



New Team Member Orientation

Our Mission

As an academic health care system, we will transform the health of the communities we serve through compassionate, innovative, patient-centered care.

Our Vision

UofL Health will be Kentuckiana's health care provider of choice.

- Strive to provide a culture of exceptional care.
- Develop collaborative relationships with patients and families.
- Engage and nurture our physicians, nurses, allied health professionals, and other team members.
- Develop partnerships that improve the health and well-being of our community.
- Collaborate with the University of Louisville Health Sciences Center to educate the next generation of health care professionals.

Our Values

- **Education and Research:** Further educate and help develop the skills of our staff by facilitating an academic research-driven approach to patient care.
- **Patient Centered Care:** Demonstrate that our patients, their families, and the people of the communities we serve are at the heart of every decision we make.
- **Quality & Safety:** Achieve the highest standards of care and service by continually measuring and improving our outcomes.
- **Diversity & Inclusion:** Maintain an inclusive environment where we honor, respect, and celebrate everyone for who they are, no matter their life experiences, perspectives, or perceived differences.
- **Compassion:** Act with sensitivity and empathy in every encounter we have with our patients, their families and each other.
- **Stewardship:** Utilize resources, supplies and staff responsibility for the good of our patients, community and organization.

Important Technology Terms

There are several technologies to which you'll be given access as part of your role with UofL Health. Log in credentials and additional support for these systems will be provided to you throughout your first week.

- **Knowledge Hub** – Knowledge Hub, or KNOW, is UofL Health's learning management system. Also called "KNOW," the Knowledge Hub is where you will go to complete the orientation training modules that will follow this in-person session and is where you will submit the new hire acknowledgement forms required of you in the first week of employment. Login information for Knowledge Hub is separate from all other logins.
- **PolicyTech** – The PolicyTech website can be accessed via the UofL Health Intranet portal. This site houses all written policies and procedures for UofL Health's team members in a searchable database.
- **The Intranet** – the uoflhealth-now.org website – is the UofL Health secured internet portal within which our team members can find resources, contact information, benefits information, human resources site teams, facility information, and many other tools for success and information. The UofL Health Intranet portal can only be reached with UofL Health team member credentials. You will be provided with your credentials by your manager or supervisor in the first few days of employment, and log-in instructions are included in this packet.
- **Workday** - state-of-the-art cloud-based platform that UofL Health will be utilizing for the Human Resource functions of human capital management (HCM) and payroll. This system allows UofL Health to create a more efficient, comprehensive, and accessible experience for our team members in accessing their information. Workday will be accessed via the UofL Health Intranet, and there you will also find supportive how-to resources for navigating and using the Workday system.

You will use the Workday system to:

- view your team member profile and organization structure,
- complete and update your benefits elections,
- request and track absences and leave,
- view and manage pay slips, withholding and payment elections, tax documents and more!

Chaplaincy Services Availability

UofL Hospital & Brown Cancer Center

24/7 on-site coverage

Page: 502-332-3726 or Call Operator

Jewish Hospital

On-site coverage:

- Weekdays 8 AM–8 PM
- Weekends 8 AM–4:30 PM
- On-call overnight and weekends

Page: 502-344-3191 or Call Operator

Mary and Elizabeth Hospital

On-site coverage

- Weekdays 8 AM–8 PM
- Sundays 8 AM–Noon
- On-call overnight and weekends

Call Operator

Peace Hospital

On-site coverage

- Monday through Friday 8 AM – 5 PM

Call Operator

Find more information visit us on the intranet at <https://uoflhealth-now.org/chaplaincy-services/>.

Language Services

We have **in-person staff interpreters** for: Spanish, Kinyarwanda, Swahili, French, and Kirundi.

Contact and Hours

UofL Hospital

Monday-Friday, 24 hours

Saturday-Sunday 7 AM – 4:30 PM

Office: 502-562-3734

Pager: 502-562-4550

Jewish Hospital/Frazier Rehabilitation Institute

Monday-Friday 8 AM – 4:30 PM

Office: 502-587-4375

Pager: 502-587-4836

Mary & Elizabeth Hospital

Monday-Friday 7 AM – 4:30 PM

Office Phone: 502-361-6170

Pager: 502-332-0560

Consider adding these numbers to your phone.

- UofL Health Language Services: 502-562-3734
- LanguageLine (outside vendor): 502-992-7722

Language Services: Frequently Asked Questions

When do I need to use an interpreter?

The use of qualified medical interpreters is required by law to discuss “critical points of care.” This means that discussing medical, demographic, financial, insurance or other important information pertaining to the care or treatment of a patient must be discussed via a qualified medical interpreter in the patient or caregiver’s preferred language. In-person staff or agency interpreters, over-the-phone (OPI) and video remote interpreters (VRI) are all qualified medical interpreters.

What do I do when I receive a patient that is deaf or hard of hearing?

Get a VRI (Video Remote Interpreter) to use immediately, and page Language Services to arrange for an in-person interpreter. All emergency areas and some additional units have a VRI stored on the unit. If in doubt, page Language Services to bring you a VRI. After hours and weekends, call the House Manager.

How do I know if a patient needs an interpreter?

All deaf and hard of hearing patients must be provided a qualified medical interpreter in-person or via VRI. Do not assume that an LEP (Limited English Proficient) patient or caretaker who is able to converse in English will not need an interpreter to discuss medical information. Simply ask the patient, “What is your preferred language for discussing medical information?”

Do we have staff, in-person interpreters?

Staff Spanish interpreters are available on-call by calling Language Services. For ASL and other spoken languages, call Language Services to make arrangements. After hours call the House Manager.

If you have general questions about Language Services, email

Language.Services@UofLHealth.org

You can find more information and request services on the intranet: <https://uoflhealth-now.org/language-services/>

Compliance, Corporate Risk and Audit Services

UofL Health ListenUp! Compliance Hotline

Compliance@UofLHealth.org

877-4COMPLY (877-426-6759)

- Give **as much detail** as possible
- Reporting is **confidential**
- Retaliation is **illegal**

Scan the QR code to access the website.



Please be sure to visit PolicyTech to review UofL Health's compliance and privacy policies.

Contact the Compliance Team

Role	Contact
Compliance and Privacy Officer	Jaimie Hanifen 502-588-2302 Jaimie.Hanifen@UofLHealth.org
HIPAA Security Officer	Carl Wilson 502-588-3365 Carl.Wilson@UofLHealth.org
OSHA Compliance Officer	Kimberly Williams Kimberly.Williams@UofLHealth.org 502-939-1687
Billing Compliance	Laura Gilbert Laura.Gilbert@UofLHealth.org 502-588-6462

In the Event of any Emergency at UofL Health Facilities

Facility	Emergency Procedure
UofL Hospital, Jewish Campus, Mary & Elizabeth, Peace, Shelbyville, Medical Centers (East, South, Southwest)	From any in-house phone: Dial 7777
University and Brown Cancer Center	Utilize the CODE BLUE BUTTON located on the patient's room wall in-house when indicated for Code Blue If you are not located near an in-house phone, dial: 502-562-3001 All options ring EMERGENCY PRIORITY to the Operator
Outpatient Surgery Center and Infusion	Have specific internal and UofL Hospital ED response processes, please contact your manager for details
Chestnut Street Outpatient	Dial 911 for all medical emergencies (regardless if patient, employee, or visitor)
Jackson Street Outpatient Center	Dial 502-562-3001 on any in-house phone or cell
Medical Center Northeast	Dial 911
UofL Physicians not located at the above locations	Dial 911

Security Phone Numbers

Facility	Phone Number
UofL Hospital and Brown Cancer Center	502-562-3518
Jewish Hospital	502-587-4484
Mary & Elizabeth Hospital	502-361-6510
Peace Hospital	502-479-4550
Shelbyville Hospital	502-835-3151
Medical Center South	502-955-3110
Medical Center Northeast	502-210-4211
Medical Center East	502-259-6911
Medical Center Southwest	502-995-2444
UofL Health – UofL Physicians	911 for any medical emergency

Contact Information

Role	Contact
Executive Director of Safety, Security, Emergency Preparedness	Joshua Goss 502-308-9896 Joshua.Goss@uoflhealth.org
Emergency Preparedness Manager	Chris Millard, EdD 502-919-4732 Christopher.Millard@uoflhealth.org

Employee Health Contact Information

For emergencies after hours call: 502-361-6575.

Facility	Hours and Phone Number(s)
Jewish Hospital Employee Health	502-587-4240
Mary & Elizabeth Hospital Employee Health	502-361-6430
Medical Centers (East, Northeast, South, Southwest)	502-587-4240, ext. 4
Peace Hospital Employee Health	Office Hours: Monday-Friday, 7 AM-3:30 PM P: 502-479-4169 F: 502-479-4568 Injection Times: <ul style="list-style-type: none">Monday 1-3 PMTuesday Noon-1:30 PMWednesday 7:30-9 AM and 1-3 PMFriday 7:30-9 AM
Shelbyville Hospital	Call for an appointment: 502-647-4167
UofL Hospital Employee Health	Office Hours: Monday-Friday, 7 AM-3:30 PM P: 502-562-3207 F: 502-562-4514 Injection Times: <ul style="list-style-type: none">Monday 7-9 AM and 2:30-3:30 PMTuesday 10 AM-11:30 AMWednesday 7-9 AM and 2:30-3:30 PMFriday 7-9 AM
UofL Physicians	502-588-0376

Worker's Compensation

Available Monday-Friday 7 AM-4 PM. Contact Karen Huff (502-562-3675) or Patti Fey (502-562-4283).

UofL Health Immunization Requirements

As an employee of UofL Health, you are required to have the immunizations listed below, in addition to baseline Tuberculosis testing and an annual TB Risk Assessment. Compliance with UofL Health policies is essential for the safety of our staff and patients as well as for the accreditation of our facilities. Compliance is required to maintain employment.

Required Vaccines

Measles-Mumps-Rubella (MMR)

- Laboratory evidence of immunity (positive titer) **or**
- Written documentation of 2 MMR vaccines

Varicella (Chickenpox)

- Laboratory evidence of immunity (positive titer) **or**
- Written documentation of 2 Varicella vaccines

Influenza

- Required annually (seasonal vaccine or approved exemption)

Recommended Vaccines

Hepatitis B

- Offered in Employee Health office
- If you do not demonstrate immunity to Hepatitis B, please consult with Employee Health to determine the best course of action

Tetanus-Diphtheria-Pertussis (Tdap)

- Offered in Employee Health office

Hepatitis A

- Available at the outpatient pharmacy

Covid

- Available at the outpatient pharmacy

Some clinical areas may have additional requirements. Thank you for helping us maintain a healthy and safe environment. Questions regarding the requirements can be directed to Employee Health.

For any questions, please call your local employee health office. For a list of locations please visit our intranet page at <https://uoflhealth-now.org/employee-health-locations/>.

Human Resources

Key Contacts

Human Resources Site Teams

Facility	Email	Phone Number(s)
UofL Hospital Campus	HR.ULH@UofLHealth.org HR.BCC@UofLHealth.org	502-815-7370
Jewish Hospital Frazier Rehab Institute	HR.Jewish@UofLHealth.org HR.Frazier@UofLHealth.org	502-588-0350
Mary & Elizabeth Hospital	HR.MaryElizabeth@UofLHealth.org	502-815-7968
Peace Hospital	HR.Peace@UofLHealth.org	502-479-4546
Shelbyville Hospital	HR.Shelbyville@UofLHealth.org	502-815-7894
Medical Center South	HR.South@UofLHealth.org	502-815-7894
UofL Physician's Group	HR.ULP@UofLHealth.org	502-815-7373
Medical Centers and Central Admin	HR.CentralAdmin@UofLHealth.org	502-588-4287

Other Contacts

- Workday Support: Workday@UofLHealth.org
- Benefits Support: Benefits@UofLHealth.org
- Knowledge Hub Support: Training@UofLHealth.org
- Payroll Support: ULHPayroll@UofLHealth.org
- Onboarding Support: Onboarding@UofLHealth.org
- Employee Engagement: EmployeeEngagement@UofLHealth.org

Workday Checklist for New Team Members

You will receive new credentials for Workday from your manager or supervisor this week.

In your first days in your new role, it will be critical for you to ensure that your employee data in the Workday system is complete and accurate. This checklist is designed to support you as you get started in Workday.

	Information to Review	Path to Information	How to Make Changes/Updates
<input type="checkbox"/>	Direct Deposit Information	Profile > Pay > Payment Elections	To edit, view or remove an existing account, select the appropriate button in the right column and follow the prompts. To add an additional account, select "Add." To change your payment elections (i.e., which account your money goes into), select "Edit."
<input type="checkbox"/>	Verify your SSN	Profile > Personal > IDs > under National IDs	Select "Verify National ID" and enter your SSN.
<input type="checkbox"/>	Tax Elections	Profile > Pay > Tax Elections	To update, select "Update" under the tax type you wish to change (e.g., federal, state, local). Please consult with your tax advisor or the IRS Withholding Estimator if you need guidance on this section
<input type="checkbox"/>	Emergency Contact	Profile > Contact > Emergency Contact	To add first emergency contact, select "Add". To edit existing, select "Edit". To add additional, select "Edit," scroll to bottom of page, and select "Add" under Alternate Emergency Contacts.
<input type="checkbox"/>	Home Contact Information (address, phone, email)	Profile > Contact	Select "Edit". Changes to work contact information cannot be made through employee self-service; please contact workday@uoflhealth.org to discuss any concerns.
<input type="checkbox"/>	Confirm Personal Information	Profile > Personal > Personal Information	Select "Edit" to make changes. You can also change/update your preferred name in this section.
<input type="checkbox"/>	Benefits Elections	Profile > Benefits > Benefits	Benefits-eligible employees must elect benefits within 30 days of hire. For questions or concerns, contact Benefits@uoflhealth.org .