# Onboarding Guide for Medical Center New Hires

*Please review the items below. Those hyperlinked, once clicked, will move to another section or site.*

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October 2023 - MC New
1) Get Acclimated

- Check in with your manager and discuss guidelines and expectations for your work schedule. Most Medical Center new hires are expected to be on-site on your first day unless you have made alternative arrangements with your manager. Please be sure to connect with your manager before your first day of work, if you have not done so, already.

- Visit the UVA Health New Hire Portal

- Additionally, discuss with your manager the following items:
  - Where you can obtain a laptop/technology/mobile phone, if required
  - Overview of school/unit and VP area
  - Department mission, goals, and culture
  - Tour of department/unit (if applicable)
  - Introduction to department/school leaders, team members, key contacts, customers
  - Staying in contact/regular meetings (especially if you will be working remotely)
  - Job description and performance expectations
  - Designated or non-designated status
  - New hire probation policy (be sure to review the correct organization)
  - Confidentiality and privacy expectations

2) Schedule Your Employee Health Appointment

Candidates are responsible for contacting and setting up their appointments with Employee Health, at least 10 days prior to their start date. Candidates are also responsible to provide documentation of their vaccination history.

Their office hours are:

- Monday 7:30 a.m. to 5:00 p.m.
- Tuesday 7:30 a.m. to 5:00 p.m.
- Wednesday 7:30 a.m. to 5:00 p.m.
- Thursday 7:30 a.m. to 5:00 p.m.
- Friday 7:30 a.m. to 5:00 p.m.

The clinic is located at 400 Brandon Avenue, Charlottesville, VA 22903. University Transit Service buses will stop at Brandon Avenue, to accommodate any team member visiting Employee Health. There are 10 designated parking spaces available. Employee Health’s phone number is 434.924.2013.

3) Claim Your UVA Computing Account

New Hires: Read the “Account Claim” email you received from identity@virginia.edu before your start date.
Follow the Account Activation Guide to create a UVA password and set up a device for 2-Step Login (Duo). You will use these login credentials to log in to Workday and other UVA systems in the future.

**TIP:** If you haven't already, add a [secondary device to 2-Step Login Duo](#) as a backup authentication method.

**Do you have a prior affiliation with UVA?** As a former or current employee, student, applicant, contractor/vendor, etc., you have already activated your account and will not receive an email.

- If you have forgotten your UVA credentials, [learn your UVA computing ID or reset password](#)
- If you have not enrolled your preferred devices, [add your devices to 2-Step Login (Duo)](#)
- Use these login credentials to log in to Workday and other UVA systems in the future.

*If you are unable to get your UVA password, computing ID, or set up a device for Duo, contact the [UVA Help Desk](#) at 434.924.4357 for assistance.*

4) **Complete Section 1 of the I-9 Form via Workday**

5) **BENEFITTED EMPLOYEES: Review Benefit Virtual Assistant selection tool** [Picwell](#)

6) **Enroll and Complete First Time Login for UVA Health Network Account:** Complete eLearning Module for [First Time Sign-In for UVA Health](#)

**IMPORTANT:** You must know your Computing ID and University ID to complete this module.

**How to find your Computing ID:** The computing ID was provided through the “Account Claim” email from identity@virginia.edu or your UVA sponsor/supervisor.

**How to find your University ID:** The University ID can be obtained in Workday. Select the profile image at the top right-hand corner of your Workday homepage. Next, click “View Profile.” Your University ID is listed under “Job Details.” It is a 9-digit number labeled “Employee ID” or “Contingent Worker ID.” Alternatively, you can find your 9-digit University ID by putting your name in the search field at the top of the Workday homepage. On the resulting page, click on your name; the resulting page will have the University ID in the Job Details section on the right side of the page.
7) Begin the Process to Obtain Your ID Badge

All UVA Health team members are required to wear identification badges. You will use your ID badge to clock in/out, if required, and to access various buildings and doors. You must obtain your ID badge during your first week of work, and before your first independent shift, so plan accordingly as your schedule allows.

**NOTE:** To expedite the process of obtaining your UVA Health ID Badge, complete these steps to upload a photo for your ID badge the week before your first day.

The ID Badge Office is located in the West Complex at UVA Medical Center. Hours of operation are 8:30 a.m. to 4:15 p.m. Monday-Friday, and they close promptly.
ON YOUR FIRST DAY - ORIENTATION

An In-Person HR Orientation session will be held at the Education Resource Center (ERC), Conference Room A, from 8:00 – 11:00 a.m. for Medical Center new hires only, at this time. Registration and I-9 processing will take place from 7:00 – 8:00 a.m.

Please note the following:

- **Parking:** New hires should plan to park in an outlying lot for Orientation. The lot will be indicated on the two-week temporary pass provided to new hires, which is linked here. **Do not download/print this parking pass until the Friday before your UVA Health Orientation date.** New hires should print this two-week temporary pass, park in the lot indicated on their pass, and plan to take the University Transit System (UTS) shuttle to the Main Hospital stop which is directly across the street from the Education Resource Center (ERC). Ample time should be planned for parking and bus travel to ensure you arrive on time. There is no on-site parking for Orientation, and new hires should not park in the Lee St or 11th St parking garage.
  - **Please note the instructions on the temporary parking pass** regarding where you park and which bus to take depending on what time of day you park during the 2 weeks you’re using the temporary parking pass. **For instance, the temporary parking pass notes:**
    - If you are parking between 5 and 7 am, you would park at Scott Stadium and take the UTS Red Line to the Medical Center
    - If you are parking after 7 am, you would park in the Emmet/Ivy Garage, an take the UTS Blue Line to the Medical Center
- **Masks:** Although the use of masks is optional at the ERC, it is mandatory in other UVA Health locations. Be sure to have a mask with you.
- **A continental breakfast** will be provided at in-person orientation.
- **Benefits:** An optional Benefits presentation for Medical Center new hires will be made at the ERC, Conference Room B from 1-3 p.m. **This afternoon Benefits presentation will not be held on June 12, June 26 or on these Tuesdays: May 30, September 5, and December 26, 2023.**
- **Lunch with your manager:** Medical Center new hires (and their manager) will each be provided with one $10 gift card for lunch at the UVA Hospital cafeteria.
- **Training:** New hires are asked not to leave any in-person training they have scheduled during their first week to complete other onboarding tasks. Please be sure to attend and participate in all training as instructed.

DURING YOUR FIRST WEEK - ONBOARDING

1) **Log In and Explore Workday**

Workday is a human resources technology system used to manage most HR activities, including benefits, pay, time, absence, and more. Further information is available at [Workday Central Site](#).

After logging in to Workday, look around and familiarize yourself with common tasks and the resources available to you. We recommend that you:
2) Complete Your I-9 – Section 2

The Form I-9 is your second onboarding task in your Workday inbox. Federal law requires that you complete your I-9 by your third day of employment. If you do not complete your I-9 within provided deadlines, federal regulations require UVA to terminate your employment until you are in compliance.

Completion of the I-9 process will take two steps:
1. Complete Section 1 of the Form I-9 in Workday.
2. Federal regulations require that you also physically present your I-9 document(s) in person to Human Resources. Bring two acceptable documents (not copies) with you to in-person orientation on your first day. Representatives will be available to help you process Section 2 of your I-9 between 7:00 – 8:00 a.m. that day. You can provide either ONE List A document OR TWO documents from Lists B AND C (ONE EACH). Acceptable documents are listed here.

If you are unable to process your I-9 in person at Orientation, you may also process them at the UVA Human Resources office:
- Up to 3 business days before your start date (if you are local) so, as early as the Wednesday before your hire date.
- Up to 3 business days after your start date, so as late as the Thursday after your start date.
- The Human Resources office is located at 2420 Old Ivy Road, Charlottesville, VA, and is open Monday – Friday between 8:30 a.m. – 4:30 p.m. Free guest parking is available in front of the building. Follow the instructions in the lobby to connect with someone in HR to assist you. No appointment is necessary.
- Your I-9 requirement is considered complete and compliant once both steps are done.

3) Explore Workday Learning

- Navigate to the UVA HR page (www.hr.virginia.edu)
- In the top banner, click on the orange Workday Login key.
- You will need your NetBadge login to continue.
- From the Workday homepage, select View All Apps, then click on the Learning icon.
- Your computer-based learning modules have been assigned to you; they are in the Required for You section at the top of the page.

For login problems, please contact AskHR@virginia.edu or 434.243.3344.
4) Complete Computer-Based Learning Modules

As a new UVA Health team member, you will see several computer-based learning (CBL) modules in the Required for You section of Workday Learning. You are registered for these modules but not enrolled. You must click on each module to enroll. Be sure to adhere to all deadlines: some modules may be due before attending in person training; some modules are due within two weeks.

To see which modules you are registered for, visit this Workday Learning Essentials webpage, and select the Medical Center Employees category under the Mandatory Training section.

Depending on your role, you may be assigned additional modules.

5) Enroll in Emergency Alerts

Sign up for emergency alert registration at https://uvaemergency.virginia.edu/uva-alerts.

6) Obtain Your ID Badge

UVA Health team members are required to wear identification badges. You will use your ID badge to clock in/out, if required, and to access various buildings and doors. You must obtain your ID badge during your first week of work, and before your first independent shift, so plan accordingly as your schedule allows. Please do not go to the ID Badge Office during any other in-person training, or during breaks in these trainings. For instance, if you have training scheduled for all day on Tuesday and Wednesday, you will need to go on Monday.

Bring photo identification and go to the ID Badge office to complete this process. The ID Badge Office is located in the West Complex. Hours of operation are 8:30 a.m. to 4:15 p.m. Monday-Friday, and they close promptly. Please allow ample time to complete this task; you should expect to wait in line.

7) Obtain Your Parking Permit

The temporary permit (available here) is valid for new UVA Health team members; this permit is good for two weeks only. Please read the instructions on the pass related to your parking and transportation options for the Medical Center and display the temporary permit on the driver's side of the dashboard.

For your permanent parking permit, an email will be sent to your UVA email address from the UVA Health Parking office. Please complete this form by following the instructions in the email. Once the form is processed, you will receive a confirmation email, and your permit will be mailed to you. Be sure your local address is correct in Workday.

Questions? Contact UVA Health Parking Office at 434.924.5147
8) Select Your Benefits

If you are a benefited employee, you have 30 days from your hire date to sign up for Benefits. You will enroll in Benefits via a Workday onboarding task. Note: this is the last onboarding task you will receive; all other onboarding tasks must be completed before you can enroll in Benefits.

Your first step is to watch this video: UVA Benefits for New Benefitted Employees – This Workday learning module provides recorded presentations on your health, dental, vision, retirement, life, disability, and PTO benefits as a new employee.

Next, access the following links to assist you with your benefit selections:

- **Benefits** - the UVA HR New Hire website provides comprehensive information on all benefits available to our new employees, including a virtual benefits selection tool called Picwell. We want our employees to be happy, healthy, and have peace of mind. Our generous benefits package allows you to focus on what's important - making UVA an ideal place to study, work, and grow.

More information on the Benefits enrollment process can be found on the Benefits New Hire Enrollment Job Aid. For instructions on waiving coverage please refer to page 5 of the New Hire Workday Basics Job Aid.

If you have questions, please contact AskHR@virginia.edu. Be sure to put “Benefits” in the Subject line.

An optional Benefits presentation for Medical Center new hires will be made at the Education Resource Center (ERC), Conference Room B, from 1-3 p.m. on Orientation Mondays (except June 12 and June 26, 2023). The Benefits presentation will not be held when Orientation is held on Tuesday: May 30, September 5, and December 26, 2023.

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**Additional Orientation & Training Information**

These required training programs are assigned based upon role.

**NPDS Clinical Training**

Please review this section for instructions on Orientation to Patient Care (OPC), Introduction to Clinical Care (ICC), Clinical Practice Essentials (CPE), Epic Clinical Training, Epic Revenue Cycle Training, and Non-Epic Revenue Cycle Training.

- **Orientation to Patient Care (OPC)** - online module assigned to anyone with patient contact
- **Introduction to Clinical Care (ICC)** – in-person on Tuesday (Wednesday if Orientation held Tuesday)
- **Clinical Practice Essentials (CPE)** - in-person on Wednesday (Thursday if Orientation held Tuesday)

If you do not receive this e-mail or if you have any questions, please email: NPDservices@hscmail.mcc.virginia.edu.
Epic Clinical Training

Epic Clinical Training is offered in a variety of delivery formats, including virtual, classroom and inter-departmental instruction. Upon being enrolled in your course, you will receive the following emails:

1. **All Training Participants** - An auto-generated email from Workday Learning confirms your enrollment and provides additional details pertinent to your training.

2. **Virtual Delivery Only** - An introductory email from your Epic instructor that contains all the required information needed to both prepare for and connect to your training.
   - If you are scheduled for virtual training, preparing your personal technology environment can take up to 20 minutes. Therefore, it is **HIGHLY RECOMMENDED** that you attend a live **Technology Setup Session** prior to your class to assure proper IT setup.
   - Additional resources can be found on the Epic Learning Library under the **Virtual Training Resources** tab.

If you do not receive a second email, your training will be in-person and further details on time and location can be found in Workday Learning. **Please do not complete any other onboarding tasks during training.**

If you have any questions, please email EpicClinicalAccess@hscmail.mcc.virginia.edu.

Epic Revenue Cycle Training and Non-Epic Revenue Cycle Training

If you are scheduled for **Epic Revenue Cycle Training:**

- Log into **Workday Learning** to view your assigned Program and select the option for your Virtual Set up Session offering by end of day Monday
- Open and read your **Revenue Cycle Virtual Training Class Information** email sent to your UVA email address; follow included instructions
- Attend the Virtual Set-up sessions that typically occur the Tuesday of orientation week
- Attend your online class(es), as scheduled
- View any additional tools needed to support training

**NOTE THE FOLLOWING:**
- Some programs require computer-based learning modules and courses as prerequisites. These CBLs must be completed in the identified order, as scheduled in Workday Learning.
- Classes will begin promptly at the designated time.
- Late arrivals and/or absences may result in rescheduling. This will cause a significant delay of up to two weeks for required training necessary to secure access related to your job tasks.
- **Please do not complete any other onboarding tasks during training.**

If you have any questions, please email RevenueCycleTraining@hscmail.mcc.virginia.edu.

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Have Additional Questions?

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We are excited to welcome our newest employees to UVA Health! Please use this Onboarding Guide as a resource to complete your HR-related onboarding tasks.

If you have additional questions, please email AskHR@virginia.edu. Note the topic of your inquiry in the subject line.

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