

New Hire Welcome Guide

As a new hire to Edward-Elmhurst Health, there are a few “to do” items for your first week on the job.

Learn your employee ID number (this is the 6-digit number on the front of your benefits packet).

Log in to your computer at work and create your new, unique password.

Submit hours for your first day of work into our payroll system, called API. You can do this with your manager on your first or second day of employment.

Learn where you should swipe in and out for your shifts.

Learn where your designated parking lot is for your shifts.

Confirm dress code and your regular schedule with your manager

Add your direct deposit and tax withholding information into HRXpress. This can be done on your **third day of employment** (Wednesday of the week you start).

Sign up for your employee benefits **within 30 days** of your start date.

Read additional detail and Q&As for new hires on the following pages.

Important Information and Frequently Asked Questions:

Day 2: Enter your hours for orientation (into API):

- On your **second or third day of employment**, you will need to enter your hours for New Employee Orientation into API, the company payroll and timekeeping system. Your manager or another educator in your department can assist you with entering these hours into API.
- Going forward, non-exempt employees will use your ID badge to swipe in and out for your shifts. There are badge reading machines located throughout the hospitals and at off-site locations. Talk with your manager about how and where to badge. You will need to clock your hours each day you work.

Day 3: Set up your tax withholdings and direct deposit information in HRXpress:

*Note: you will have access to HRXpress on your **3rd day of employment***

- Set up your W-4 (tax withholding) elections (on your 3rd day of employment or within the first week of employment).
- Set up your Direct Deposit (on your 3rd day of employment or within the first week of employment)
You will only need your bank information and routing number to set this up
If you do not complete your direct deposit and W-4 by Friday of your first week of employment, your taxes may be withheld at the highest tax rate and you would receive a live paper check until you input your information and it has cleared your bank
- See step-by-step direction to sign up for tax withholdings (W4) and direct deposit later in this guide.
- Enroll in benefits (within 30 days of your start date)
Sign up in HRXpress
Set up your dependents
Set up your beneficiaries – all accounts, Fidelity accounts also need a beneficiary set up within their system
You will need to sign up for Benefits **within 30 days of your start date** or you will not be eligible until the next open enrollment period.
- Review your personal information
Address and phone numbers - how the company contacts you with important information
Emergency contact(s) - who the company contacts in the event you have an emergency
- Review your employment (title, status) and pay information for accuracy

Note: Links to both API and HRXpress can be found on the company intranet (E-Squared) when you log in to a computer. If you do not have access to a computer in your department, there are computers in Human Resources at both the Edward and Elmhurst campuses.

What is my employee ID number?

Your employee ID number is a unique 6 digit number assigned to you upon hire. This number can be found on the front of your benefits packet. Employees who have a badge issued by Elmhurst Hospital will also find this number on the back of their ID badges.

Your employee ID number will always be your username as you log onto your computer at work.

How do I log onto my computer for the first time?

Username: Your Employee ID Number (6 digits)
Note: your employee ID number will always be your username
Password: The first time you log in your password will be as follows:

Welcome = Friendly word to achieve length requirement

F=First initial of first name, capitalized

Lname= First initial of last name capitalized, followed by lower case rest of the last name

= Always # to accommodate passphrase special character

nnnn = Last 4 digits of the user ID number

Example **WelcomeASmith#3456** **The first two letters must be capitalized**

You will be asked to change your password at your first login.

If you have any issues, please contact the Information Systems Help Desk at 630.527.3346. This helpdesk is open 24 hours.

How do I access my desktop from home or another location:

Prior to logging in remotely, you will need to have the DUO two-step authentication app set up.

You will need to have Citrix downloaded on your computer

Sign into remote access at <https://allaccess.eehealth.org>

You are not able to log in remotely until after you have signed on to a computer on campus for the first time

If you have difficulty logging in remotely, please contact the Information Systems Help Desk at 630.527.3346. This helpdesk is open 24 hours. You may need to submit a ticket for specific access.

Important items available to you in API (Payroll/Timekeeping system)

Each time you swipe your ID card on the badge reader, it will record your swipe in API

View your hours worked per pay period

View prior pay statements (note: these will not be mailed to you once you sign up for direct deposit)

See your accrued PTO (paid time off) accrual. You will begin to accrue paid time off after 30 days of employment

E-Squared (Edward-Elmhurst Health’s Intranet for employees; also known as the “portal”)

You can access the company intranet, called E-Squared, when you log in to a computer in your department or in HR, or on to the network from home. You will need to use the intranet during your first week of employment to register your hours for orientation into API, and to sign up for direct deposit and submit your tax withholdings.

***Here’s a tip!* Use the search box to easily find what you are seeking.**

Some of the important things you will find on the portal are:

- HRXpress link
- API timekeeping link
- Employee phone directory
- Policies & Procedures
- Employee awards and recognition, special announcements/newsletters/events
- Service request forms
- Safety event reporting
- Special events happening within the company

Employee ID Badges

- Must be worn at all times while working
- Should be visible; worn on your jacket/chest
- Badges are used to swipe in and/or out on the badging readers throughout the hospital; ask your manager which badge reading machine you should use
- There is a replacement fee for a lost ID card – contact Public Safety with any questions about ID badges or replacement badges

What should I do if I have a status change? (ex: going from a full-time job to a part-time job, part-time to registry, etc.)

- Review your benefits
- Review your deductions
- Review your PTO balance
- Review your personal information
- Review your employment and pay information
- Update anything that has changed

What should I do if I have a change of name/address/beneficiaries, etc?

You are able to make these changes on your own by logging into HRXpress.

You can log into HRXpress at any time to review and/or update your information.

What if I want to refer someone for a position?

- Who are the best people you’ve ever worked with and why?
- Your referral should be someone that you would feel comfortable providing care to yourself or a loved one
- Direct your referral to apply to a job at www.eeheatlh.org/careers and to list you as the person who referred them. We have referral bonus programs in place for hard-to-fill positions. Programs can be found on E-Squared.

When will I receive my first paycheck?

Pay periods at Edward-Elmhurst Health cover two week time periods. Depending on your start date, your first check will be for one week of pay or two weeks of pay. Depending on when you enter your direct deposit, you may receive one “live” check that is mailed directly to your home.

Note that once you sign up for direct deposit, you will not receive a pay stub. However, all of your pay stubs can be accessed in HRxpress. See instructions in this guide to set up tax withholdings and direct deposit.

When you receive your first check/direct deposit, you should do the following:

- View your pay stub
- Review your deductions
- Review your direct deposit(s)
- Review your personal information
- Review your employment and pay information

Where do I park once I start working?

Edward Hospital

On the main Edward Hospital campus, there are 2 parking options:

1. Free parking in assigned lots (B, C & D)
2. Paid parking in the North or South parking decks

All employees are given a parking tag for their vehicles at orientation. This tag is for the **free** parking lots (lots B, C and D, which are a short walk to the hospital or shuttle ride to the emergency department entrance). See the enclosed map to view parking areas.

Paid parking is in the North Garage (level 4) or South Garage (levels 5 & 6). Paid parking is \$5 per pay period and taken via payroll deduction. To sign up to park in the garages, go to the public safety desk in the south lobby to fill out the form. A new parking tag will be assigned if you choose this option.

Important: Allow enough walk time from your desired parking area to your department so that you are still able to swipe in on time for your shift. If you opt for garage parking (paid), getting to the top floors of the parking garages can take several minutes.

Elmhurst Hospital

See the enclosed map which designates employee parking areas. While some positions may park in lots around the hospital, most employees are required to park in the main **employee parking lot** which is off of Harvard Street.

Linden Oaks Hospital

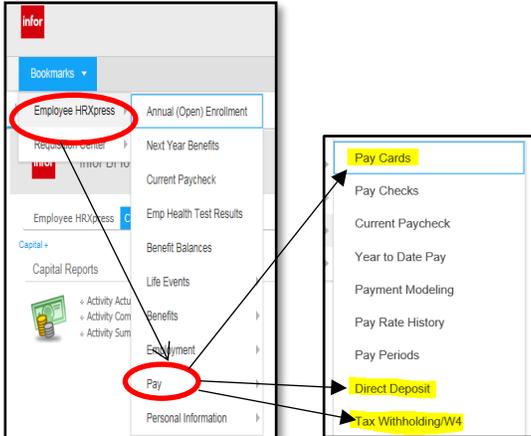
Linden Oaks employees most often park in Lot C, the free lot closest to Linden Oaks hospital.

Employee parking at other offsite locations

All other EEH locations have designated parking lots where employees may park for free. Check with your immediate manager to find out where you can park on regular work days.

W-4 Tax Withholdings, Direct Deposit and Pay Card HRXpress Setup

Log into HRXpress. Under Bookmarks go to **Employee HRXpress > Pay**



NOTE: You will receive a paper check until either your direct deposit has been prenoted (verified) or your Pay Card has been received and activated. This could take up to two weeks from your initial set up.

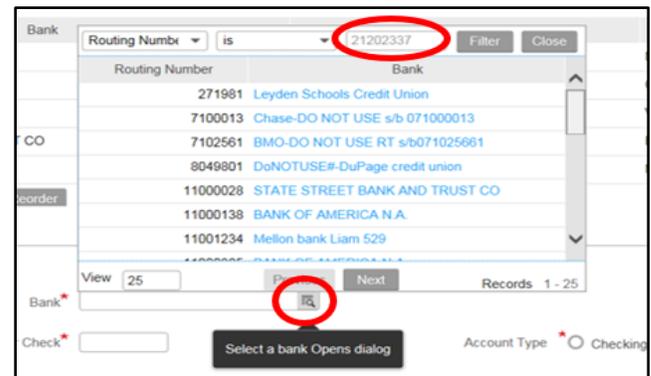
Direct Deposit

Follow instructions to set up your account(s).

NOTE: To choose the correct bank:

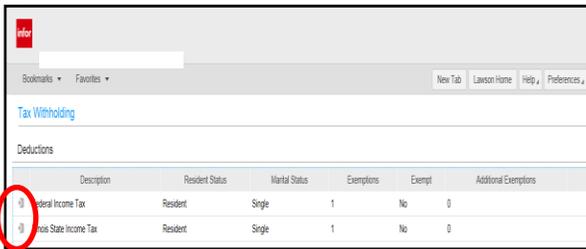
DO NOT type in the bank's name in the Bank field.

In the Bank field, click on the magnifying glass. Enter in your routing number; click Filter.



Tax Withholding/W4 (Federal and State)

Click on the arrow icon to the left of the page to open the W-4 form you want to complete.



If you need assistance with direct deposit send an email to HRXpress12@EEHealth.org or call 630-527-3401 and ask for a member of the HRIS team.

For the Federal form you must complete Step 1. Steps 2, 3 and 4 are optional. Ask your tax advisor if assistance is needed to complete the form.

The IRS has also published Frequently Asked Questions at:

<https://www.irs.gov/newsroom/faqs-on-the-2020-form-w-4>.

You have three options available on how you choose to have your payroll distributed.

Direct Deposit

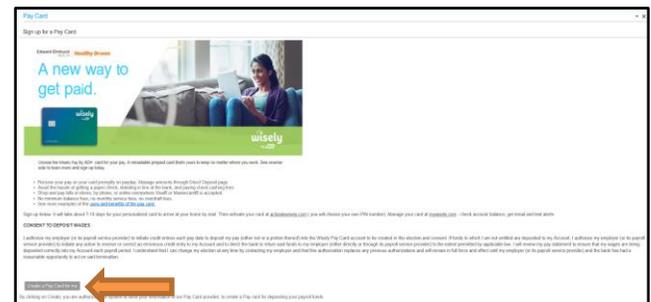
Pay Card

Paper pay check (must be picked up at the Edward-Elmhurst Corporate Center; **checks will not be mailed**).

Pay Cards

A pay card is a prepaid card that Edward-Elmhurst Health can use to pay employees.

Click on **Create a Pay Card for me**. Follow the instructions to request/activate your card.



OUR HEALTHY DRIVEN WAY

FY2021-2023 Strategic Plan



TRANSFORMING THE HEALTHCARE EXPERIENCE

Safe:
Advance high reliability through consistent use of Road to Zero Harm tools
Reduce patient falls and CAUTI
Increase breast cancer screening rate
Explore touchless technology, service delivery

Seamless:
Redesign systemwide care model to include Hospital-at Home model
Expand virtual/digital front door strategies in physician and ambulatory locations to enhance patient access and navigation

Personal:
Advance our person-centered care culture by creating a kind and memorable experience across the organization
Continue with First Impressions initiatives



COMMITTING TO OUR TEAM

Expand employee wellness initiatives and participation
Evolve toward an inclusive workforce through forums, training, storytelling and hiring initiatives
Implement leadership development program to build leader capability
Build a robust leadership pipeline through succession planning
Improve employee engagement and redefine recognition programs
Incorporate people and business goals into new performance appraisal system



ALIGNING WITH OUR PHYSICIANS

Support growth and collaboration within EEH physician network
Leverage technology to redesign primary care for enhanced practice efficiency and greater consumer access to same day appointments
Explore virtual care center models to support physicians while improving consumer access
Expand physician vitality initiatives



WORKING WITH PAYORS

Develop and implement new payment models to support new care models
Design new value-based care model for Linden Oaks Behavioral Health
Enhance BCBSIL and other payor contracts to better align with business strategies
Experience positive ACO performance



GROWING OUR VOLUMES

Ramp up new provider volumes/grow specialties within EHV/PPD
Strengthen referrals to EHV/PPD providers
Implement consumer-driven Immediate Care Center redesign
Execute ambulatory site consolidation/expansion plans, including Woodridge site development
Build and grow systemwide ortho and neuro institutes while supporting growth in all services lines
Expand outpatient procedural capabilities for cardiovascular and orthopedics
Assess/address inpatient and ambulatory capacity needs on each campus



EVOLVING OUR SYSTEM

Remain committed to Transformation PX™ initiatives
Support post-COVID business recovery and growth
Mature data and analytics capabilities
Find alternative sources of revenue
Continue community commitment with focus on:

- ▶ addressing social determinants of health
- ▶ childhood obesity
- ▶ chronic disease prevention and early detection
- ▶ access to mental health services
- ▶ addressing opioid epidemic



ENHANCING OUR COST MODEL

Achieve FY2021 budget
Complete implementation of Strata decision support system
Implement productivity analytics from Vizion
Complete planning for new Enterprise Resource Planning (ERP) System
Fulfill Healthfuse revenue cycle vendor management system

MISSION ▼

Advancing the health of our communities

VISION ▼

Transforming the healthcare experience

Safe
Seamless
Personal

TRANSFORMATION

Delivering safe, seamless and personal care



VALUES ▼

Healthy Driven Values:
Determination
Respect
Integrity
Vision
Excellence
Nurturing

Healthy Driven™
Edward-Elmhurst
HEALTH

ROAD TO ZERO HARM

EVERY PATIENT, EVERY TIME

ERROR PREVENTION AND SAFETY TOOLKIT

We have put safety at the forefront of all we do at Edward-Elmhurst Health. Our Healthy Driven Road to Zero Harm will result in reliably safe, harm-free outcomes for every patient, at every point of service in our health system. Every employee is responsible for using these tools and behaviors that will get us there.

BEHAVIORS

Pay Attention to Detail
We focus our attention — always thinking before we act.

Communicate Clearly
We communicate so that information is heard correctly and understood. We provide effective handoffs of patients, projects and tasks.

Have a Questioning Attitude
We ask questions — always asking whether conditions fit with what we know and checking with expert sources if they don't.

Speak Up for Safety
We assertively and respectfully ensure that work is stopped when uncertain and unsafe conditions are identified.

Focus on the Team
We always help others to do the right thing and expect that they will do the same for us.

ERROR PREVENTION AND SAFETY TOOLS



DO A SELF-CHECK USING PAR
(PAUSE/ACT/REVIEW).



USE 3-WAY COMMUNICATION
(SEND, REPEAT OR READ BACK AND CONFIRM).



ASK CLARIFYING QUESTIONS.



ENSURE EFFECTIVE HANDOFFS USING SBAR
(SITUATION/BACKGROUND/ASSESSMENT/RECOMMENDATION).



QUESTION AND CONFIRM.



SAY "I HAVE A SAFETY CONCERN."



DO CROSS-CHECKS WITH "I'VE GOT YOUR BACK."



PROVIDE PEER FEEDBACK.

AROUND THE WORLD OF EXPERIENCES



Lincoln Museum



Lush



Niketown



Pikes Place Fish Market



Porsche Driving Exp



Pirch



REI



Ron Clark Academy



Samsung Store



State Farm Next Door



SoulCycle



Starizon



Stitchfix



Starbucks



Sharp Healthcare



StoryCorps



TechShop



The Grove



The Ritz-Carlton



Top Golf



Uber



Universal Studios



VW Autostadt



Wanderlust



Virgin America



W Hotels



Warby Parker



Whole Foods



Zappos



Zipcar

AROUND THE WORLD OF EXPERIENCES



Amazon



Airbnb



American Girl



Apple Store



Atlantis



Bass Pro Shop



Bellagio



Blue Man Group



Build-a-Bear



Camden Yards



Charmin Restroom



Capital One Cafe



Cerritos Library



CSI Experience



Chuck E Cheese



Cirque du Soleil



College Football HOF



Colonial Williamsburg



Disneyland



Eataly



ESPN Zone



Escape Rooms



Fremont Street Exp



Geek Squad



Hard Rock Cafe



Harley-Davidson



Heineken Experience



Hertz #1 Club Gold



Holocaust Museum



Ice Hotel



Instacart



Joie de Vivre Hotels



Jones Soda



Lululemon



Lego

HERE, WE TAKE SIX SIMPLE STEPS TOWARD A BETTER EEH EXPERIENCE.

Because sometimes it's the little things that matter most.

1

HERE, WE LEARN AND USE PEOPLE'S NAMES

It has been said that a person's name is to that person, the most important sound in any language. So when someone remembers our name, we feel valued and respected.

2

HERE, WE PUT OUR PHONES DOWN, KEEP OUR EYES UP AND GREET EVERYONE WE MEET

Making eye contact with someone as we pass by them helps create a connection — something we can't do if we are constantly buried in our phone. Plus, we lower the risk of bumping into something!

3

HERE, WE LEAVE CONVENIENT PARKING FOR OUR PATIENTS

If we can give up a good spot, we should. Picking a parking spot that's further from the building on a cold and blustery day leaves a closer space open for someone who may desperately need it that day.

4

HERE, WE ASK "WHAT ELSE CAN I DO TO HELP?"

We all want to be heard. By closing each interaction with this simple question, we convey that we are listening and ready to help. Plus, it's a chance to meet a need that we may not have noticed.

5

HERE, WE DON'T STEP OVER TRASH ON THE GROUND OR LEAVE A MESS

No one likes a dirty environment. By proactively pitching in and picking up the garbage we see around us, we can make our workplace cleaner and safer. Be sure to call for help for those extra sticky situations.

6

HERE, WE SAY "THANK YOU" FOR USING OUR SERVICES

Our patients have a choice about where to seek care, so a quick "thank you" for coming here can go a long way. This simple but sincere show of appreciation lets patients know that we care.

Everywhere else, it's healthcare. HERE, IT'S PERSONAL.

You are responsible for protecting EEH patient data. Make sure you know what to do.

ACCESS PATIENT RECORDS ONLY FOR

- ▶ **Treatment¹** - No limitation if the access is for a treatment purpose.
- ▶ **Payment¹** - Access must be limited to what is needed for collecting reimbursement, determining eligibility, UR activities.
- ▶ **Operations¹** - Access must be limited to what is needed to operate a healthcare facility.

RAMIFICATIONS OF INAPPROPRIATE ACCESS

- ▶ The patient, the Office for Civil Rights and the Illinois Attorney General's Office will be notified of the inappropriate access.
- ▶ Your name will be provided to the patient or patient's family if they request it.
- ▶ You can be prosecuted personally.
- ▶ You will be disciplined – final written warning with three days suspension without pay or termination.
- ▶ EEH may be fined and required to undergo regular monitoring for compliance.
- ▶ EEH's reputation may be damaged.

DO'S AND DON'TS WITH PATIENT LOOK UPS

- ▶ Someone you think, or know, was a patient is in the news. Do not access the record without first contacting Risk Management to share your information or concerns unless you have an obvious Treatment, Payment or Operations reason for doing so.
- ▶ Techs and nurses should wait until a patient is assigned to him/her before accessing ED records, the ED or any other department Census, or the patient's records. The ED Census should only be used by the charge nurses or lead techs or above to plan for staffing.

ACCESS TO PERSONAL RECORDS

- ▶ Employees **may access** –but not print– their own record and that of their children 11 years of age and younger.
- ▶ Employees **may obtain** MyChart proxy access for their family members
- ▶ Employees **may contact** Health Information Management for copies of records
- ▶ Employees **are not permitted to access** the record of their children 12 years of age and older, their spouse or other family members regardless of whether they are the power of attorney, medical decision maker, are on the HIPAA medical release, legal guardian of an adult, etc. unless they have a role appropriate work related reason.

SAFEGUARDING PHI/PII²

- ▶ EEH audits the activity that is recorded in the system.
- ▶ You are responsible for all activity logged under your user ID. Secure your workstation before stepping away. One way to secure it is to press Windows key + "L" simultaneously.
- ▶ Do not save files containing PHI/PII on an unsecured drive, removable storage device, folder or cloud-based storage.
- ▶ Use shred bins when disposing of paper PHI/PII.
- ▶ Read the name on *each page* of paperwork (After Visit Summary, discharge instructions, paper prescriptions, etc.) before handing it to the recipient, sealing it in an envelope or faxing it.
- ▶ Know your audience and whether you can share, before discussing PHI with a patient who has visitors.
- ▶ Lock file cabinets or maintain surveillance over paper records.
- ▶ Encrypt emails to external parties by typing the word **secure** in the subject line.
- ▶ Don't record patients or employees.
- ▶ Do not text PHI unless using a secure messaging application.
- ▶ Ask patient for their identifier, don't tell.
- ▶ Do not post or share patient information, including pictures, on social media.
- ▶ Always use a fax cover sheet and verify the fax number before sending.

DON'T FALL FOR A PHISHER

- ▶ Never provide your password to anyone.
- ▶ Do not share your user ID. You are responsible for any information systems activity associated with your user ID.
- ▶ Do not use your EEH credentials to login to external websites.
- ▶ Do not click suspicious links or respond to suspicious phone calls.

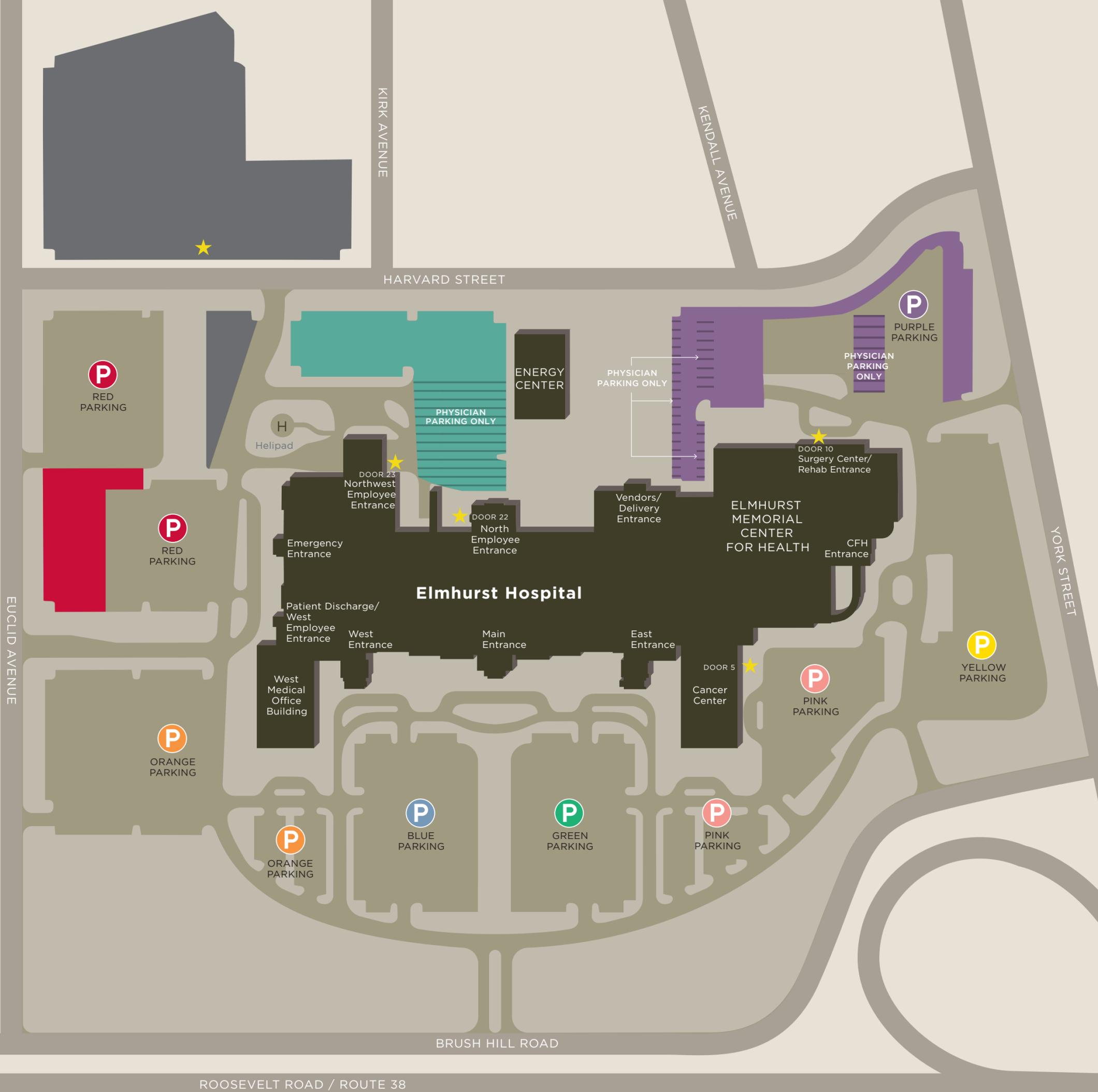
REPORTING AND HELP

- ▶ Report potential unauthorized disclosures through RL6. If the issue is time sensitive, call the Privacy Office directly at (630) 527-5861.
- ▶ Know where to find our Privacy and Information Security policies and familiarize yourself with them.
- ▶ Policies can be found on the Intranet. Privacy Policies are under "COMPLIANCE". Information security policies are under "IT".
- ▶ Ask for help from the Privacy Office if you aren't sure the method in which you are accessing PHI is allowed.
- ▶ Call the Corporate Compliance Hotline to file an anonymous report (800) 901-7422.

¹ Treatment, Payment and Operations ("TPO") are specifically defined in the HIPAA law. For guidance as to what is considered to be TPO, please contact the Privacy Office at (630) 527-5861.

² Protected Health Information (PHI)/Personally Identifiable Information (PII)

Employee Parking Map



- **All Edward-Elmhurst Health Employees**
 - Including employees in Center for Health and West Medical Office Building who work for PPD, EMMG or ENI
 - Edward staff
- **Center for Health (CFH)**
 - Physicians
 - Employees of independent physicians
- **Gated Lot**
 - Physicians
 - Authorized staff
 - Staff with special parking permit
 - Night shift (10 pm-7 am)
 - Volunteers
- **West Medical Office Building (MOB)**
 - Physicians in the west MOB
 - Employees of independent physicians
- ★ **Complimentary Shuttle Service Pick Up /Drop Off**
(Door 5 is drop off only)
- P **Patient and Visitor Parking Only**

Edward-Elmhurst Corporate Center Map

