# **Children's Hospital New Orleans**



# **Provider Onboarding Manual**

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#### **Table of Contents**

#### 1. Introduction

- 1.1. Checklist Cover Sheet
- 1.2. Who We Are
- 1.3. Mission Statement
- 1.4. Our History
- 1.5. CHNOLA Values and LCMC Values
- 1.6. Areas of Focus and Operational Excellence

#### 2. Pre-Onboarding

#### 2.1. Employment Checklist – 120 days in advance of start date

- 2.1.1.1. Administrative tasks
- 2.1.1.2. Medical Staff tasks
- 2.1.1.3. MSO Forms -complete and return to MSO
- 2.1.2. Employment Checklist 30 days in advance of start date
  - 2.1.2.1. In-Person tasks
  - 2.1.2.2. HR Forms completed and return to HR
  - 2.1.2.3. Practice Administrator tasks

#### 3. Orientation/Start Date

- 3.1. Orientation Cover Sheet
- 3.2. Orientation Checklist
- 3.3. Detailed Checklist to be completed within 1 week of start

#### 4. Post-Onboarding

4.1. MSO Forms – To be completed by provider **after** start date

#### 5. Resource Guide / Instructions / How To / Reference Links

- 5.1. Accelerated Core Orientation Checklist >> [only for non-CHNOLA-employed]
- 5.2. Accelerated Core Post Test >> [only for non-CHNOLA-employed]
- 5.3. Accessing Epic Production from a personal device
- 5.4. Access medical staff directory from intranet
- 5.5. Activating Duo Mobile app
- 5.6. Background Investigation Authorization
- 5.7. CE Broker CME portal
- 5.8. CHNOLA Order Sets
- 5.9. Clinic locations
- 5.10. Contractor Checklist
- 5.11. Complete MD-App online application
- 5.12. Dictation Brochure Epic Olympus
- 5.13. Directory and Contact Information Detailed
- 5.14. Emergency Contact Information Form
- 5.15. Epic Haiku Canto Instructions
- 5.16. How to Add Files to MD-App Application
- 5.17. How to Reset MD-App Password
- 5.18. How to Submit MD-App Application
- 5.19. HR Orientation Booklet
- 5.20. I-9 Validation with two (2) valid forms of identification





Page 3 of 22

#### **Provider Onboarding Manual**

- 5.21. Lab Coat Order Form
- 5.22. Library Resources (UpToDate, Clinical Key for Nursing, CINAHL)
- 5.23. Louisiana DMV Locations
- 5.24. Louisiana DMV Website
- 5.25. Louisiana State Board of Medical Examiners (LSBME)
- 5.26. LSBME website
- 5.27. Map of CHNOLA Campus
- 5.28. Realtors
- 5.29. Relocation Services
- 5.30. Overview of Neighborhoods in New Orleans, Louisiana
- 5.31. Louisiana DMV Information
- 5.32. Maps
- 5.33. MD-App portal
- 5.34. Medical Staff Directory
- 5.35. Medical Staff Directory by Location
- 5.36. MSO Provider Orientation Checklist
- 5.37. Overview of Neighborhoods in New Orleans, Louisiana
- 5.38. Parking Policy ADM 62
- 5.39. Parking Registration Form
- 5.40. Part-Time Questionnaire (only for CHNOLA-employed providers)
- 5.41. PCF Individual Enrollment Application (only for CHNOLA-employed providers)
- 5.42. Physician Dictation Card
- 5.43. Preapplication for medical staff privileges and credentialing complete online
- 5.44. Provider Profile Form for Marketing
- 5.45. Realtors
- 5.46. Relocation Services
- 5.47. Restaurants
- 5.48. Virtual Desktop Remote Access Instructions
- 5.49. Vocera instructions
- 5.50. What is a CDS license and how is it different from a DEA registration?
- 5.51. Workforce Confidentiality Agreement

#### 6. Directory and Contact Information

Note: All text in **GREEN font with** >> (double chevrons) next to it is a **link**.

Page 4 of 22

# Provider Onboarding Manual

#### 1. Introduction

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1.1. Checklist Cover Sheet

Checklist Cover Sheet – To be completed by Provider Onboarding Specialist		
	Name	Contact information (phone / email)
<b>Provider Name:</b> First Name, MI, Last Name, Degree		
Specialty:		
Service Line:		
Service Line Chief:		
Practice Administrator:		
Medical Staff Office Contact:		
Provider Onboarding Specialist:		
Start Date: mm/dd/yyyy		

#### **Provider Onboarding Manual**



#### 1.2. Who We Are

Children's Hospital New Orleans (CHNOLA) strives to provide quality healthcare to all our patients. The commitment of every employee at Children's Hospital helps us to achieve this goal. You are an important part of the overall team, and your job is significant to the entire picture. Since you are a part of CHNOLA, you represent our hospital to those who come to the facility. Remember that what you say, how you say it, and what you do are all reflections on the hospital. Your words and deeds must always be a representation of our high ethical standards. The CHNOLA staff maintains responsibility for patients while in your care. Please be sure to share any questions or concerns you may have with our staff.

#### 1.3. Mission Statement

Our mission is to provide comprehensive pediatric healthcare, which recognizes the special needs of children, through excellence and the continuous improvement of patient care, education, research, child advocacy and management.

#### 1.4. Our History

CHNOLA is Louisiana's only full-service pediatric hospital. We therefore have a large responsibility to the state's young people. The hospital began as a rehabilitation center in 1955 and was expanded in 1976 to become a full-service facility.

CHNOLA is a private, not-for-profit hospital, which is part of the LCMC Health System. The hospital is governed by a 27-member Board of Trustees. The medical staff of the hospital, membership which is not restricted to any group of providers, numbers approximately 700 specialists and subspecialists. Teaching affiliations with the Louisiana State University School of Medicine and Tulane University provide medical students and residents with an unsurpassed educational environment for pediatric health care. Affiliations with several schools of nursing and the allied health fields increase the hospital's stature as a major educational resource.

The hospital's range of services includes several levels of care, each delivered in specialized units. Areas include the Pediatric Intensive Care Unit, Cardiac Intensive Care Unit, Neonatal Intensive Care Unit, Acute Care Units, Rehabilitation Unit and Emergency Services. The Surgical Suite includes specialized facilities and equipment. The Ambulatory Care Center is an outpatient facility, which also includes Physical Therapy, Occupational Therapy, and Speech and Hearing Therapy. Ancillary services including Radiology, Clinical Laboratory and Respiratory Therapy are highly specialized to meet the special needs of children. Other professional services include Social Services, Psychology and Child Life.

#### 1.5. CHNOLA Values and LCMC Values

As the founding member of LCMC, CHNOLA is committed to the system values of Compassion, Respect, Integrity, Teamwork. As the region's leading provider of healthcare for children, we are committed to our CHNOLA core values of Caring, Honor, Nice, Ownership, Leadership and Advocacy.

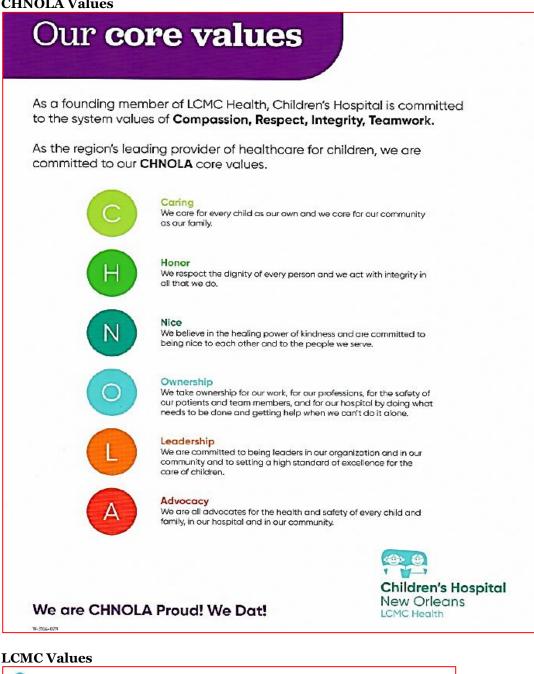
If there are any items in this manual that need updating/editing/correction, please email the Medical Staff Office at <u>chmedstaffservices@lcmchealth.org</u>.



Page 6 of 22

#### **Provider Onboarding Manual**





Vision: Creating a culture of wellness.
 Mission: Health, care, and education beyond extraordinary.
 Values: We bring heart and soul. We're in it together. We give a little extra.





Page 8 of 22

# **Provider Onboarding Manual**

# 2. Pre-Onboarding

# 2.1. Employment Checklist – **120 days in advance of start date**

2.1.1. Administrative tasks	Responsible Party(ies)
Inform MSO/Provider Onboarding of new provider **NEW PROCESS** (Not applicable for private practice/community providers seeking medical staff privileges)	Office of the - CFO/CAO - CMO - Service Line Chief - Practice Administrator - HR
Offer letter – sign and return to Office of the CMO (Not applicable for private practice/community providers seeking medical staff privileges)	Office of the CMO
Contract – sign and return to the Office of the CMO (Not applicable for private practice/community providers seeking medical staff privileges)	Office of the CMO

2.1.2. Medical Staff tasks	Responsible Party(ies)
<u>Preapplication for medical staff privileges and credentialing – complete online &gt;&gt;</u>	Provider or Practice Administrator
<ul> <li>Once preapplication is received, the Medical Staff Office (MSO) will send the provider two emails:</li> <li>1. Email from MD-Staff with automated link to complete formal medical staff application online via MD-App portal &gt;&gt;</li> <li>2. Email introduction to Medical Staff Office with 2.1. detailed instructions for completion of formal medical staff application online</li> <li>2.2. Miscellaneous forms to be completed – see links provided</li> </ul>	Provider
Complete MD-App online application >>	Provider
<ul> <li>If provider does not have a current/valid Louisiana license:</li> <li>1. Apply for full medical license with Louisiana State Board of Medical Examiners (LSBME) &gt;&gt;</li> <li>2. Complete FCVS application on LSBME website &gt;&gt;</li> </ul>	Provider
<ul> <li>Upload following documents to MD-App or email to MSO:</li> <li>Updated CV (dates must be in mm/yyyy format)</li> <li>Medical School Diploma</li> <li>Residency Certificate</li> <li>Fellowship Certificates</li> <li>Board Certificate (if applicable)</li> <li>Specialty procedure certification or Certificate of Added Qualification (CAQ)</li> <li>Medical licenses from all states</li> <li>DEA certificate (change of address as applicable)</li> <li>CDS License (must have Louisiana medical license and CDS license)</li> <li>Current medical malpractice insurance certificate</li> <li>Case logs past 24 months – <i>if unavailable, indicate accordingly</i></li> <li>CME log past 24 months</li> </ul>	Provider



#### Page 9 of 22

# Provider Onboarding Manual

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	13. Photograph – professional, good digital quality	
	14. Vaccination/immunization proof	
	- COVID-19	
	- Influenza	
	- Tdap	
	- MMR	
	- Tb test results (skin test or QuantiFERON Gold)	

2.1.3. MSO Forms – complete and return to MSO	Responsible Party(ies)
<u>Part-Time Questionnaire (only for CHNOLA-employed providers) &gt;&gt;</u>	Provider
<u>PCF Individual Enrollment Application (only for CHNOLA-employed providers) &gt;&gt;</u>	Provider
Lab Coat Order Form >>	Provider

# 2.2. Employment Checklist – **30 days in advance of start date**

2.2.1. Schedule <b>in-person</b> tasks	Responsible Party(ies)
Schedule health screening appointment with Human Resources/Employee Health Repeat TB test to occur within 4 weeks of start date	HR
Schedule appointment with MSO/Payer Enrollment Office to complete insurance payer applications to enroll provider	MSO/Payer Enrollment
Schedule appointment with MSO with government-issued ID to be verified by MSO	MSO/Payer Enrollment

2.2.2. HR Forms – complete and return to HR	Responsible Party(ies)
<u>Accelerated Core Orientation Checklist &gt;&gt; [only for non-CHNOLA-employed]</u>	HR and Provider
<u>Accelerated Core Post Test &gt;&gt; [only for non-CHNOLA-employed]</u>	HR and Provider
Background Investigation Authorization >>	HR and Provider
Emergency Contact Information Form >>	HR and Provider
<u>I-9 Validation with two (2) valid forms of identification &gt;&gt;</u>	HR and Provider
Immigration/J1 Visa documents – if applicable	HR and Provider
Parking Policy ADM 62 >>	HR and Provider
Parking Registration Form >>	HR and Provider
<u>Workforce Confidentiality Agreement &gt;&gt;</u>	HR and Provider



Page 10 of 22

Preanka Des	Provider Profile Form for Marketing >>	HR and Provider
	Proof of Malpractice, Liability, and Workers' Comp coverage approved by the Legal Department	HR and Provider
	Resume/CV	HR and Provider
	Criminal Background, Social Security Search, Education and National Sex Offender Search	HR and Provider

2.2.3. HR Forms – complete and return to HR - <i>CONTINUED</i>	Responsible Party(ies)
Initial/Annual performance evaluation from previous institution (Only for agency/non-CHNOLA-employed/non-physician contract providers)	HR and Provider
Proof of required licensure/certification from a primary source – as applicable ( <i>If already provided/uploaded to Medical Staff MD-App portal, MSO will provide to HR</i> )	HR and Provider
Proof of CPR/BLS/PALS/ACLS/NRP from American Heart Association as applicable ( <i>If already provided/uploaded to Medical Staff MD-App portal, MSO will provide to HR</i> )	HR and Provider
OIG Report (If already provided/uploaded to Medical Staff MD-App portal, MSO will provide to HR)	HR and Provider
Negative drug screen	HR and Provider
Seasonal flu vaccine	HR and Provider
Proof of Negative TB test results within the previous 3 months from start date	HR and Provider
Proof of 2 documented MMR vaccinations or positive measles, mumps, and rubella titers	HR and Provider
Proof of three 3 Hep B vaccinations and a positive titer or a signed Hep B declination	HR and Provider
Proof of Tdap within the previous 10 years	HR and Provider
Proof of two 2 documented Varicella vaccinations or titer that shows immunity	HR and Provider
Proof of COVID vaccination records (If already provided/uploaded to Medical Staff MD-App portal, MSO will provide to HR)	HR and Provider

2.2.4. Practice Administrator tasks	Responsible Party(ies)
Schedule for hospital/HR orientation	Practice Administrator
Ensure Epic access matches another provider with similar access (i.e., when a profile/template is created for the new provider, it should match that of an existing provider in the same specialty)	Practice Administrator
Schedule for coding training	Practice Administrator



Page 11 of 22

# **Provider Onboarding Manual**

# **3. Orientation/Start Date** 3.1. Orientation Cover Sheet

Orientation Cover Sheet – To be completed by Practice Administrator or Service Line Chief	
<b>Provider Name:</b> First Name, MI, Last Name, Degree	
Specialty:	
Service Line:	
Advanced Practice Provider Contact: (For APPs only)	
Medical Staff Office Contact:	
Practice Administrator:	
Provider Onboarding Specialist:	
Service Line Chief:	
Start Date (tentative): mm/dd/yyyy	



Page 12 of 22

# **Provider Onboarding Manual**

# 3.2. Orientation Checklist

<b>Orientation</b> D	Orientation Day #1		
Time	Topic	Responsible Party(ies)	
07:30	Meet Practice Administrator or Provider Onboarding Specialist and proceed to Conference Center for Hospital Orientation	Practice Administrator or Provider Onboarding Specialist	
08:00 - 12:00	<ul> <li>Welcome and attend Human Resources Orientation Session</li> <li>Badge</li> <li>Parking tag</li> <li>Complete any outstanding documentation</li> <li>Photographer arranged by Marketing for professional headshot</li> <li>**NEW PROCESS*</li> </ul>	Human Resources	
12:00 - 13:00	Lunch with Service Line Chief	Service Line Chief	
13:00 - 14:00	System Access Review         Login for CHNOLA         Outlook email access         Setup email signature         Duo/remote access         Cellphone sync with LCMC Outlook         Telephone operation         Intranet access         Access medical staff directory from intranet >>         Badge access updated to include restricted areas – as applicable         ScrubEx machine access added to badge access         Vocera access and training         AmIon access and training	Practice Administrator	
14:00 - 15:00	Area Access         □       Location of office         □       Office key         □       Locker access – as applicable	Practice Administrator	
15:00 – 16:00	Department Administrative Overview         Mission and values of CHNOLA and department         Structure and organization chart – provide copy if applicable         Tour hospital campus         Introduction to Executive Leadership team         Department contact list         Job description – provide copy         Annual Review Overview and Goal Setting         FPPE/OPPE process overview         Review Corporate Compliance Plan         On-call schedule protocol	Service Line Chief	



Page 13 of 22

Orientation Day #2			
Time	Topic	Presenter/Buddy	
08:00 – 12:00	Department Administrative Overview (continued)         Image: Meet and Greet with department personnel         Image: CHNOLA Annual Training – how to access and complete         Image: Standing department meetings         Image: Standing committee meetings         Image: Add to list serves – if applicable         Image: Add to AmIon call schedule – as applicable         Image: Add to Vocera call schedule – as applicable	Service Line Chief and/or Practice Administrator	
	Policies and Procedures Overview         Travel         CME         Expense reimbursement         Time-keeping procedures         Call-in procedure for unscheduled absences         Timecard managed by		
12:00 - 13:00	Lunch with Service Line Chief and/or Practice Administrator		
13:00 – 15:00 (5-7-minute introduction; schedule 1:1 as necessary)	Introductory Meetings         (Can schedule 1:1 meeting as necessary for a later date)         Chief Executive Officer         Chief Operating Officer         Chief Academic Officer         Chief Medical Officer         Chief Nursing Officer         Chief Quality Officer         Chief Medical Education Officer         Chief Research Officer         Chief of Diversity, Equity and Inclusion         President of the Medical Staff         Pediatrician-in-Chief         Surgeon-in-Chief         Director of Marketing         Residency Program Director         Director of Advanced Practice (for NPs, PAs, CRNAs)         Senior Director of Physician Services         Other leaders as applicable	Practice Administrator	
	□ Schedule appointment with Marketing for headshot ( <i>If not taken on start/Orientation Day</i> )	Department Administrative Support	



Page 14 of 22

Orientation Day #3				
Time	Topic	Presenter/Buddy		
08:00 - 10:00	Tour hospital locations	Practice Administrator		
10:00 - 12:00	Shadow/observe clinic			
12:00 - 13:00	Lunch with Service Line Chief or Practice Administrator or on own			
13:00 - 14:00	□ CART / Compensation Plan Overview			
14:00 - 15:00	<ul> <li>Coding and Compliance Overview</li> <li>Schedule for coding course/training as applicable for MD/DDS/NP/PA</li> </ul>			

Orientation Day #4			
Time	Торіс	Presenter/Buddy	
08:00 - 10:00	Tour hospital locations	Practice Administrator	
10:00 - 12:00	Shadow/observe clinic		
12:00 - 13:00	Lunch with Service Line Chief or Practice Administrator or on own		
13:00 - 17:00	Shadow/observe clinic		

Orientation Day #5				
Time	Topic	Presenter/Buddy		
08:00 - 10:00	Tour hospital locations	Practice Administrator		
10:00 - 12:00	Shadow/observe clinic			
12:00 - 13:00	Lunch with Service Line Chief or Practice Administrator or on own			
13:00 - 17:00	Shadow/observe clinic			



Page 15 of 22

# **Provider Onboarding Manual**

# 3.3. Detailed Checklist

Detailed Checklist – to be completed within 1 week of start			
Торіс	Responsible party(ies)	Topic Reviewed	Policy provided
Orientation logistics		Reviewed	provided
Outstanding paperwork (MSO Orientation Checklist, TB proof, etc.)			
Physician shadowing (at least 3 physicians)			
Introductory Meetings			
Orientation buddy			
Practice Manager			
Department Director			
Managers / Leads			
Front desk associates			
Patient Care Coordinators			
Nursing team			
Pharmacy team			
Building Tour			
Entrances			
Building access and hours			
Clinic access and hours			
Emergency exits			
Parking			
Cafeteria and vending machine location and hours			
Fire extinguisher location(s)			
Exam rooms			
OR			
Supplies room			
Break room			
Medical Staff Lounge			
Resident Lounge			
On-site lab and POC testing			
Radiology Tour			
Child Life Tour			
Clinic Tour			
Entrances			
Building access and hours			
Clinic access and hours			



Page 16 of 22

Detailed Checklist – to be completed within 1 week of start			
Topic	Responsible party(ies)	Topic Reviewed	Policy provided
Emergency exits			
Parking			
Cafeteria and vending machine location and hours			
Fire extinguisher location(s)			
Exam rooms			
Workspace and Equipment			
Designated workspace/office			
Keys assigned			
Computer assigned			
Telephone operation			
How to retrieve phone messages			
One-tap demonstration			
Vocera Badge			
Camera for Zoom/Telehealth			
Microsoft Teams operation			
Office supplies			
Business Cards			
Lab Coats – how to order			
Lab Coats – how to get cleaned			
Department/Site Overview			
Leadership structure			
Patient population demographics			
Top 20 patient diagnoses			
Current quality improvement/research projects			
Communications and Meetings	I		
Medical staff directory access			
Office communications			
Newsletter			
Huddles			
Committee meetings			
Department meetings			
Policies and Procedures			
Dress code			
Professionalism			
Loss of equipment			



Page 17 of 22

Detailed Checklist – to be completed within 1 week of start			
Topic	Responsible party(ies)	Topic Reviewed	Policy provided
Patient tardy/no-shows			
Patient complaint process			
Patient dismissal/discharge			
Vaccination requirement (COVID-19)			
Face covering requirement (COVID-19)			
Drug representatives/vendors			
Physician presence during scheduled hours			
Reporting patient-related emergencies			
Virtual/Telehealth visits – demonstration			
Remote access			
Smartphrases			
Distress cart/AED location			
Printer/Copier/Fax/Scanner location and usage			
ePrescribing workflow			
Schedules			
Clinic schedule template			
Scheduling cadence			
Administrative time			
Time-off request workflow			
<ul> <li>On-call schedule protocol</li> <li>If you are placed on call and get called in/consulted, who else needs to be contacted (e.g., Anesthesia, OR, etc.?)</li> <li>If you need to consult another service, who should be called, i.e., resident or attending or both?</li> <li>Who else needs to be called (e.g., Anesthesia, OR, etc.?)?</li> <li>If Special Procedures Team is to be called, who calls them?</li> </ul>			
Resources	Т		
Language interpretation services			
Library/reference materials			
Instructions and How To/Reference Links – <i>refer to page 20</i> (Via http://www.chnola.org/medical_staff_office >>)			
Future Trainings/Meetings			
90-Day check-in with Service Line Chief	Service Line Chief		
Additional training via Learning Center – as applicable	Service Line Chief		
Other additional training – as applicable	Service Line Chief		



Page 18 of 22

	<b>Name</b> First Name, MI, Last Name, Degree	Signature	Date mm/dd/yyyy
Provider			
Service Line Chief			
Practice Administrator			



Page 19 of 22

# **Provider Onboarding Manual**

# 4. Post-Onboarding

4.1. MSO Forms – To be completed by provider <b>after</b> start date	
MSO Provider Orientation Checklist >>	
Benefits selections – to be made within 30 days of start date	



Page 20 of 22

# **Provider Onboarding Manual**

# 5. Instructions and How To/Reference Links:

Reference Links
<u>Accelerated Core Orientation Checklist &gt;&gt; [only for non-CHNOLA-employed]</u>
<u>Accelerated Core Post Test &gt;&gt; [only for non-CHNOLA-employed]</u>
Accessing Epic Production from a personal device >>
<u>Access medical staff directory from intranet &gt;&gt;</u>
Activating Duo Mobile app >>
Background Investigation Authorization >>
<u>CE Broker – CME portal &gt;&gt;</u>
<u>CHNOLA Order Sets &gt;&gt;</u>
<u>Clinic locations &gt;&gt;</u>
Contractor Checklist >>
Complete MD-App online application >>
Dictation Brochure – Epic Olympus >>
Directory and Contact Information – Detailed >> coming soon
Emergency Contact Information Form >>
Epic Haiku – Canto Instructions >>
How to Add Files to MD-App Application >>
How to Reset MD-App Password >>
How to Submit MD-App Application >>
<u>HR Orientation Booklet &gt;&gt;</u>
<u>I-9 Validation with two (2) valid forms of identification &gt;&gt;</u>
Lab Coat Order Form >>
Library Resources (UpToDate, Clinical Key for Nursing, CINAHL >>
Louisiana DMV Locations >>
Louisiana DMV Website >>
Louisiana State Board of Medical Examiners (LSBME) >>
LSBME website >>
Map of CHNOLA Campus >>



Page 21 of 22

Preanka De		
	<u>MD-App portal &gt;&gt;</u>	
	<u>Medical Staff Directory &gt;&gt;</u>	
	Medical Staff Directory by Location >> coming soon	
	MSO Provider Orientation Checklist >>	
	Overview of Neighborhoods in New Orleans, Louisiana >>	
	Parking Policy – ADM 62 >>	
	Parking Registration Form >>	
	Part-Time Questionnaire (only for CHNOLA-employed providers) >>	
	<u>PCF Individual Enrollment Application (only for CHNOLA-employed providers) &gt;&gt;</u>	
	Physician Dictation Card >>	
	<u>Preapplication for medical staff privileges and credentialing – complete online &gt;&gt;</u>	
	<u>Provider Profile Form for Marketing &gt;&gt;</u>	
	<u>Realtors &gt;&gt;</u>	
	Relocation Services >> coming soon	
	<u>Restaurants &gt;&gt;</u>	
	<u>Virtual Desktop Remote Access Instructions &gt;&gt;</u>	
	<u>Vocera instructions &gt;&gt;</u>	
	What is a CDS license and how is it different from a DEA registration? >>	
	Workforce Confidentiality Agreement >>	



Page 22 of 22

# Provider Onboarding Manual

6. Directory and Contact Information – Detailed >> coming soon