

## New Hire FAQ

### Did not receive email from ADP?

- Check Spam folder
- Email may be coming from [donotreply@adp.com](mailto:donotreply@adp.com) or [NUS.HR@adp.com](mailto:NUS.HR@adp.com)
- If you already had an account with ADP from a previous employer, try logging in with the same information (new employer information should be listed) or use the Forgot/Reset Password option

### Issues with sending in I-9 Documents?

- Documents must be valid (cannot take expired docs, except for state ID/DL since IL approved extension on expiration dates)
- If not comfortable with sending in a picture, can bring in and hand in to manager/mentor on first day (MUST be done within 3 days of start date, no exceptions)

### What should I expect for Orientation?

- Orientation is done virtually through Zoom from 9am to 4pm (can be done from home)
- More information to come in the email that is sent later in the week
- Start time is for Central Standard Time- **Indiana employees:** your schedule will list start time at 10 am for Eastern Standard Time.

### When will I receive my training schedule?

- Training schedules are emailed later in the week- usually by Thurs afternoon/night

### What does the training period look like?

- All new employees begin with virtual Orientation on Monday
- **Corporate employees-** report/work directly with manager/department beginning Tuesday morning. Schedule and training period will vary depending on job function.
- **For PCC-** report to clinic on Tuesday morning. 1<sup>st</sup> week will consist of virtual training in AM, then on-the-job training with your mentor in PM. Will usually have 4 weeks of training following the mentor(s)'s schedule.
- **For PCT/RT-** report to training center on Tuesday morning for in-person clinical classroom. Then will have 5 weeks of on-the-job training following mentor(s)'s schedule, with a few additional classroom days throughout training period.
- **Providers-** report to training center on Tuesday morning for provider specific in-person classroom. Then will follow mentor's schedule for on-the-job training.

**Why am I traveling to another location for training?**

- Classroom training (clinical or provider) is only held at designated training centers. This training is mandatory for all clinical/providers.
- May be scheduled for on-the-job training at a different location than what you were hired for due to not having any mentors available at your clinic.

**I am having trouble logging in to my PIC email or another PIC system.**

- First time log in for some systems MUST be done on an on-site PIC computer (cannot do from home)
- Assistance with log in issues will be provided during Orientation or clinic/classroom training.

**What should I wear to clinic/classroom training?**

- Scrubs ordered should be received within 1-2 weeks directly to home clinic address
- In the meantime, you can wear solid color scrubs if you have some, as long as they don't have another company's name/logo.
- If don't have any scrubs, you can wear business-casual attire (no jeans, sweats, leggings)

**Do I need to bring lunch for training?**

- Lunch is provided for initial in-person classroom training only
- Bring lunch when working in clinic

**How do I get into the clinic on my first day?**

- Key cards for clinic access are distributed by the managers
- Enter through front door on first day or until you receive your key card

**Questions about Benefits can be emailed to Sara Isley, HRBP, at [sisley@visitphysicians.com](mailto:sisley@visitphysicians.com)**

**Questions about Scrubs can be emailed to [visitphysicians@regencyop.com](mailto:visitphysicians@regencyop.com)**