Approved and current. Effective starting 1/31/2025. AHC.L53 (version 11.0) New Employee Orientation and On-Boarding Process

Non-Technical SOP

Title	**New Employee Orientation and On-Boarding Process**
Prepared by	Stephanie Codina Date: 3/5/2013
Owner	Robert SanLuis Date: 1/20/2017

Laboratory Approval		
Print Name and Title	**Signature**	**Date**
Refer to the electronic signature page for approval and approval dates.		
Local Issue Date:	Local Effective Date:	

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1. PURPOSE

To provide a guideline for supervisors/managers/directors who are orienting new employees in the laboratory.

2. SCOPE

This procedure outlines the steps that should be taken to orient a new employee to the hospital environment.

3. RESPONSIBILITY

All laboratory people leaders must understand and complete the tasks required to on-board a new employee. The steps may be performed in any order, but some steps depend upon completion of previous tasks.

4. DEFINITIONS

Onboarding: Refers to the mechanism through which new employees acquire the necessary knowledge, skills, and behaviors to become effective organizational members and insiders.

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5. PROCEDURE

Steps to be taken immediately after a candidate accepts an offer of employment

Step	Action
1	Send the following information to the laboratory manager to request pre-employment lab orders. If the manager is not available, orders may be requested through EHSCOE@questdiagnostics.com. Note: The birthdate may be obtained from the candidate or the recruiter. • Candidate's full name • Candidate's birthdate • Candidate's gender • Candidate's work location and supervisor The supervisor will receive an e-mail from PWN Health after the labs are ordered. The supervisor will need to log in with the new employee's last name and birthdate to obtain the lab requisition. The lab requisition should be e-mailed to the candidate with instructions to get the labwork drawn at any Quest PSC as soon as possible to ensure results are returned before the pre-employment physical exam.
2	Create a job requisition in Workday. See Appendix B for details. Edit the contractor details in Workday when the job requisition has been approved and created. This step requires the candidate's social security number which can be obtained from the Quest onboarding concierge assigned to the candidate.
3	The AHC contractor onboarding specialist, Christine Mensh (cmensh@adventisthealthcare.com) will be notified of the new hire once the job requisition is created. She will ensure the candidate moves through the AHC onboarding process which includes scheduling the pre-employment physical and new employment orientation.
4	Download and print the candidate's pre-employment lab results when available. PWN will send an e-mail when the labwork is complete. The supervisor will need to type in the candidate's last name and birthdate to download results. E-mail a copy of the labwork to the Occupational Health clinic at onboarding@adventisthealthcare.com.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>6</td><td>Request Sunquest and Vocera access for the new candidate.
A. Access the AHC intranet.
B. Click on the "IT/Computers/Telecom" service request link located on the left side of the screen.
C. Select "eSARF" from the service request list and complete the following prompts:
<table>
<tr><th>Prompt</th><th>Response</th></tr>
<tr><td>Customer</td><td>Name of employee for which you are requesting access</td></tr>
<tr><td>Access Request Date</td><td>The date on which the employee needs access or the tentative start date</td></tr>
<tr><td>Is this a new customer?</td><td>No</td></tr>
<tr><td>Is the customer a Provider?</td><td>No</td></tr>
<tr><td>Applications
• Employee Type
• Employee Location
• Copy Person

• Cerner Options
• DOB
• Gender
• Employee Type
• Non-AHC Type
• Cerner Copy Person</td><td>Vocera Access
Sunquest Lab
• Lab Personnel
• Select Hospital
• Name of a person that has the requested access in the same position and department
Cerner (if applicable)
• Cerner Prod
• DOB for employee
• Male or female
• Non-AHC employee
• 1099 Contractor
• Name of a person that has the requested access in the same position and department</td></tr>
<tr><td>Approver Name</td><td>Type the name of the person approving the access</td></tr>
</table>
D. Click the "Continue" button.
Click the "Submit" button.</td></tr>
<tr><td>8</td><td>Prepare an onboarding folder of new hire documents for the employee.
The folder should include the following:
A. Employee Information Form (AG.F238)
B. New Employee Onboarding and Safety Training (AG.F669)
C. Authorization to Perform High Complexity Testing (AG.F468) for technical staff or Authorization for Non-Testing Personnel (AG.F469) for non-technical staff.
D. Job Description
E. Initial training documents

Write the following headers inside the cover of the folder and add the information as it becomes available to assist the employee.
A. Quest username (first name.middle initial.last name)
B. Quest employee ID
C. Adventist worker ID
D. Sunquest username
E. Sunquest code
F. MTS login
G. MTS password
H. MTS website: www.medtraining.org</td></tr>
</table>

Step	Action
9	Add the employee to the Humanity Shift Planning system and populate the employee's orientation and initial training schedule.
10	The AHC onboarding team will notify the supervisor as soon as the employee is cleared to start. The supervisor will notify the Quest onboarding concierge for the employee.
11	The Quest onboarding concierge will e-mail the supervisor once the new employee's start date is confirmed. The supervisor should reach out to the new employee with instructions for the first day of work. Things that should be covered include: A. Date and time the new employee should report for the first day. B. Location to which the new employee should report (including parking information). C. Items the new employee should bring on the first day. a. Degree or transcript from the new employee's highest level of education. b. Headphones or earbuds for online training.
12	The supervisor will receive an e-mail from SAM when the new employee's Quest access is created. Print the e-mail that contains the temporary password along with the new employee's grid card. Place copies in the onboarding folder, so everything is ready for the employee's first day.
13	Completed the Computer Password Request form (AG.F167) as soon as you receive both the Quest employee ID and the Workday ID. Submit a copy of the request for to LIS and QA. A. LIS will e-mail the LIS Security Agreement form and Sunquest ID. Place the form in the employee's onboarding folder. B. QA will e-mail the new employees MTS username and password.

Steps taken on the employee's first day

Step	Action
1	Obtain a Kronos proximity card to be used for staff to clock in and out. Activate the prox card by e-mailing the following information to corporatepayrollserv@questdiagnostics.com 1. Employee's full name including middle initial 2. Employee ID 3. Badge # is 7300 + the card ID (6 digits) 4. Pay group is always AMA (do not request for salaried employees) 5. Location • MD00000507 is SGMC • MD00002014 is WOMC • MD00002110 is FWMC • MD00000177 is GEC
2	Take a picture of the employee against a white or light-colored background. It is best if the employee is not wearing a labcoat when the picture is taken. E-mail a copy of the picture to the QA department.
5	E-mail the employee picture QA and indicate the employee's work location, shift, and position in the e-mail.

Step	Action
6	Upload copies of the employee's new hire documents to MediaLab Personnel Documentation. This includes: 1. Degrees, transcripts, certifications 2. Occupational Health clearance for FIT testing, flu shot, colorblind testing, and TB testing requirements 3. Employee information form 4. Authorization to perform testing 5. Resume 6. Job description
7	Have the employee access the Quest network using the username and temporary password received via e-mail. The employee will be required to reset his/her password the first time he/she logs in. Provide the employee a copy of his/her grid card and explain how the grid card is used.
9	FWMC Only: FWMC staff are required to wear the Adventist uniform scrubs. To obtain scrubs, e-mail the following information to the FWMC HR department. A. Employee name B. Department/position C. Employee address D. Employee e-mail E. Employee phone number The scrub contractor will contact the employee directly for the scrubs order, and they will be shipped to the employee's home.
10	Walk the employee to the security department to request a hospital identification badge. • Technical staff requires access to the laboratory perimeter and phlebotomy door (SGMC only). • Non-technical staff requires access to all clinical areas including behavioral health, L&D, and mother-baby. • WOMC staff all requires access to the pneumatic tube station.
11	Complete employee onboarding and safety training for each site at which the employee will work or train. Submit the completed forms to QA to be entered into the training file. A. New Employee Onboarding and Safety Training (AG.F669) B. Safety Review List (AG.F276)
13	Instruct the new employee to complete the onboarding modules in Empower. Instruct the candidate to complete the Hep B Consent/Declination as follows: • Employee should "Consent" if he/she was not immune to Hep B and received the first vaccine at the Occupational Health appointment • Employee should "Decline" if he/she was immune to Hep B and does not require the vaccine series.

6. RELATED DOCUMENTS

1. Policy: CLIA Personnel Qualification Requirements and Documentation
2. Form: Employee Information Form (AG.F238)
3. Form: New Employee Onboarding and Safety Training (AG.F669)
4. Form: Authorization to Perform High Complexity Testing (AG.F468)

5. Form: Authorization for Non-Testing Personnel (AG.F469)
6. Form: Computer Password Request form (AG.F167)
7. SOP: MediaLab Personnel Documentation Module (Management)

7. REFERENCES

None

8. REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By
		Supersedes GEC.L32,SGAH.L35,WAH.L34 v002		
000	9.24.2014	Section 5: Updated process for notifying the employee of the training schedule. Deleted process for in-person NEOP and replaced with online instructions. Added instructions for I-9 verification, ID badge request, and prox card request. Updated NEOP compliance requirements. Section 6: add forms Section 9: form moved to section 6 Footer: version # leading zeros dropped due to new EDCS in use as of 10/7/13.	S Codina	L Loffredo, R SanLuis
1	2.12.2016	Section 5: remove ES and NEOP compliance, add processes for testing via COE and requesting attestations via HRSC, update badge process Section 9: add appendices	S Codina	L Loffredo, R SanLuis
2	1.20.2017	Update owner Header: add other sites Section 5: update badge request process, replace IntelliQuest with EMPower, add authorization form, AIDET training, &12 month competency, remove 6 month eval Section 6: add NQA forms Section 9: remove App C (color blind key)	L Barrett	R SanLuis
3	2.16.2018	Section 5: add detail for positive TB test; remove Quest badge and Prox card, add ADV badge process; add process for Vocera; remove Care Excellence Provider training in Learning Suite; update BB background check process Section 6: remove forms for Quest badge, Prox card	L Barrett	R SanLuis
4	5.8.2017	Section 5: Update vaccine process; re-instate Prox card process for time clock; update ADV badge process	L Barrett S Codina	R SanLuis
5	10.2.2020	Header: Changed to WAH to WOMC Section 5:Updated format; added new I-9 process; added new process for obtaining drug screen, background check, and pre-employment labs, added process for workday and removed reference to Learning Suite Section 6: Updated policy title and form numbers Section 9: Deleted Learning Suite registration	L Barrett S Codina	R SanLuis

Version	Date	Reason for Revision	Revised By	Approved By
6	11.13.20	Section 5: Added requirement for completing Occupational Health Checklist and instructions for new employee vision assessment. Added new workday request form. Section 6: Added vision and occ. health forms	S Codina	R SanLuis
7	12.23.21	Header: Deleted site names, added All Labs Section 5: Updated occupational health process. Added FWMC process. Section 6: Added AHC HR Contractor Packet Section 9: Updated Checklist. Footer: Updated prefix to AHC	S Codina	R SanLuis
8	8/16/22	Section 5: added education equivalence requirements Added Appendix B: ASCP Evaluation Agencies Added Appendix C: MT/MLT Educational Requirements	R SanLuis	R SanLuis
9	10/19/23	Updated formatting. Added instructions for creating a requisition in workday. Added instructions for submitting and eSARF for Sunquest and Vocera. Updated Occ Health process. Deleted AIDET training. Added requirement to attend AHC orientation and GAP training.	SCodina	NCacciabeve
10	1/7/25	Removed requirement to collect background check, drug screen, and COVID vaccine. Quest will send MRO letter directly to Occ Health and BGC to AHC HR. Removed references to the paper personnel file and updated with MediaLab Personnel Documentation. Removed Appendices C and D and moved them to MediaLab Personnel Documentation.	SCodina	NCacciabeve

9. ADDENDA AND APPENDICES

Appendix A: New Employee Onboarding Checklist
Appendix B: Workday Instructions
Appendix C: Process Map for AHC/Quest Onboarding

Appendix A

New Employee Onboarding Checklist

***Optional: This checklist may be used by the supervisor as a guide for the onboarding process. This checklist should be discarded and does not become part of the employee file.

Tasks to be completed immediately after hire

Completed √	Tasks
	Request an order for pre-employment labwork by e-mailing the manager. Provide requisition to candidate and instruct him/her to have labwork drawn as soon as possible at any Quest location.
	Create a Job Requisition in Workday. Edit Contractor Details in Workday. Obtain Workday ID once created.
	Submit an eSARF for Sunquest and Vocera access.
	Download and print results of pre-employment labwork and forward to onboarding@adventisthealthcare.com
	Prepare the employee onboarding folder.
	Add the employee to Humanity/Shift Planning and populate an orientation/training schedule. Send the employee an activation e-mail.
	E-mail first day instructions to employee.
	Print SAM Access and Grid Card.
	Complete Computer Password Request Form and e-mail to both LIS and QA teams.

Tasks to be completed on the employee's first few days of work

Completed √	Task to be Completed
	Provide the employee a Kronos prox card. Register the card with corporate payroll.
	Take a picture of the employee and e-mail to the QA team.
	Make copies or scans of the employee degrees/transcripts and upload to MediaLab.
	Assist the employee in accessing the Quest network using e-mails received from SAM.
	FWMC Only: Request scrubs for the new employee.
	Obtain a hospital ID badge and request clearances as appropriate for position.

	Complete on-boarding paperwork.
	• Employee Information Form
	• New Employee Orientation and Safety Training
	• Authorization form
	  ○ Technical staff = Authorization to perform high complexity testing
	  ○ Non-technical staff = Authorization for non-testing personnel
	• Computer Password Request Form

Appendix B—Workday Instructions

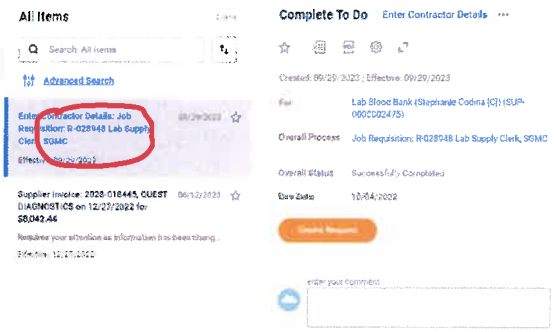
Create a Job Requisition in Workday

Step	Action
1	Access Workday.
2	Type "Create Job Requisition" in the search bar to access the link.
3	Complete the requisition using the following entries: A) Click the radial button to "Create a New Position."

Prompt	Entry
Worker Type	Contingent Worker
Number of Openings	1
Reason	Recruiting>Replacement
Requestor	Name of person requesting (autofills)
Replacement For	Leave Blank
Recruiting Instruction	Posting Not Required
Recruiting Start Date	Current Date
Target Hire Date	Proposed Start Date
Target End Date	Any Date in the Future
Job Posting Title	Job Position Title, Site, Hours (Ex: Lab, Non-Technical, WOMC, Dayshift)
Justification	Contracted
Job Profile	Select one of the following: 9129—CWR Laboratory Administration 9130—CWR Laboratory Non-Technical Staff 9131—CWR Laboratory Technical Staff
Additional Job Profiles	Leave Blank
Additional Job Description And/Or Work Schedule	NA
Job Families for Job Profile	
Worker Subtype	Contractor
Time Type	Full Time (Note: Always Select FT for Contract Workers)
Primary Location	Hospital Location
Primary Job Position Location	City and State of Hospital
Additional Locations	Leave Blank
Additional Job Position Locations	Leave Blank
Scheduled Weekly Hours	40
Work Shift	Day, Evening, or Night Shift
Company	Hospital Location
Cost Center	SGMC = 1014000 WOMC = 1024000 FWMC = 1104000
KRONOS Pay Rule	Contingent Workers NDF
KRONOS Time Stamper	Leave Blank
Supplier	Quest Diagnostics
Currency	Leave Blank
Pay Rate	0
Frequency	Leave Blank
Maximum Amount	0

B) Click Submit

Edit Contractor Details in Workday

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>You will obtain the following message when the requisition has been created. Note the requisition number associated with the position. An example is circled in red below in the format R-######.
 
</td></tr>
<tr><td>2</td><td>Click the orange “Create Request” button.</td></tr>
<tr><td>3</td><td>Complete the following prompts.
<table>
<tr><th>Prompt</th><th>Entry</th></tr>
<tr><td>Request Type</td><td>Contingent Worker Request</td></tr>
<tr><td>Is this worker and Agency/Traveler from Qualivis?</td><td>No</td></tr>
<tr><td>Is the worker a provider from the Medical Staff Office (MSO)?</td><td>No</td></tr>
<tr><td>Please provide the name of the supplier (agency) for this worker.</td><td>Quest Diagnostics</td></tr>
<tr><td>Please provide the Job Requisition ID that was created to add the Contingent Worker(s).</td><td>Enter the requisition number associated with the position R-###### (see step 1)</td></tr>
<tr><td>Will this worker have direct reports?</td><td>Yes or No, as applicable</td></tr>
<tr><td>Does this worker need to clock into UKG Dimensions?</td><td>No</td></tr>
<tr><td>Does this worker need learning assignments?</td><td>No</td></tr>
<tr><td>Does this worker need Cerner access?</td><td>Yes or No, as applicable</td></tr>
</table></td></tr>
<tr><td>4</td><td>Download the “Contingent Worker Data Request Form” which is embedded into the form. Complete the requested fields and upload it into the designated location. The form changes periodically, but the following fields should be answered as listed.
<table>
<tr><th>Prompt</th><th>Entry</th></tr>
<tr><td>Vendor/Company Name</td><td>Quest Diagnostics</td></tr>
<tr><td>Job Profile</td><td>Select one of the following:
9129—CWR Laboratory Administration
9130—CWR Laboratory Non-Technical Staff
9131—CWR Laboratory Technical Staff</td></tr>
<tr><td>Worker Type</td><td>Contractor</td></tr>
<tr><td>Cost Center</td><td>SGMC = 1014000
WOMC = 1024000
FWMC = 1104000</td></tr>
<tr><td>Cost Center Title</td><td>Laboratory</td></tr>
</table></td></tr>
<tr><td>5</td><td>Click Submit.</td></tr>
</table>

Obtain Workday ID

Step	Action
1	Access Workday.
2	Type the employee's name in the search bar and select the correct employee from the pop-up list.
3	The Contingent Worker ID will display.

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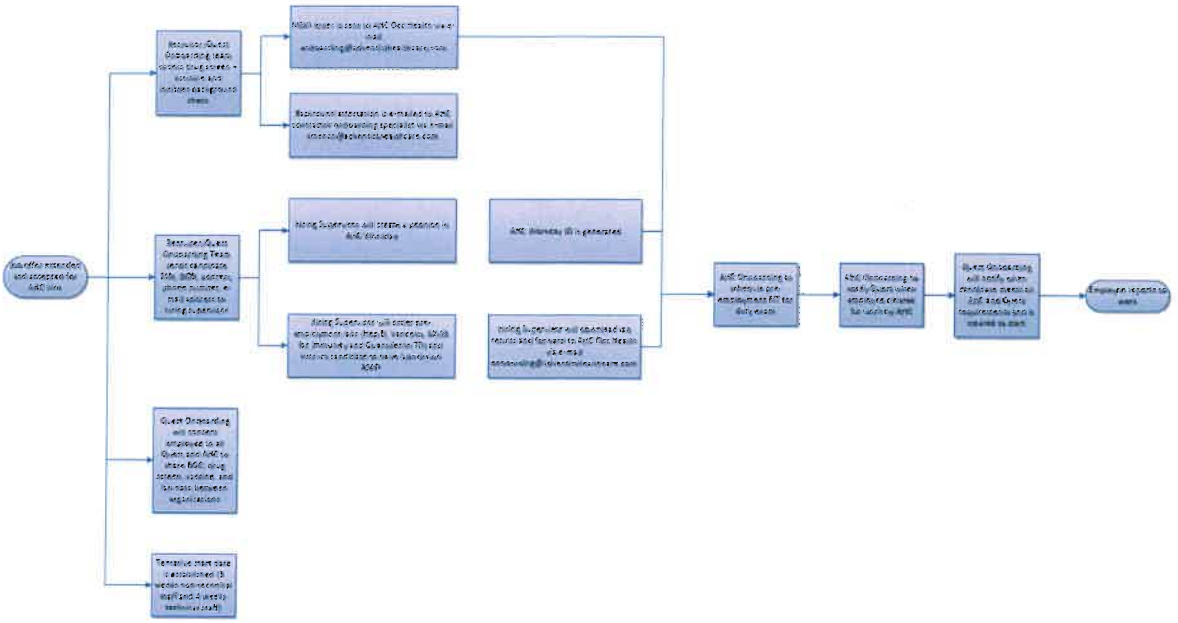
Appendix C--Process Map for AHC/Quest Onboarding



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