**Sample**

**Orientation Plan for New Clinicians**

* Formal tour of facilities and staff introductions, including time to meet with ancillary and support staff, and board of directors.
* Information regarding the practice and its policies, including: liability issues, technical assistance and support services available, practice manual and care plan, appointment system and scheduling; call schedule, clinical duties, mid-level supervision, continuing education policy, quality assurance program and expectations, mentoring and precepting opportunities, committee structures.
* Review practice procedures, including patient record and billing systems, patient demographic information, key elements to the practice dynamics.
* Introductions of key professional colleagues and consultants.
* Hospital and referral relationships outlined, emergency procedures, practice protocols for referrals, partner organizations and agencies introduced.
* Outlined explanation of benefits (for example: health, life insurance, disability, professional allowances, continuing medical education, vacation), employee policy & procedure manual, employee services.
* Routine paperwork, including licensure, Drug Enforcement Agency certificate, credentialing checklists (should be credentialed prior to start, but review status).
* Cell phone, pager, call schedule review, expectations of schedule, availability for administrative duties.
* Review of marketing plans and procedures (for example, practice open house welcome, newspaper ad or article).
* Inquire as to personal and professional needs met to date; implement plan for increased responsibility with time, transitionary period, expectations.
* Document orientation process in new employee’s personnel file.

Resources for provider orientation resources include:

National Association of Community Health Centers, [www.nachc.org](http://www.nachc.org)

American Association of Family Physicians [www.aafp.org](http://www.aafp.org)

American College of Healthcare Executives, [www.ache.org](http://www.ache.org)

American Association for Physician Leadership [www.physicianleaders.org](http://www.physicianleaders.org)

Harvard School of Public Health, [www.hsph.harvard.edu/ccpe](http://www.hsph.harvard.edu/ccpe)

Medical Care Development, Inc., [www.mcd.org](http://www.mcd.org)

Recruitment & Retention Best Practices

AACHC, IPHCA, MPHCA, VPCA