



# 7 Tips for Onboarding Medical Staff

Think about the immense amount of pressure on the shoulders of any staff starting at a new practice: new colleagues and staff to meet, a brand new roster of patients and an entirely new EHR system to learn. Here are some onboarding best practices to ensure your new colleagues experience a smooth transition into their new environment.

## 1 Create and Execute an Onboarding Plan

You already know and understand the importance of being organized. Your practice thrives on it. Having a fully fleshed out onboarding plan is no different. This is the roadmap that's going to help you and your new staff members reach the intended destination: full integration and assimilation. Communicate the plan and then stick with it.

## 2 Prioritize the Security of Your Patients and Practice Data

The importance of keeping the sensitive information of your patients and practice safe cannot be overstated. Maintaining HIPAA requirements and validating the safety of all the data that enters and leaves your practice starts with proper training of every new staff member coming in.

## 3 Communicate Values and Mission

This is your chance to really showcase your company culture, values and goals. Be clear and concise, but reiterate what truly matters, first and foremost. Reinforce the value of quality patient care – which starts long before your patients ever walk through your practice doors – from providing easy-to-use engagement tools that allow your patients to take their healthcare into their own hands to the importance of face-to-face interactions that patients crave and deserve.



#### 4 Create Networking Opportunities

Provide a safety net for your staff. Give them the opportunity to meet, engage with, and get to know each other internally within the practice and externally in the surrounding community. It can be helpful to assign a mentor or ambassador as part of the clinician onboarding process, so your new colleagues have someone they can go to with questions, recommendations and referrals, even after the initial training stage.

#### 5 Ask for Feedback

Much like an interview, the onboarding process is every bit a learning opportunity for you as it is for your new employees. Remember to maintain an open forum throughout the experience – ask for feedback on the process. Are there any areas where they'd benefit from additional training or support? Keep an open mind, as every staff member is different and some may benefit from small tweaks to your plan.

#### 6 Track Progress and Growth

Here's where it's going to be crucial to have an excellent implementation team. Your team can learn so much from the training staff at your practice. But do you also have support from your software provider? At ModMed®, we provide an entire team of trainers and support staff to guide you every step of the way – from implementation and beyond.

#### 7 Review and Improve the Onboarding Plan

Once the onboarding process is complete, revisit the feedback, consider the progress of your recent hires, and note if there were any speed bumps along the way. Ask if they would add or improve any part of the training they received. It's imperative to be sensitive and responsive to those needs so your new colleagues can feel at ease and welcome in their new environment.



## It's about time to learn more

Want more info on how the right specialty-specific EHR and all-in-one software can help reduce burnout and retain staff at your practice?

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