Orientation FAQ’s

Orientation enables you to make a smooth transition into life at Wake Forest and we have speakers who are experts in their field ready to provide you with information to help you be successful.

Please pay close attention to your orientation schedule as there are many logistical considerations to take into account for multiple department requirements, and there may be exceptions for certain residency or fellowship programs. If you have any questions please feel free to ask a GME staff representative, or check the notice board in the foyer.

We hope that you find these answers to historic 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

Is there anything I need to make sure I have organized before orientation? (Employee Health, badge photo, etc.)?

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

- **Badge Photo** – please see details below for location of the badge office — **IF YOU OBTAIN A BADGE PHOTO AHEAD OF TIME, YOUR BADGE WILL BE RELEASED TO YOU ON THE FIRST DAY OF ORIENTATION**
- **Employee Health screening** – please contact Employee Health to schedule — **OPEN M – F, 7 AM TO 5 PM (336 716-4801)**
- **Place a white coat order at the gift shop** — **AS THIS IS ORGANIZED THROUGH YOUR DEPARTMENT, PLEASE CHECK WITH YOUR PROGRAM COORDINATOR FOR DETAILS**

What is the location of orientation?

- **June 19** – Cancer Center, 10th Floor Conference Rooms B and C
- **June 26** – Babcock Auditorium
- **July 1** - Hospital Orientation Session – please check with your Program Coordinator
- **July 29** – Hospital Orientation Session – please check with your Program Coordinator

Please see the GME website for further details and maps.

What time will Orientation start?

The first day of orientation will start at 7:30 am, but it is highly recommended that you arrive slightly earlier. We will be finished with presentations by 12:00 noon, although representatives will be available to answer questions in the resource center until 1:00 pm.
Do I have to come?

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. We ask that you keep disruptions to a minimum and try to limit cell phone use to emergency communications only.

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.

As we will be discussing benefits options please bring the following information with you:

- Full names, social security number and birthdates for all dependents
- Year, make, model and license tag # for parking registration (if you have not already completed)
- I-9 required documents

Where will I find the schedule for the day’s activities?

A copy of your orientation schedule can be found in the welcome packet that you will receive at orientation, on the Graduate Medical Education Office web site under Incoming Residents and Fellows, and a copy is also posted on the notice board in the foyer. Please check these carefully as there are many departmental logistical requirements to take into account for multiple residency and fellowship requirements. Many of your friends or companion’s may have different information or training requirements than you do.

What is the dress code for orientation?

Business casual is the dress code (ex. slacks, Khakis, collared shirt, blouse), but you might also want to bring a sweater or jacket as you may find some meeting areas chilly.

How/where do I park for orientation and will I need to pay for parking?

On the first day of orientation 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.
**Will I be responsible for buying lunch and if so, where are the cafeterias located?**

On the first day of orientation you will be responsible for your own lunch, and may choose from one of our on-site restaurants that are located on the ground and main floors of the medical center. Some departments like to meet their residents for lunch – please check the notice board in the foyer to see which departments these are.

On the second and third day of orientation the GME office will provide lunch.

**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 and some may not have managed to make it down to personally greet you today. Please check the notice board for specific departmental requirements; some departments are expecting you after this orientation session has come to an end, others are expecting you once you have completed your training requirements. If once you have checked the notice board you are still unsure please contact your program coordinator directly.

**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?**

We will have a resource center set up in an area close to orientation with representatives from the following areas who will be available to discuss any questions you might have:

- Payroll
- Benefits
- Financial Services
- Telecommunications/mobile communications
- Mobile badge photo unit for those who have not had the chance to have badge photos taken
- Information Technology Services
- Resident Spouse Association
- 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 do I get connected/online to the network?**

If accessing remotely: open a web browser and go to the following website: [https://outlook.wakehealth.edu](https://outlook.wakehealth.edu) – You may access this portal from your current location without being on the Medical Center network. Log in using your Medical Center ID and temporary password.

If accessing on the Medical Center Network: log into a Medical Center Computer located on any Medical Center Campus or Facility using your Medical Center ID and temporary password.
How do I obtain a white coat and pager?

White coats and pagers are organized through your department, please contact your program coordinator for more information.

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

At Orientation 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 #
- Your Scrub PIN#
- Your Benefits Package
- Coupons for local company services

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.

What is Epic Fast Track Testing?

Epic fast track training is the ‘test-out’ option for Wake One training that residents or fellows with prior epic experience can take. Individuals who qualify for this option should have been notified by their program coordinator. If you are unsure if you are in this group please check the notice board in the foyer.

Is my spouse eligible for a tuition discount?

No, there are no tuition discounts or reimbursements for spouses

What is the location for WakeOne training?

Providence Place in High Point is our state-of-the-art training facility for all WakeOne classes. It is located at 1701 Westchester Drive, Suite 850, High Point, NC. Enter the Mall through the main entrance, and the entrance to the training center is directly behind the tree and fountain. You will need to know your medctr username and password.

Where is the 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.

Where is Employee Heath and the Graduate Medical Education Office located?

Employee Health is located on the ground floor of Meads Hall, and they are 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 is ‘suite B’.
Know Before You Go

PLAN ALTERNATE ROUTES NOW  ALLOW MORE TRAVEL TIME  WATCH FOR UPDATES

- WakeHealth.edu/Business40
- intranet.wakehealth.edu/DOT/Business-40/
- 336-716-ROAD

When Business 40 reopens, it will provide a better driving experience with wider lanes, longer access and exit ramps, higher bridges and increased speed limit, a modern look and new name – Salem Parkway/US 421. While these updates are under construction please visit I-40 ‘Know Before you Go’ for travel information.