

Before the New Clinician Arrives

Send a letter to the new hire that details salary and position and any agreed upon special accommodations.

The letter should also include:



- List of documents needed on the first day for human resources
- Date, time and location to report
- Information about parking, dress code and any special upcoming events

HR/Administrative staff and the immediate supervisor should be prepared to make the new clinician feel welcome.

- Prepare other employees in the department for the new team member
- Have a work space ready for the new team member including needed supplies
- Have computer and phone ready including log on and/or other access needed for the new clinician
- Assign a co-worker or peer as a mentor to answer questions after the initial orientation.
- Arrange for a welcome lunch (or other meal) meeting with supervisor, mentor and other team members during the first few days of

Levels of Orientation



1. Organization-wide orientation

- Conducted by high level management and/or HR staff
- Information is the same for all new employees

2. Department orientation

- Conducted by Chief Medical Officer
- Focus on the role of the department within the organization and “local” norms and expectations

3. Supervisory orientation (in a small organization, this may be the same as Department orientation)

- Conducted by immediate supervisor
- Focus on expectations of the individual within his/her role in the department

Employee Name: _____ Date Completed: _____

Orientation Checklist

- Mission, Vision and Goals; and where the new hire fits into those goals
- History; overview of structure and hierarchy, patterns of growth and change
- Tour of the facility beyond the new employee's immediate department
 - Introduction to all employees and highlight key relationships*
- Company benefits, both tangible and intangible
- Employee events and expectations for participation
- Work place cultural norms
- Clinical Policies and Procedures
 - Scope of practice including FQHC or other clinical regulations*
 - Local health care delivery system*
 - Network of supporting physicians*
 - Internal clinical committees, e.g. QI or local health plan*
- Department procedures and relationship to other departments
 - Supervisor workload monitoring and expectations including quality, quantity and periodic review*
 - Identify ways to support practice preferences, specialty interests and goals that were shared during the hiring phase*
- Tour of the community if new to the region
 - Community population and culture (s)*
 - Community resources and partner agencies*
 - Community organizations and service clubs*
 - Local activities and community celebrations*
 - Identify community connections for spouse and/or other family members*
- Use local media and other resources to introduce new clinician to the community

Orientation