

**NEW EMPLOYED PROVIDER CHECKLIST**

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| **TASK** | **COMPLETED/SCHEDULED DATE** |
| **Initial Provider Launch*** Upon receiving the recruitment announcement, complete and submit the [Provider Request Form](https://www.munsonhealthcare.org/sites/default/files/2024-06/New%20Provider%20Initial%20Request%20and%20ID%20Attestation%20-%2011605.pdf) to Medical Staff Office **90 - 120 days prior to target start date**.

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| **Medical Staff Office Leads** |
| Grand Traverse Region  | Jennifer Mathews |
| East Region | Nicole Karbginsky |
| South Region | Kim Loveland |
| Kalkaska Region | Teresa Smith  |

* APP only - complete forms as applicable – Provider’s primary office will be housing the agreements and updating them as needed, but as they change who sponsoring is, Medical Staff Office needs to be made aware. [Collaborative Practice and Prescriptive Authority Delegation Agreements | Munson Healthcare](https://www.munsonhealthcare.org/for-providers/practice-manager-resources/collaborative-practice-and-prescriptive-authority-delegation-agreements)
	+ PA, Practice Agreement
	+ NP, CNM Practice Agreement
	+ NP, CNM Prescriptive Authority Delegation
	+ CRNA Practice Agreement
* Providers will attend multiple orientations.
	+ ***System Provider Orientation*** – scheduled by the Onboarding Specialist prior to a provider’s board date. This virtual system overview runs from 9am -11am on the first and third Thursday of each month. No compensation.
	+ ***Medical Staff Orientation*** – scheduled by the Medical Staff team. Required prior to the provider having any clinical time. Typical on the providers start date.
		- TC Region - Includes EMR training, badging, parking, and a Medical Staff Overview.
		- East Region – Includes EMR training (in person in TC) and virtual Medical Staff Overview.
		- South Region - Includes EMR training (in person in TC) and virtual Medical Staff Overview.
	+ ***Clinical/OR Orientation*** – itinerary created by the Service Line Director, Practice Administrator, and Practice Manager (see section below “Providers First Week”)
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| **Education/Training/CSAR*** Schedule any ambulatory EMR training if needed. Oracle EMR education is typically scheduled by the Medical Staff Office **if the provider is going through Medical Staff Orientation**. The Practice is responsible for scheduling any **ambulatory training required that is not Oracle** as some specialties have an EMR that is specific to their services. Confirm plans for each provider with Medical Staff Office.
	+ Dragon access should be built into a providers role-based access.
	+ Ambulatory Providers if your provider does NOT need Medical Staff Orientation or needs training that is not Oracle. Register provider for ambulatory EHR Class using this form: [Staff Education and Class Request Form](https://forms.office.com/Pages/ResponsePage.aspx?id=C64qERsfA0ebHsa_bfV5sB0BFklb_aZHkZISC8-8Fm5UQVdHWEg2SkhVRzQwUTJPWTZDWlBFMTU2OC4u&embed=true&wdLOR=c505BE160-E52F-4244-A24D-FDD23162FCBD). Note: EMR training is being held in person in Traverse City
* Quality Program Education - (email Reginal Quality Manager)
* Schedule coding and billing training
* Inpatient Charge Capture - Ingenious Med – (email Courtney Porter)
* Coding and Billing Documentation – (email Courtney Porter)
* Hierarchical Conditional Categories (HCC) and Risk Based Contracting Education – Primary Care Only – (email Reginal Quality Manager)
* Submit CSAR for Telehealth/Video visits (Doxy.Me)
* Submit CSAR for Remote Access or Work From Home, select storefront and checkpoint. Include computer number
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| **Collect Documents for Provider File*** MI License
* CAQH- Number, username, password
* Controlled Substances and DEA
* CV
* Life Support Credentials
* Board Certification Letters
* APP Agreements as applicable
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| **Preparing for Provider*** Determine schedules (work with the provider in advance to determine what works best for the provider and practice)
	+ Office schedule
	+ Call schedule
	+ Surgery schedule
	+ Block times
* The Oracle team should reach out to you to build schedule templates in advance of a providers start date template preferences, appointment durations, any new equipment/procedures
* Complete Switchboard Provider Parameters Information sheet and submit to the switchboard (Fax – 231-935-7500/ MHC-SB-InfoSpecialist@mhc.net) [Switchboard Provider Parameters (mhc.net)](https://protect-us.mimecast.com/s/T-rdCVOyVWIMKmmBtGC-D1?domain=sharepoint16.mhc.net)
* Add provider to Press Ganey <https://forms.office.com/r/4n2rEGUaF1>
* Identify if provider will be doing any outreach- if yes; coordinate day and supply needs with facility and have outreach facility built into EHR
* Ensure clinic representative are checking for payer effective dates using Enrollment Tool prior to scheduling patients [For Providers Payer Enrollment Status (mhc.net)](https://sharepoint16.mhc.net/facility/MHC/ForProviders/Pages/Payer-Enrollment-Status-.aspx)
* Order business cards - visit the Intranet, select “Forms” from the “Tools & Resources” box, search “business card order form”. A form will pop up. Fill the form out and send it to mhc.businesscards@snapprinting.net.
* Order lab coat through Allscripts (include provider name and credentials, allow for 45 business days for production/delivery)
* Verify if provider has stethoscope, pulse ox? Order in Allscripts
* Order computer/laptop and hardware as needed (Cherwell Portal; [IS Customer Portal - New IS Customer Portal (mhc.net)](https://servicedesk.mhc.net/CherwellPortal/New%20IS%20Customer%20Portal?_=717df9ef))
* Submit request for desktop phone/extension if needed (Cherwell Portal; [IS Customer Portal - New IS Customer Portal (mhc.net)](https://servicedesk.mhc.net/CherwellPortal/New%20IS%20Customer%20Portal?_=717df9ef))
* Order supplies
	+ Office
	+ Procedural supplies – ask provider for a list
		- Discuss plans for procedures that the provider would like to perform and ensure that appropriate equipment is available
		- Ensure support staff are familiar with equipment and procedures and/or set up training
* Badges
	+ East and South Regions pick up badge from Administrative Offices in the hospital
	+ TC Region – If your provider is attending Medical Staff Orientation, the MSO will take the provider by the HR office to get their badge. If No Medical Staff Orientation, the badge will need to be picked up from the HR office
* Order keys if needed
* Confirm badge access to appropriate departments
* Request access to provider MPN Provider Dashboards
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| **Providers First Week:** * Create itinerary for clinical orientation/OR orientation and communicate to provider
	+ Outline of what a new provider can expect during their first few days
	+ Include the first day details (arrival time, dress code, parking)
	+ Meet and greets with staff and providers
		- One on one time for provider to work with their clinical lead (Patient flows, procedures workflow, communication preferences)
	+ Shadow time with staff and providers
	+ Ensure provider is familiar with clinic and community resources
	+ Review patient schedule for the first few weeks
	+ Location and address to report to on first day
* Review and educate provider:
	+ MPN Provider Dashboards
	+ Outlook
	+ Teams
	+ DoxyMe
	+ VOICE submissions
	+ Expense Reporting
	+ HealthStream
	+ Find A Doctor
	+ Key areas on the Intranet
	+ Referrals
	+ Forms
	+ Aegis
* Set up email on phone and all computers/laptop \*include access to all applications
* Ensure Imprivata application is download on cell phone to get into VPN
* Set up desk phone – voicemail (greeting, how to check messages)
* Offer to install Citrix on cell phone and/or personal computer
* Download Google Authenticator
* Share MPN policies
	+ Late Show Policy
	+ No Show, Holiday Closure and Holiday Schedule Policy
	+ Professional Fees, Dues and Conferences
	+ CME Expense Reimbursement
	+ Management of Delinquent Medical Record Completion
	+ APP Supervision Chart Review (for APPs)
	+ Termination of Patient-Physician Relationships
	+ Provider Paid Time Off
* Review MyHR
	+ Benefits Enrollment
	+ Paystubs
	+ W2s
	+ Direct Deposit
	+ Check
* Provide copy of ACH Employee Enrollment Form to receive direct deposit for expense reimbursement

<https://sharepoint16.mhc.net/facility/MHC/Accounting/Accounts%20Payable/ACH-Employee-Enrollment.pdf> * N95 Fit testing scheduled if needed
* Add provider to MS Teams groups
* Add provider to meetings
* Add provider to shared Outlook calendars
* Enroll Provider in PerfectServe for paging and on-call scheduling [PerfectServe | Munson Healthcare](https://www.munsonhealthcare.org/for-providers/education/perfectserve)
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| **OR (if applicable)** * Provide resource maps to OR
* Schedule meeting with OR to review resources maps and equipment (prior to start date)
* Request OR block time and/or robot time
* Review OR privileges
* Review expectations for budgeted cases per month
* Schedule orientation with Copper Ridge Surgery Center (only if provider is doing cases there)
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