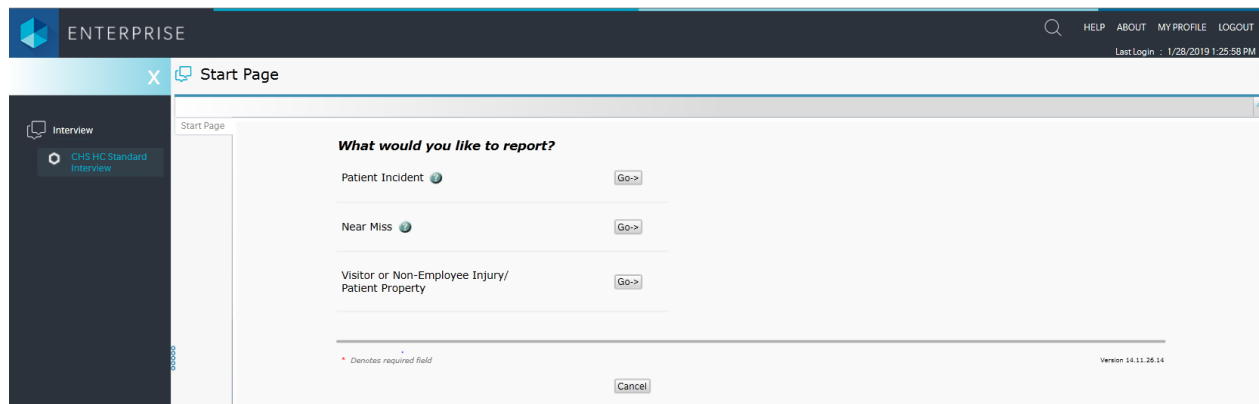
- Review how to report near misses, unsafe conditions, and/or medical errors
 - Step 1: Open People Connect (<https://peopleconnect.atriumhealth.org/>)
 - Step 2: Scroll to the bottom of the page and look under Quick Links and click on Concern and Incident Reporting



- Select the correct tool for your concern from the links provided



- Wait for the computer to log into the reporting system, then fill out all spaces on the form. Incident Reports are anonymous



Risk Managers, Patient Safety Coordinators, CNEs, CMOs, Managers and AVPs review all the clinical events reported. The most serious are investigated and deemed Sentinel Events and/or Serious Safety Events or near misses and analysis is done in the form of either a Compact Cause Analysis team (precursor and near miss events) or a Root Cause Analysis team (RCA)

Review Additional Atrium Health Policies

Please follow the link below to view Atrium Health policies on PeopleConnect. While all policies should be reviewed, please take a moment to address Acceptable Use and Corporate Compliance/HIPAA with your new provider.

<https://peopleconnect.atriumhealth.org/policies>

Several of the Atrium Health Medical Group Policies are currently in development. As these policies are updated they will be housed here **PeopleConnect > Policies > Atrium Health Medical Group**. Please make sure your new provider reviews all these policies.

This guide was developed by the Atrium Health Medical Group Physician & APP Engagement & Well-Being Committee with feedback from you and your colleagues. The Physician & APP Engagement & Wellness Committee welcomes your feedback and suggestions about additions or changes to this guide. Please email your comments to provideronboarding@atriumhealth.org.

Please remember to provide shadowing opportunities for your new Physician/APP. Onboarding continues past the first few weeks and extends into the provider's first year. Please take time to meet with your provider regularly during this first year to ensure they are having a smooth transition and positive experience.

Thank you for taking the time to onboard your new Physician/APP. Once the items have been reviewed, please have your new provider complete the [electronic attestation](#) within 30 days of their start date.

Thank you,
Atrium Health Medical Group
Physician & APP Engagement & Well-Being Committee