



Program Coordinator Onboarding Instructions 2021-2022 For ALL Incoming Interns, Residents, & Fellows With Rotations at Denver Health

STEP 1: What the resident/fellow needs to complete and how:

Resident/fellow must type or print LEGIBLY. If we cannot decipher writing, we cannot add resident/fellow to the system. All *documents* need to be saved in *PDF* format, all *pictures* need to be saved in *JPG* format. Provide the following instructions and forms to all incoming residents/fellows with rotations at Denver Health:

- **Resident/Fellow Badge, Information Service (IS) Access, and Acknowledgments Form:** Leave the dates as specified on the form. SS#, NPI, degree and cell phone number are mandatory. If no SS# and/or NPI at the time of completing this form, resident/fellow should indicate "None" on the form and alert Program Coordinator as soon as possible. Institutional/university email address is mandatory. If do not have one yet, resident/fellow should indicate "None" on the form and alert Program Coordinator at their sponsor institution as soon as possible. Resident/fellow must review the Denver Health Non-Employee Orientation and Training Handbook before signing the Acknowledgements pages. Save and return to Program Coordinator **all 4 pages as one PDF** titled with the following naming convention: "*Last Name, First Name Badge and IS Form*".
- **Denver Health Non-Employee Orientation and Training Handbook:** Provide this to residents/fellows for review. No pages are necessary to return from the Handbook, as the acknowledgments are included in the above form.
- **VPN Policy Form:** Review Denver Health Policy, then complete and sign the VPN Form on the last page. Save and return to Program Coordinator **only the last page as a PDF** titled with the following naming convention: "*Last Name, First Name VPN Form*".
- **Photo:** Resident/fellow ERAS photo or professional headshot photo with one color background (white preferred). Photos will be used to create Denver Health ID badges. Images must be at least 20 KB. Save and return to Program Coordinator **as a JPG** titled with the following naming convention: "*Last Name, First Name*".
- **Parking Registration:** Register online by April 25, 2021. See attached instructions *How to Request Visiting Resident Parking at Denver Health*.

STEP 2: What the Program Coordinator needs to send to Denver Health and how:

Program Coordinator must ensure that residents/fellows complete and send their information to you as described above. Once received:

- Make sure forms are saved *separately*, as described above. For each resident/fellow, you should have 2 PDFs and 1 JPG:
 - Badge, IS, and Acknowledgments Form 4-page PDF
 - VPN Policy 1-page PDF
 - Photo JPG
- Forms for multiple residents/fellows can be submitted in one email for each program. Please avoid sending as Zip files.
- If your program has many residents/fellows, it is preferable that you send separate emails per subject matter, rather than per each resident/fellow packet. For example, one email with JPG photos for several residents, another email with all VPN forms, etc.
- Email resident/fellow packets (all items listed above) to the Office of Education at OfficeofEducation@dhha.org

STEP 3: How to obtain resident/fellow badges and parking tags:

- **For New Interns:** Badges and parking tags will be distributed at the Denver Health New Intern Orientation on June 16, 2021 (Wednesday) and June 17, 2021 (Thursday). Intern computer access will also be arranged. Interns will be required to sign a Badge and Parking Permit Acknowledgement Form on-site. Instructions and details about the event will be communicated to interns prior to orientation.
- **Fellows and New Residents (PGY2+):** Badges and parking tags must be scheduled for pick-up. Denver Health Administrative Assistants/Department Coordinators will schedule appointments for new PGY2s and above who have a July 1, 2021 start date. Residents/fellows can pick up badges and parking tags directly from the Denver Health Administrative Assistant/Department Coordinator when they first arrive for rotation at Denver Health, or Program Coordinators can arrange to pick up badges and parking tags for their residents/fellows. Residents/fellows will be required to sign a Badge and Parking Permit Acknowledgement Form upon badge and tag receipt.

FAQs

Q: What should we do if a resident/fellow has a name change after submitting these forms?

A: Program Coordinators should reach out to the Office of Education (OfficeofEducation@dhha.org) immediately upon learning of a name change. This will significantly expedite the process for the resident/fellow when they arrive at Denver Health.

Q: How long do residents/fellows keep their Denver Health badges?

A: Residents/fellows are expected to care for and keep their badges and parking tags until they complete their training at Denver Health. All badges and parking tags must be returned to the Office of Education. Return can be done via Program Coordinators *or* Denver Health Administrative Assistants/Department Coordinators.

Q: Do residents/fellows need to return the last two pages of the Non-Employee Orientation and Training Handbook that we send them?

A: No. The last two pages of the Handbook are duplicated in the *Resident/Fellow Badge, Information Service (IS) Access, and Acknowledgments Form* so that residents/fellows can acknowledge review of the Handbook and IS Access Policy there. You send this to the Office of Education in the 4-page PDF referenced in Step 1.

Q: Who receives parking tags?

A: Residents/fellows who rotate on the Main Campus at Denver Health are eligible to register for and receive free parking in the new Acoma Garage at 540 Acoma Street. See attached instructions *How to Request Visiting Resident Parking at Denver Health*.

Q: Do residents/fellows have to pay for parking?

A: No! Parking is free for residents/fellows. A *Resident/Fellow Guide to Parking at Denver Health* will be provided to those who receive a parking tag, and is also included with the attached instructions. Although residents/fellows will be required to indicate a \$25 parking cost when they register, the instructions explain this is just to log them in the parking system. Residents/fellows will NOT be charged for parking.

Q: When should residents/fellows register for parking?

A: Unless residents/fellows are not parking on the Main Campus or are not planning to drive to Denver Health, they need to register online by the same deadline for returning all forms and photos to you. Even if a resident/fellow is planning to buy a new car soon or will be changing license plates in the future, they should still register by the form deadline. We will assist them later with updating that information in our system.

Thanks for helping us make visiting resident and fellow onboarding at Denver Health a success! If you have any questions, please reach out to the OfficeOfEducation@dhha.org.