Wake Forest Baptist Health Onboarding FAQ’s

We hope that you find these answers to frequently asked questions helpful in your planning for orientation and the first couple of days here at Wake Forest.

Once again, welcome to our medical center.

The GME Team

Please note that facemasks are required to be worn at all times on the medical center campus.

Is there anything I need to make sure I have organized before orientation?

You are welcome to schedule the following items ahead of orientation:

- **Employee Health screening** – please contact Employee Health to schedule – OPEN M–F, 7 AM TO 5 PM (336 716-4801)
- **Present I-9 required documents for employment verification** – acceptable documents (it is helpful if you make this appointment for the same day as your employee health screening).
- **Place a white coat order** at the gift shop — THIS IS ORGANIZED THROUGH YOUR DEPARTMENT, PLEASE CHECK WITH YOUR PROGRAM COORDINATOR FOR DETAILS

What are the dates of the 2021 orientation sessions?

- **June 21** – Internal Medicine, General Surgery and Neurology PGY 1 Residents
- **June 28** – All other programs except Orthopaedic Hand and Sports Fellowships, Surgical Critical Care, Surgical Oncology and CT Anesthesia Programs
- **July 6** – Any House Staff unable to attend Session II
- **July 28** – Fellowships in Orthopaedic Surgery Hand and Sports medicine, Surgical Critical Care, Surgical Oncology and CT Anesthesia Programs

Please see attachment for specific details for each session

What time will the Orientation WebEx start/how will I join the meeting?

The WebEx will start promptly at 9:00 am. An invitation will be emailed to the personal email address that you have provided the GME Office with.

Do I have to attend?

It is a Wake Forest School of Medicine policy that all new hires attend orientation and receive required training before they can start work within the medical center; we require full participation.

Do I have to stay for the full session?

In a word… Yes! Every new hire must attend orientation (please see above question). Attending the entire program is necessary and required. Please be prepared to give your full attention to our presenters. They are excited that you are joining us and have a lot of information to convey to you that
will make signing up for benefits or understanding medical center requirements easier for you to understand. You will be asked to sign a statement verifying your attendance.

**What will be discussed during orientation?**

You will receive a warm welcome and introduction to our medical center mission, vision and as well as an overview of corporate compliance, policies, benefits, payroll, and the employee assistance program.

**Where will Packet Pick Up be located?**

Packet pick up will be located in “The Spine”. This is the hallway outside Employee Health on the ground floor of Reynolds Tower (map at end of FAQs).

**What should I bring with me to Packet Pick up?**

- *I-9 required documents for employment verification (2nd step of the I-9 process) if you have not already visited HR*
- Year, make, model and license tag # for parking registration (if you have not already completed)

**Where will I find the schedule for all orientation activities?**

A copy of your orientation schedule can be found in the welcome packet that you will receive after orientation, and on the Graduate Medical Education Office web site under Incoming Residents and Fellows.

**How do I access the Wake One Training?**

You must have logged onto the Medical Center network and have changed your temporary password in order to access Wake One Training. This training is issued through HealthStream, a link for his and all other orientation training will be sent via an email to your new Wakehealth email account. Wake One Training must be completed by 5:00 pm on the second day of orientation – please note that this training will require approximately 5 hours to complete.

**What is Wake Wings Training?**

Wake Wings is our in-house surgical training module for surgical programs. Typically this training is held on the morning of the third day of orientation.

Residents/fellows from the following departments need to complete this training:

- Anesthesia
- Emergency Medicine
- Family Medicine
- Gastroenterology
- General Surgery
- Hematology/Oncology
- Neurology
- Neurosurgery
- OBGYN
- Ophthalmology
- Orthopedics
- Otolaryngology
- Pediatrics
- Plastic Surgery
- Pulmonary/Critical Care
- Radiology
- Vascular Surgery
Where do I pick up my Badge?

Your employee badge will be available at packet pick up which will take place opposite Employee Health in Reynolds Tower Space (map at end of FAQs).

How/where do I park for my first day at the medical center and will I need to pay for parking?

On your first day you can park in the visitor/patient parking decks (A/B/C). The entrance to these parking decks are located off of Medical Center Blvd and Cloverdale Avenue. The GME office will provide you with a parking pass (included in your welcome packet at registration) that you will need to hand over with your parking ticket when you exit at the end of your day. Once you have received your employee badge and assigned employee parking deck you will not need to pay for parking.

What do I do directly after orientation ends/Will I have the chance to speak to my new program coordinator or Program Director and visit my new department?

Your new Program Director and Program Coordinator are excitedly preparing for your arrival within your departments. Some departments are expecting you after your orientation session has come to an end, others are expecting you once you have completed all your training requirements. Please contact your program coordinator directly to find out what plans they have for you.

Will I have the chance to speak to representatives about benefits and HR issues at orientation/What is the best way to find out information about my benefits?

Covid regulations allowing - we will have a resource center set up in an area close to packet pick up with representatives from the following areas who will be available to discuss any questions you might have:

- Benefits
- Financial Services
- Information Technology Services
- Mobile badge photo unit for those who have not had the chance to have badge photos taken
- Payroll
- Resident Spouse Association
- Telecommunications/mobile communications
- Under Represented Minorities

Although we will have a representative from benefits available to answer questions in the resource center we understand that you might still have questions that come up. After the first day of orientation the People-Link team will be available from 7:30 am to 5:00 pm, Monday through Friday to answer questions and provide assistance via 336 716-6464 or benefits@wakehealth.edu.

How/when do I get my user names and password/what is included in my orientation information packet?

At Packet Pick Up you will receive a folder that contains the following:

- A welcome letter
- A copy of your orientation schedule
- A map of the medical center campus
- Your med center user name and password
• Your DEA and MD Number
• Your Benefits Package
• Coupons for local company services

When will I get my first paycheck?

Paychecks are issued bi-weekly, and you will have an opportunity to sign up for direct deposit at Orientation.

• June 21st start date will receive a full paycheck on July 9th.
• June 28th start date will receive a partial paycheck on July 9th, first full paycheck on July 23rd.

Why is there not one centralized checklist that covers all onboarding requirements?

We have tried very hard to create several checklists to help you understand what you will need to complete before you join us as a physician at Wake Forest Baptist Health Medical Center. However, there are just so many processes that all have very specific requests that we just cannot cover all eventualities. Your four main sources of information are the Graduate Medical Education Website, the Medhub onboarding modules, the NC Medical license checklist and the WFBH checklist that we issued with your fingerprint cards. Please consider starting all applications early which will allow time for processing.

Please keep an eye out for multiple requests from other departments within the medical center (Human Resources, Employee Health, etc.) as they all have important onboarding requirements for you to complete before you can join your training programs.

When will my health insurance go into effect?

You are considered an employee of Wake Forest School of Medicine on your first day of orientation, and as such your health insurance will start on this day.

Where do I show up on my first day of work?

Your Program Director and Program Coordinator have been excitedly preparing for your arrival; please check with them for details of where you should report for your first day of work.

Is my spouse eligible for a tuition discount?

No, there are no tuition discounts or reimbursements for spouses.

Are House Staff eligible for complementary gym membership?

Yes, you will receive an email during your first week of employment with details and a registration link.

What is:

• The Intranet – The Intranet is the internal Wake Forest Baptist Health Web network which you will receive access to once you have completed orientation.
• MedHub – Medhub is our residency management software system. During onboarding you are given access via a portal to complete and download onboarding documents and requirements. Once you have completed orientation you will be able to access your rotation schedules and educational profile, etc.
• **HealthStream** - HealthStream is the Wake Forest Baptist Health delivery platform for required online training modules. Wake One training will be delivered through HealthStream.

• **EMR** – is the Wake Forest Baptist Health Electronic Medical Record system and can be accessed from the desktop of a medcenter computer once you have logged on using your medcenter username and password.

• **Email Access** – Outlook can be accessed from the desktop of any computer once you have logged on using your medcenter username and password

• **PeopleSoft** – PeopleSoft is our Human Resources Management platform. You will receive access once you have completed orientation and can be accessed from the intranet.

**How do I set up Remote Access and Two-Factor Authentication?**

**Remote access** accounts must be requested, approved and set up by ITS before being utilized. Visit [this page](#) for more detail once you have completed orientation.

**Two-Factor Authentication** is required in order to obtain remote access to the Wake Forest Baptist Health Network. Visit [this page](#) for more detail once you have completed orientation.

**How can I easily navigate around the Medical Center?**

By downloading the WakeHealth Wayfinder App on your smartphone. Just search for “WakeHealth-Wayfinder” in the app store.

**For your convenience here are maps for the Badge Office and Employee Health**

**Badge Office:**

The Badge Office is located in the Ambulatory Services Building, between Meads Hall and Reynolds Tower on the ground floor. They are open from 7am – 12 noon and 1 pm – 4 pm, Monday to Friday.

Directions to the Badge Office:

- Park in A or B Visitor Parking Areas
- Enter Reynolds Tower from the main driveway area
- Turn sharp right after the entrance door
- Follow the hallway past Bed Storage and Clinical Engineering to the Security and Badge Offices.

**Employee Health and the Graduate Medical Education Office located:**

Reynolds Tower Spine is located on the ground floor or Meads Hall, Employee Health is located towards the end of the Spine (open from 7 am to 5 pm Monday through Friday (336) 716-4801.)
The GME Office is located just around the corner from Employee Health in ‘suite B’.
2021 Orientation Details

Session I – June 21 – 23 – Internal Medicine, General Surgery and Neurology PGY 1 Residents:
   June 21 –
      AM – Virtual Orientation followed by packet pick up in the Spine Gallery
      1:00 – 5:00 pm – Wake Wings (General Surgery)
   June 22 – Wake One On-Line Training
   June 23 - AM - Patient Safety and Quality Training
   June 24 – First Clinical Work Day

Session II June 28 – 30 – All other programs except Orthopaedic Hand and Sports Fellowships, Surgical Critical Care, Surgical Oncology and CT Anesthesia Programs:
   June 28 - Virtual Orientation followed by packet pick up in the Spine Gallery
   June 29 – Wake One On-Line Training
   June 30 –
      AM - Patient Safety and Quality Training
      1:00 – 5:00 pm - Wake Wings Training
   July 1 – First Clinical Work Day

Session III July 6-9 – Any House Staff unable to attend Session II
   July 1 – First Contract Work Day – Departmental Orientation
   July 6 – General Hospital Orientation - Commons
   July 7 and 8 – Wake One Training
   July 9 – Frist Clinical Work Day
   July 13 – 8:00 am – 12:00 noon – Wake Wings Training

Session IV August 2 – Fellowships in Orthopaedic Surgery Hand and Sports Medicine, Surgical Critical Care, Surgical Oncology and CT Anesthesia Programs:
   August 2 – General Hospital Orientation – Commons
   August 3 and 4 – Wake One Training
   August 5 – First Clinical Work Day
   August 10 – 8:00 am – 12:00 noon – Wake Wings Training