



Atrium Health



Atrium Health

Practice Onboarding Guide

A Guide to Onboarding New Physicians & APPs



Dear Leadership Team,

On behalf of Atrium Health Medical Group, I would like to thank you for your commitment to One Team. We recognize the skills and expertise you bring to our enterprise and want you to know that we value your leadership. You are critical to our pursuit of providing excellent patient care.

Comprehensive provider onboarding is imperative to the growth and development of our System. From day one, new providers must be given the appropriate resources to ensure their success, both professionally and personally.

This Guide was created in an effort to assist you throughout the onboarding process. Please use this tool as a roadmap to complete the following:

- Set Expectations
- Establish Clinical Guidelines
- Foster Professional Development
- Create a Support Network
- Celebrate Milestones

It is a privilege to serve as a leader within Atrium Health. With that privilege comes a responsibility to educate and engage providers regarding our culture of caring. Thank you for being a key contributor to the continued success of our providers and organization.

Sincerely,

Atrium Health Medical Group Leadership

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New Physician & APP Site-Based Orientation Checklist

Organization

- Review of Leadership Structure
- Patient Satisfaction
- Quality Measures
- Review of Local/Site Based Orientation Manual
- Review of Atrium Health Provider Related Policy & Procedure
- Completion of ACE Modules
- Introduction to PeopleConnect/PhysicianConnect
- Submission of e-Forms (Reimbursement/Travel/etc.)
- Navigation of SharePoint/One Drive, Etc.
- Atrium Health Behaviors

Workflow

- Staff Introduction
- Introduction of other Clinical Leaders
- Parking
- Badge/Access
- Bathroom
- Office
- Office/Clinic Needs: Computer, Phone, Desk, VM, Supplies, Etc.
- Lunch/Common Area
- Directions on other areas in facility
- Office Flow of Patients
- Standing Orders
- Familiarize with Equipment/Supplies/Medications/Etc.
- Messaging & Halo
- Refills (Specifically Controlled Substance)
- Lab Endorsement
- Coverage of Other Providers
- Review Forms (Physicals, X-ray, Billing, Patient Education, etc.)
- Referrals (Concept of Care Coordination, To Whom to Refer)
- Utilization of Physician Connection Line
- Transfers to Hospital
- Triage Policy
- Advanced Care Planning
- Schedule & Schedule Modification
- Emergency Care
- On-site Workflow Review
- Staff Meetings (location/frequency)
- Frequent/Helpful Contacts & Directories

Scope of Care

- Chronic Disease Management (if applicable)
- Acute Care
- Panel of Patients
- Procedures (Create a separate checklist of approved procedures)
- Call Rotation/Responsibilities

EMR

- Meaningful Use EMR Requirements
- Review of EMR Related Questions
- Login Information and Authorization for Physician Connect/Referral Portal/ Internet/Shared Drives

Licensure/Certification Maintenance

- BLS/ ACLS/PALS Certified as applicable
- Hospital Privileges
- CME & Dedicated CME Time
- DEA
- NC/SC/GA License
- Board Certification
- NC Privilege License
- Review Delineation of Privileges (if applicable)

Benefits, Productivity & Compensation

- Visits per Day
- WRVUs per Visit
- Net Revenue per Visit
- Review Atrium Health Holidays
- Leaves of Absence
- Paycheck Distribution
- LiveWELL
- PTO Requests/Vacation Requests
- CME Allowance
- Incentive Opportunities
- Minimum Work Standards

Professional Development

- System Resources/Educational Opportunities (AHEC, Center for Advanced Clinical Practice, IRB, Center for Faculty Excellence, etc.)
- Performance Evaluation
- Goals
- Mentoring Strategy

Marketing/Community Integration

- Introduction of Physician Liaison (if applicable)
- Marketing Plan/Strategy (if applicable)

Provider Retention Programs

- Best Place to Care

Security/Safety/Infection Control/Prevention/Emergencies

- Department-Specific Security/Safety
- Fire Safety (Procedures, Fire Pull Stations, & Extinguishers)
- Hazard Communication
- Concern & Incident Reporting
- Hand-Hygiene
- Flu Vaccine Program
- Exposure Control Plans
- Department-Specific Infection Control Procedures
- Emergency Alert Codes (Facility, Security, Medical)
- Exits
- Patient Safety
- Use of Patient Restraints
- Severe Weather Policies

Policies

- Corporate Compliance/HIPAA
- Other Atrium Health & Facility-Specific Policies

Mission

To improve health, elevate hope and advance healing – for all.

Vision

To be the national leader for health, learning & community.

Culture Commitments

We create a space where all ***Belong***

We ***Work as One Team*** to make great things happen

We earn ***Trust*** in all we do

We ***Innovate*** to better the now and create the future

We drive for ***Excellence*** — always

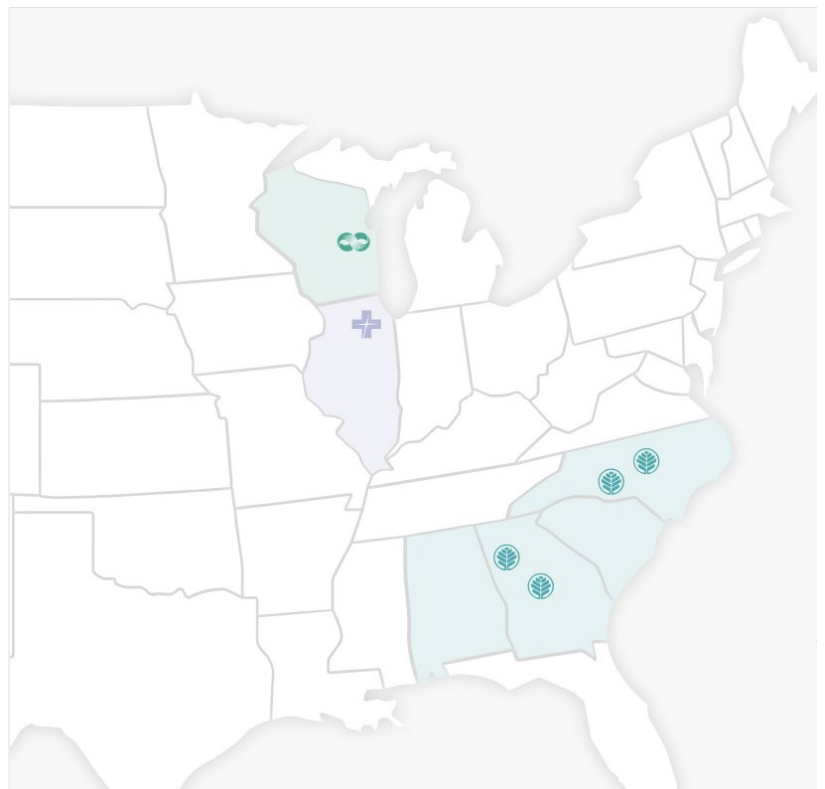
Advocate Health

Advocate Aurora Health and Atrium Health have come together to do more, be better and go faster to help more people live well. Together, we can deliver the best health outcomes and make care more accessible and affordable for all.

Advocate Health is committed to generating positive social impact. We aim to advance population health, enable career advancement, bring medical innovations to patients more quickly, address the root causes of health inequities and achieve carbon neutrality by 2030.

Headquartered in Charlotte, North Carolina, Advocate Health has a combined footprint across six states – Alabama, Georgia, Illinois, North Carolina, South Carolina and Wisconsin. We're working to advance health equity and improve access and affordability for the people and communities we serve.

To learn more, please visit [Advocate Aurora Health & Atrium Health Have Combined](#)



Now part of  **ADVOCATEHEALTH**

Review Atrium Health Principles of Professionalism

Principles of Professionalism: to be used as a guide to govern your interactions with patients, families and colleagues.

As an Atrium Health Physician / APP, I am committed to:

Superior Clinical Quality, and I will

- Keep my professional knowledge and skills current and recognize the limits of my abilities
- Adopt mutually agreed upon best practices
- Embrace innovation and continuous improvement in patient care and practice operation
- Seek out information and resources needed to provide excellent care

Excellent Customer Service, and I will

- Achieve and maintain optimal patient access
- Ensure that the needs of the patients come first for all parties
- Encourage patient involvement in care and treatment decisions
- Work toward excellent patient satisfaction
- Communicate in a clear and timely fashion

Ethical Behavior, and I will

- Treat patients and staff with respect and dignity
- Demonstrate the highest levels of ethics in professional and personal conduct
- Be respectful in discussing care rendered by others in front of staff and patients
- Treat my colleagues in the way I would like to be treated
- Foster a spirit of collegiality and communication

Medical Leadership, and I will

- Be engaged in creation and support of organizational and group goals
- Accept collective responsibility for welfare of patients, peers, and coworkers
- Work to make Atrium Health the employer of choice on all levels
- Participate in and support group decisions
- Participate in group governance
- Support medical leadership by recognizing its authority
- Strive to be a role model to my patients and colleagues by maintaining a healthy lifestyle

Teamwork, and I will

- Lead a team where integrity, commitment, cooperation, and caring are of uppermost importance
- Communicate with and influence those around me in a positive manner
- Listen to others and accept feedback gracefully
- Participate in and support teaching
- Teach and lead by example
- Value the work of others at all levels
- Interact with colleagues, administration and staff in a respectful, positive, and cooperative manner

Stewardship, and I will

- Manage resources wisely
- Support career development for physicians and staff
- Arrive at work on time and give best efforts to the practice
- Strive to code appropriately and submit charges promptly
- Attend to the economic aspects of the practice

Signature: _____

Date: _____

Review Medical Group and Service Line Structure

Due to the size and complexity of Atrium Health, we have a heavily matrixed organizational and reporting structure, which is consistent with other leading integrated healthcare networks across the country. This includes Service Lines and Regional Markets.

Our leadership structure allows us to better organize ourselves, our programs and our processes around the needs of our patients and communities.

The structure fosters a healthcare delivery system that is integrated, connected, convenient, reliable and affordable. It is designed to enhance our:



Within the Medical Group, there are six Care Divisions & five Service Lines:

Care Divisions

Adult Medical Specialties
Behavioral Health
Concierge Care Division
Primary Care
Surgical Services
Women's Services
Emerging Care

Service Lines

Sanger Heart and Vascular Institute
Levine Cancer Institute
Levine Children's
Musculoskeletal Institute
The Neuroscience Institute

The Medical Group is also structured around four different areas.

- Center City
- North
- South
- West

Review Departmental Leadership, Structure & Resources

- Departmental/practice administrative structure - organizational charts so they understand how they fit into the care divisions/service lines
- Department/practice meeting structure and frequency
- Information sharing and feedback loop
- **Local Orientation Manual** - If applicable, review your department's orientation manual.
- **Important Policies** - Review all policies & procedures pertinent to this role as well as the following:
 - › **Communications Environment Acceptable Use Policy**
Atrium Health relies on its communication resources to support its business processes and functions. This policy sets forth procedures for the appropriate use of Atrium Health Communication Resources by its employees, independent contractors, agents, and other users.
 - › **Corporate Compliance/HIPAA**
Ensure providers receive a copy of the Atrium Health **page on People Connect**. Please take time to elaborate on these topics and share details that you deem helpful to providers joining your area. <https://atriumhealth.org/about-us/connect-to-our-code/code-of-conduct>
- **ACE Modules** - Ensure that the new provider completes their assigned ACE modules.
 - › To complete the Annual Compliance Education requirements, providers should log in to PeopleLink. Step-by-step instructions for completing Annual Compliance Education requirements are found in the Teammate Learning Guide, available on PeopleLink through the Resources menu, Resources tab.
- **PeopleConnect/PhysicianConnect**
Please make sure your new provider understands how to access PeopleConnect/PhysicianConnect. It would be helpful to review the resources on PhysicianConnect in greater detail to make sure they are fully utilizing the available tools.
PeopleConnect: <http://peopleconnect.carolinas.org/>
PhysicianConnect: <http://physicianconnect.carolinas.org/>
- **Submission of Travel & Reimbursement Requests**
Review the process for travel requests/reimbursement in your area. If the provider submits their own forms, the following links should be used:
<http://peopleconnect.atriumhealth.org/Tools/Business-Tools/Concur>
- **SharePoint**
Several departments within Atrium Health house important information related to their areas on SharePoint. Make sure the new provider knows how to navigate applicable SharePoint sites: <https://carolinashealthcare.sharepoint.com/SitePages/Home.aspx>

Review Workflow Components

Helping your new provider understand the general flow of the office is a critical step in their ability to be successful in your practice. This should be one of the first things that is covered with the new provider. The following items provide an overview of key components to address when discussing the workflow.

Review each of these items with your new provider to help acclimate them to your area.

Staffing

- Introduction of team/dedicated clinical staff
- Introduction of other physician leaders
- Assign and introduce a physician/APP mentor (Ideas/tips on serving as mentor are available through the Center for Physician Leadership.)
- Dedicated clinical support
- Other staffing needs outlined by new provider

Physical Space

Tour of office/facility

- Lounge, kitchen, cafeteria, conference rooms, operating rooms, bathroom locations etc.
- Directions to other areas/site locations/facilities

Parking

- Parking sticker
- SMART PASS (if applicable)

Security

- Badge access

Office and physical items in office

- Phone
- Voice mail set-up
- Business Cards
- Lab Coat/Jacket
- Pager/Beeper
- Computer
- Access

Emergency procedures and codes including the location of the following

- Alarms, exits, extinguishers, fire pull stations

*** If any of the above items (parking, badge access, office items, etc.) are not available or working properly please contact your Practice Manager or Onboarding Specialist so the issue can be resolved ASAP.**

Office flow of patients

- How patients are checked in and brought back to exam rooms
- Flagging system
- Lights system
- Nursing/medical assistants
- Standing orders
- Checkout procedure

Equipment/Supplies

- Where they are located within the office
- Ensure they know how to properly operate equipment
- Review equipment/supplies reordering process

Medications

- Standard prescriptions written
- Refill process-controlled substances/narcotic contract
- Registration for NC/SC database to review controlled substance reporting system
- **NC-Controlled Substance Reporting System (NC-CSRS)**

The forms below are registrations for a state-wide prescription drug monitoring program database. These databases are accessed by physicians, APPs, and pharmacists to see what narcotics are already prescribed for a patient to make sure they are not prescribing more narcotics to a person that might cause them to overdose, feed an addiction, or sell the narcotics based on their prescription history. The database also allows physicians to see if the patient has been to a doctor the day before they are in their office and received narcotics from that physician.

Currently, North Carolina and South Carolina have their own respective databases so there are two different processes to register. Most providers will not register for the SC SCRIPTS access, but we at least want to offer the option to those that practice either in or closer to South Carolina. Here are the two databases:

- **NC-Controlled Substance Reporting System (NC-CSRS):** They can review the instructions attached to apply online if they have their NC medical license. If for some reason they do not have their medical license in North Carolina yet, they can gain access through the paper route.
- **SC-SCRIPTS:** Here is a link to the instructions for completion:
<http://www.scdhec.gov/Health/FHPF/DrugControlRegisterVerify/PrescriptionMonitoring/>

Messaging

- Process for receiving and answering
- After hours

Lab Endorsement

- Certification and review process/frequency

Review of Forms

- Standard forms used by the office (clinical, referral forms, billing, patient education, etc.)

Referrals & Care Coordination

- Providers and resources used
- Referral process
- Utilization of Physician Connection Line
- Emergency care
- Transfers to hospital/hospitalists
- Triage policy
- Advanced care planning

Scheduling

- Process
- Daily templates-should discussed prior to first day in clinic
- Modification-any modification needs to be done prior to first day in clinic
- Access
- Call rotation and where to locate call schedule(s)

Coverage for Other Providers

- Process for obtaining
- EMR Proxy
- Policies/Procedures for requesting timeoff
- Staff utilization

Communication

- Meetings (team, physician, operations, etc. Share frequency and sample agendas
- Committee structures
- Leadership structure
- How feedback is addressed and followed up on

Review Practice Scope of Care

Due to the variation among different practices and specialties, please review the specific scope of care practiced within your area with your new Physician/APP. Refer to Delineation of Privileges or other documented material that outlines this information.

Provider Search Directory: [Provider Search Directory \(atriumhealth.org\)](https://atriumhealth.org)

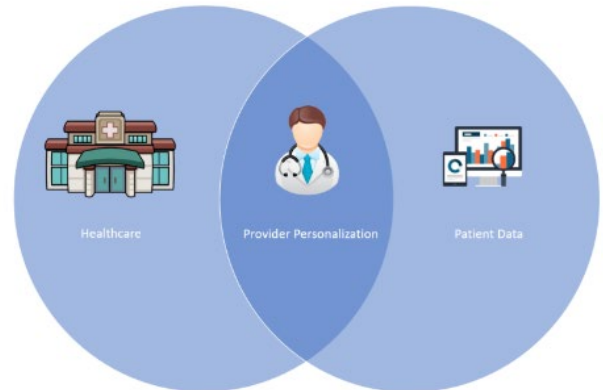
Review Practice EMR Utilization

Please ensure your provider attends a personalization session. Registration is available via Epic University.

The personalization session allows the provider to have individualized support from the EMR Clinical Training team to set up favorites, confirm access to necessary applications and troubleshoot any issues.

Please note, to be able to participate, EPIC must be fully active, and the training completed at least 48 prior to the session. If you have any questions please contact EncompassClinicalTraining@atriumhealth.org.

Studies have shown that physicians who personalize their EHR's user settings are 2x's more likely to be highly satisfied with the system.



If there is a EMR Lead Provider in your practice, please have this person spend some dedicated time with the new provider during the first few weeks so they can begin to gain an understanding of the nuances that make EMR usage more efficient.

Here are some other essential items to address with your new provider as it relates to the EMR

- Login information
- Confirmation that personal/identifying information is correct (Spelling of Name, NPI/DEA, Etc.)
- Standard Templates/Favorites Used by Others in the Practice including:
 - › Pre-completed note templates
 - › Review of how to create macros and auto text
 - › Introduction of Power Chart Touch
- Review of standard EMR-related questions
- Assist with proper Dragon set-up and use
- Review Medical Group Documentation Standards
- Process for EMR “Downtime” (Documentation/Charting/Prescriptions)
- Accessing training webinars/bulletins/resources
- Refer to MyEMR (assist with creating a login)

Additional Resources

[Encompass Training & Resources](#)

[Link to EPIC U overview of training:](#)

[Encompass Epic Training - Tip Sheets](#)

[Encompass Epic Training - Personalization and Technology Setup Guide](#)

Review Maintenance of Licensure/Credentialing

Credentialing

To ensure that we attract and retain highly qualified providers, all applicants must complete an application for credentialing and to obtain specific privileges. During the credentialing process, the medical staff services team will thoroughly investigate the applicant's previous experience which include work experience, education, criminal background check and all other pertinent information pertaining to primary source verification. Following, a provider will be granted specific privileges based on current competencies.

Due to the details that encompass the credentialing and privileging process, we recommend the submission of a completed packet at a minimum of 90-days prior to the start date. This will allow ample time to address any concerns or additional needs that may arise during the process.

To receive an application, please send a request to MedicalStaffServices@AtriumHealth.org.

Upon receipt, a password and email will be provided to begin the applications. Once the completed application is received, the provider will be contacted by a member of the MSS team to begin the partnership and provide any clarification needed regarding the process.

Reappointment

At Atrium Health, all providers are reappointed to the medical staff every two years. At that time, the medical staff services department and current medical staff will re-evaluate a provider's competencies. This is processed by specialty. To begin the process, the provider will receive an electronic reappointment packet at a minimum of 4 months prior to the expiration of their current appointment term. A completed reappointment application must be submitted to the Medical Staff Services Office within 30 days of receipt of the application. Failure to return a completed application within this time frame will result in the assessment of a reappointment processing fee. In addition, failure to submit an application at least 3 months prior to the expiration of the Medical Staff member's current term may result in automatic expiration of appointment and clinical privileges at the end of the current term of appointment, and the individual may not practice until an application is processed.

Request to Perform New Procedure(s)

At Atrium Health, we understand that advances in procedures and technology occur daily within the healthcare industry and it is our goal to ensure that our providers are equipped to accurately and safely perform new procedures. Therefore, it is mandatory that the Physician Champion of the new procedure makes MSS aware of any new procedures which will begin the approval process and addition to the Delineation of Privileges (DOP). Please note that this can take several months for approval and performing the procedure is strictly prohibited until approved by all appropriate parties which includes a system-wide credentials committee, local credentials committee, Medical Executive Committee, and Board of Commissioners.

Request for Proctoring

Proctoring provides an opportunity for objective evaluation of a physician's clinical competence to perform a procedure or a non-procedural skill, including the technical and cognitive skills utilized in the performance of the procedure or non-procedural skill, by a proctor knowledgeable in the procedure and who represents, and is responsible to, the medical staff. Successful completion of a proctoring program helps to ensure that physicians seeking clinical privileges within the Atrium Health enterprise practice in a safe manner, within the standard of care for their specialty and/or subspecialty.

The guidelines for a proctoring program include:

- The determination of the type of proctoring required for the procedure being proctored, i.e., intellectual (external), hands-on (internal) or proctoring by simulation should be declared on a specialty-by-specialty and/or procedure-by-procedure basis by the Chief of the Department.
- The number of cases to be proctored should be reasonable with the understanding that additional observation may be necessary in some cases.
- The time allotted to complete the proctoring process should be reasonable, allowing the proctor(s) and proctored enough time to complete the required observations. The proctoring program should not exceed two (2) years in length.
- It is not acceptable for a proctor to be a casual or transient observer of the procedure(s) or non-procedural skill. The proctor(s) must observe enough to ensure a complete evaluation that includes all of the important aspects of the procedure or non-procedural skill.
- The proctor must complete case evaluation forms in a timely manner and the completed proctoring evaluation forms must be available to the proctored upon request.
- Members of the medical staff within the same specialty and/or subspecialty, and/or privilege to privilege preferably with extensive experience, should act as a proctor.
- Proctoring by more than one individual is recommended whenever possible.

To receive an application for proctoring, please contact the Medical Staff Services office at (704) 355-2447 or MedicalStaffServices@AtriumHealth.org

Review Benefits, Productivity & Compensation

Physicians who are just completing residency or fellowship often have the most questions with these specific topics. However, even the most experienced physician or APP needs to have information about how these are addressed at Atrium Health.

Please take some time with your new physician or APP and your operations leader to discuss this information with them in detail. There are additional resources that we can offer to your new physician or APP if needed when discussing these topics. Here are some highlights to cover with them:

Benefits

- Standard Benefits - <https://atriumhealth.org/newproviderportal/benefits>
 - › Medical, Dental, Vision (Premiums, Deductibles, Health Savings Account, etc.)
 - › 401k, Advantage Plan, CHSMG Plan
 - › Other voluntary benefits
- CME Process and Available funds for CME
- Professional Fees (License, DEA, Etc.) and who can assist in the renewal
- Review of Atrium Health Holidays (Christmas Day, New Year's Day, Good Friday, Memorial Day, July 4th, Labor Day, Thanksgiving Day) [Pay and Time Resources – Charlotte \(atriumhealth.org\)](#)
- Scheduling Vacation & CME
- LiveWell Overview & Resources - <http://humanresources.atriumhealth.org/livewell/>
- Open Enrollment (Oct. – Nov.) - [2023 Compensation and Benefits \(atriumhealth.org\)](#)

Compensation & Productivity

- [Physician & APP Compensation \(atriumhealth.org\)](#)
- Sample Productivity Measures & Expectations › Visits Per Day
 - › WRVUs Per Visit
- Additional Compensation Opportunities
- Paycheck Distribution & Viewing Capabilities

For additional information or specific questions regarding benefits, please visit contact:

[Charlotte Who to Contact \(atriumhealth.org\)](#) or contact Human Resources via the [HR Service Center Online](#) or at 336-716-6464, from Monday - Friday, 7:30 am - 5 pm

Review Professional Development Resources

Center for Physician Leadership & Development –

Atrium Health physicians and APP's are being charged to lead the transformation of care delivery in this continuously-evolving healthcare environment. In 2008, an innovative initiative was launched to advance the leadership development of System physicians. In 2013, that work led to the formation of the Center for Physician Leadership & Development

There are several factors driving the importance of establishing strong physician and APP leaders including:

- The increasingly complex national healthcare landscape.
- The incongruence between physicians' desire to lead and the availability of formal leadership education during their medical training.
- The need for strong clinical leadership to drive the delivery of quality patient care

The Mission of the Center for Physician Leadership & Development is to empower current and aspiring physician & APP leaders to transform high quality patient care.

The Center for Physician Leadership & Development team resides within the Division of Medical Education and consists of diverse and uniquely talented professionals with experience researching, designing and delivering leadership education and faculty development.

- **Physician/APP Leadership Development, Faculty Development and Well-being**




Please contact the Center for Physician Leadership & Development for all questions regarding courses, programs and services, at: CPL@atriumhealth.org

Learn more at: [Leadership \(atriumhealth.org\)](http://atriumhealth.org/Leadership)

- **Center for Advanced Practice (Collaborative Practice Agreement Templates)** 

https://carolinashhealthcare.sharepoint.com/:w:/s/AdvancedPracticeHub/ER1zc6bAhfxBv9k5k2mIpWABZII6lqIkTUH7MGN7zma3_Q?e=Fx1RZ1

This menu of programs, resources, and assessments is intended to enrich the professional development and fulfillment of physicians and APPs serving in a myriad of roles in our next generation academic learning health system.

Physician/APP Leadership, Faculty Development & Well-being		
Wake Forest Office of Faculty Affairs Target Audience (Physicians, PhD)	Atrium Health Center for Physician/APP Leadership & Development Target Audience (Physicians, APPs)	Atrium Health Human Resources Learning & Organizational Development Target Audience (All people leaders)
Programs		
<ul style="list-style-type: none"> Clinical and Translational Science Institute: KL2 Career Development & Mentoring Program Clinical and Translational Science Institute: Translational Research Academy Faculty Coaching Program Faculty Mentoring Program including Lunch & Learn Sessions and Journal Club New Faculty Onboarding Program Promotion and Tenure Process WIMS: Table Talks 	<ul style="list-style-type: none"> APP Fellowship Leadership Series APP Leadership Institute Foundations in Medical Leadership (Dyad Series) Medical Staff Leadership Development program Physician/APP Leadership Institute Physician/APP Leadership Mentoring Program Resident Leadership Institute 	Chief Culture Enabling Officer program <ul style="list-style-type: none"> Servant Leadership Leadership Perspective Leadership Styles Leadership Essentials for New Leaders
 Questions / Learn More: facultyaffairs@wakehealth.edu	 Questions / Learn More: cpl@atriumhealth.org	 Questions / Learn More: HR Service Center

- FacDev4Me - Faculty Development Podcast Series
- Neurology Podcast Series
- Peaceful Pause (each weekday Monday-Friday from 9:55-10:00 am)
- 24/7 Physician/APP Helpline (Available 24/7)
- A Phys/APP Leader's Guide to Feedback Conversations
- Atrium CARE Program-Peer Support
- Best Practices for Giving Feedback to Trainees Video Series
- Communication Styles/Conflict Management Assessments (by request) (DISC Explained & Overview of CPL&D)
- Faculty Learning Series Playlist
- From Awareness to Action: Implicit Bias and Microaggressions for Physicians & APPs
- New Mental Health Resource Page
- Preceptor Toolkit
- Quick Access Well-Being Menu (GCR)
- Well-Being Webinar Series Playlist
- DEI Educational Opportunities
- Enterprise Leadership Imperatives Guides for Executives
- Leadership Resource Center
- Learning on Demand

Review Well-Being Resources

Contacts for Emergent Needs and Support

- **24/7 Physician/APP Well-Being Help Line**

Call: 704-444-5877 (Toll free: 844-383-2105)

Atrium Health has created a 24/7 confidential help line available for physicians and APPs seeking help, support and information. The program offers behavioral health assistance, professional counseling through the Employee Assistance Program, chaplain services, peer to peer support and support through the NC Physician Health Program.

- **Employee Assistance Program**

Call 704-355-5021 or 800-384-1097 for 24/7 assistance).

Provides immediate help for providers and family members, including free counseling.

Go to EAP website at <https://atriumhealth.org/medical-services/prevention-wellness/employer-solutions/eap>

- **Peer to Peer Support Program**

Call 704-444-5877 or TOLL FREE: 844-383-2105

The Peer-to-Peer Support Program provides the opportunity for physicians and APPs to connect with trained peer support volunteers after adverse patient events or events with serious unanticipated patient outcomes.

- **Spiritual Care**

- **Code Lavender**

Call 980-212-HOPE

Self-care leads to best care. The high calling of a career in healthcare brings many rewards, but it also brings stress. Compassion fatigue and burnout among healthcare professionals continue to rise amid ongoing changes within the industry. Just as we call a “Code Blue” when someone’s heart has stopped and the individual needs CPR, we call a “Code Lavender” when a teammate’s heart and mind have been negatively impacted by a personal or professional crisis and the teammate needs a compassionate response.

South Piedmont AHEC | Formerly known as Charlotte AHEC

South Piedmont AHEC (formerly Charlotte AHEC) is part of the NC AHEC Program that provides and supports educational activities and services with a focus on primary care in rural communities and those with less access to resources to **recruit, train, and retain** the workforce needed to create a healthy North Carolina. South Piedmont AHEC is one of nine regional centers in the NC AHEC Program.

While serving **Anson, Cabarrus, Cleveland, Gaston, Lincoln, Mecklenburg, Stanly, and Union** counties, South Piedmont AHEC strives to achieve the mission and vision as part of NC AHEC, intentionally participating in local, regional, and statewide initiatives to increase the healthcare workforce now and for the future.

South Piedmont AHEC's Core Services* and Support include:

Continuing Professional Development* | Our CPD programs are important resources that provide healthcare professionals with training and continuing education they need to meet state licensure and specialty certification.

Graduate Medical Education Support* | Supporting GME is at the core of NC AHEC's mission to meet the state's health and health workforce needs. We help support the programs with resources especially primary and community care.

Health Careers and Workforce DEI* | As part of our mission to improve the geographical distribution, retention and quality healthcare providers throughout the state, NC AHEC develops initiatives to introduce high school, precollege and college youth to the vast array of healthcare professions.

Library Services* | Libraries are core to education and support that NC AHEC provides. Each of the nine AHEC regional centers has library services, with librarian staff prepared to meet the unique needs of the healthcare providers in their counties. In addition to this support, the AHEC Digital Library ensures that all providers in the state have high-quality health information at their fingertips. **Contact:** Alan.Williams@atriumhealth.org

Medical Media | Services include audiovisual equipment and technical support, photography and headshots, videography, podcasting, and computer technical services. **Contact:** Frederick.Jones@atriumhealth.org

Practice Support* | Physician Practices need to position themselves for new payment models, incentive programs, and other healthcare reforms while focusing on patient-centered care. Practice support coaches are trained to work with the practices to transform how care is provided in the practice.

RN Refresher Program | The program is designed for RNs with an inactive license greater than 5 years. The program consists of an online theory component and a clinical practicum. Enrollment is ongoing.

Student Services* | NC AHEC supports health sciences students from North Carolina colleges and universities and helps schools secure community practitioners – preceptors to teach the next generation of healthcare professionals.

For more information, please visit www.southpiedmontahec.org.

Review Marketing Resources

Marketing, Communications & Consumer will coordinate efforts to add your new provider to Atrium Health's online provider directory. Profile pages are designed to give patients a glimpse into the provider's personality, expertise, and appointment availability. This page features the provider's headshot, bio, introductory video, patient experience reviews, comments and more.

Providers will need to contact Medical Staff Services (MedicalStaffServices@AtriumHealth.org) for any updates to their education, board certification, or credentialing information.

Marketing will also ensure your new provider's profile page is added to the appropriate practice website. Marketing, Communications & Consumer (atriumhealth.org)
More robust marketing campaigns will be determined on a case-by-case basis. A marketing representative will work with your department to determine marketing needs and develop a practice growth plan which can include, but not limited to, lobby posters, advertisements, media, etc.

Additionally, provider outreach will be determined on a case-by-case basis. The core market growth business development team works with service line, care division, market and facility leaders to determine whether networking is necessary. Should outreach be needed, your business development executive will work with you to create an outreach plan aligned with desired growth outcomes. This can include, but is not limited to, scheduling physician-to-physician networking, messaging on behalf of your physician and providing market intelligence.

Physician Recruitment Rewards Program

The Atrium Health Physician Recruitment Team is dedicated to finding the best physicians to live our mission of improving health, elevating hope and advancing healing for all. We value our current teammates and know you are our most valuable resource in reaching potential candidates. Through this program, we offer you the opportunity to be recognized for referring potential new physician hires for eligible opportunities.

For more information, please visit <https://atriumhealth.org/newproviderportal/chs-medical-group/physician-acp-recruitment-rewards-program>

Review Teal Acorn Awards Series / Physician & APP Gala

The Best Place to Care Teal Acorn Awards program honors and recognizes our physicians and Advanced Practice Providers (APPs) who achieve greatness through integrity, commitment to quality and patient care, leadership, innovation, mentoring, diversity and community involvement. Nominees not only exemplify the best of Atrium Health, but they also make an extraordinary impact on the lives of others.

The awards are one of the most prestigious accomplishments a physician or APP may receive within the organization.

Atrium Health deeply values those who deliver care to our patients across the Atrium Health Medical Group and the System. The Teal Acorn Award Series was created to honor our physicians and Advanced Practice Providers (APPs). The Physician & APP Engagement and Well-Being Committee was responsible for the creation of the awards.

For more information, please visit <https://physicianconnect.atriumhealth.org/medical-group/teal-acorn-awards>

Review Safety & Security Policies

Please review the following policies and make sure to review your local safety & security policies and procedures if they aren't located within the included links below:

- Safety Policies/Manuals
- Hazard Communication <https://peopleconnect.atriumhealth.org/Human-Resources/Occupational-Health-and-Safety/Hazard-Communication>
- Incident Reporting <https://peopleconnect.atriumhealth.org/Tools/Business-Tools/Concern-and-Incident-Reporting>
- Hand Hygiene <https://peopleconnect.atriumhealth.org/Departments/Quality-Division/Hand-Hygiene>
- Flu Vaccine program <https://peopleconnect.atriumhealth.org/Human-Resources/Get-Care-Now/Teammate-Health/Annual-Flu-Campaign>
- Exposure Control <https://peopleconnect.atriumhealth.org/human-resources/get-care-now/teammate-health/bloodborne-pathogens-exposure>
- Atrium Health Medical Group Communicable Disease Reporting
Reminder for all Providers concerning Communicable Diseases and Conditions Reporting

› Due to the significant impact communicable diseases and conditions can have on the health and well-being of our patients, teammates, and general public, it is imperative that providers familiarize and follow your state's rules and regulations for all requirements. Reporting is required by law for certain diagnosed or suspected communicable diseases and conditions are to be reported to designated Health Authorities in the time frame and manner specified by your state. Confirmation of disease is not required prior to reporting.

Resources for reporting are outlined by state as follows:

- NCDHHS- North Carolina Department of Health and Human Services:
<http://epi.publichealth.nc.gov/cd/providers.html>

What reporting systems and processes are used in North Carolina?

For most reportable communicable diseases, cases are reported to the local health department through a number of mechanisms, including direct communication like phone calls, mail, electronic reporting, and via a standardized DHHS disease questionnaire and reporting form (DHHS 2124), which is available from local health departments and DPH.

- SC DHEC- South Carolina Department of Health and Environmental Control:
<http://www.scdhec.gov/Health/FHPF/ReportDiseasesAdverseEvents/ReportableConditionsInSC>

What reporting systems and processes are used in South Carolina?

In South Carolina, these diseases and conditions are specified in the List of Reportable Conditions (pdf), published annually. The list also includes outbreaks of disease or unusual clusters of illness, events such as animal (mammal) bites and pesticide poisoning, and findings suggestive of disease (e.g., hemolytic uremic syndrome).

- DPHGeorgia-GeorgiaDepartmentofPublicHealth:
<https://dph.georgia.gov/disease-reporting>

What reporting systems and processes are used in Georgia?

All Georgia physicians, laboratories, and other health care providers are required by law (OCGA 31-12-2) to report patients with the conditions listed under Notifiable Disease Reporting Requirements.

Please remember to consult your local states websites and health departments for more detailed information for requirements related to reporting of communicable diseases and conditions as required by your state. Thank you for your time and attention to this matter!

Review Concern & Incident Reporting

Reporting concerns and incidents will transform care at Atrium Health. Each incident offers an opportunity to learn and improve from our experiences. It ensures that we offer a reporting system that not only meets compliance standards but also becomes a model of excellence for our regulatory and oversight partners. The results will be higher quality and superior service for our patients and our teammates.

- Review how to report near misses, unsafe conditions, and/or medical errors
 - › Step 1: Open People Connect (<https://peopleconnect.atriumhealth.org/>)
 - › Step 2: Scroll to the bottom of the page and look under Quick Links and click on Concern and Incident Reporting
 - › Select the correct tool for your concern from the links provided
 - › Wait for the computer to log into the reporting system, then fill out all spaces on the form.
Incident Reports are anonymous


Risk Managers, Patient Safety Coordinators, CNEs, CMOs, Managers and AVPs review all the clinical events reported. The most serious are investigated and deemed Sentinel Events and/or Serious Safety Events or near misses and analysis is done in the form of either a Compact Cause Analysis team (precursor and near miss events) or a Root Cause Analysis team (RCA)

Concern and Incident Reporting

Find the Reporting Tools You Need

Reporting concerns and incidents will transform care at Atrium Health. Each incident offers an opportunity to learn and improve from our experiences. It ensures that we offer a reporting system that not only meets compliance standards but also becomes a model of excellence for our regulatory and oversight partners. The results will be higher quality and superior service for our patients and our teammates.

Use your daily huddle to discuss incidents and to ensure proper reporting and learning. Of course, be sure to use confidentiality standards with every interaction!

 Please note you have the option to remain anonymous with all the reporting tools below.

 Care Event Reporting ▾

Expand ▾

 Compliance Concern Reporting ▾

Expand ▾

 HIPAA Privacy & Concern Reporting ▾

Expand ▾

 IAS Security Concern ▾

Expand ▾

 Safety Concern Reporting ▾

Expand ▾

Last Updated on 04/05/2023

Review Additional Atrium Health Policies

Please follow the link below to view Atrium Health policies in PolicyTech. While all policies should be reviewed, please take a moment to address Acceptable Use and Corporate Compliance/ HIPAA with your new provider.

<https://atriumhealth.policytech.com/>

Site: Atrium Health | My Relationship: All | Status: Published

Find...

All Categories + Documents ABC [Print] [Settings]

	Title	Actions	Ver #	Status
Atrium Health Cabarrus (76)	99211 and Other Non-Provider Visit Documentation - Standard Work Document	...	1	Published
Atrium Health Cleveland and Kings Mountain (50)	99211 Non Physician Office Visit	...	1	Published
Atrium Health Lincoln (31)	Acknowledgement of Review of Policies and Policy Waiver Form	...	2	Published
Atrium Health Medical Group (156)	Addendum A: Spirometry Competency	...	2	Published
Atrium Health Medical Staff (8)	Addendum B: Lung Volumes Competency	...	2	Published
Atrium Health Pineville (47)	Addendum C: Diffusion Capacity Competency	...	2	Published
Atrium Health Stanly (202)	Addendum D: Exercise Oximetry Testing	...	2	Published
Atrium Health Union (46)	Addendum E: Six (6) Minute Walk Test Competency	...	2	Published
Atrium Health University City (52)	Addendum F Pulmonary Function Test Calibration Competency	...	2	Published
Behavioral Health (229)	Addendum G: Equipment Cleaning Competency	...	2	Published
Cabarrus College of Health Sciences (195)	Addendum H: MIP/MEP Competency Evaluation	...	2	Published
Carolinus Rehabilitation (257)	After Hours/Office Closure Phone Coverage	...	3	Published
CMC and Mercy (48)	AH Medical Group Completion Fee List	...	2	Published
Continuing Care (628)	AH Medical Group Fee for Form Completion	...	4	Published
COVID Vaccine Resources (3)				
Facilities Management (71)				
Human Resources (80)				
Levine Cancer Institute (LCI) (73)				
PolicyTech Reference (51)				
Provider Clinical Practice Guidelines and Pathways (1)				

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Summary

This guide was developed by the Atrium Medical Group with feedback from you and your colleagues. We continue to welcome your feedback and suggestions about additions or changes to this guide. Please email your comments to provideronboarding@atriumhealth.org.

Please remember to provide shadowing opportunities for your new Physician/APP. Onboarding continues past the first few weeks and extends into the provider's first year. Please take time to meet with your provider regularly during this first year to ensure they are having a smooth transition and positive experience.

Thank you for taking the time to onboard your new Physician/APP. Once the items have been reviewed, please have your new provider complete the [electronic attestation](#) within 30 days of their start date.

Thank you,
Atrium Health Medical Group