

# Vanderbilt Health Regional Hospitals & Clinics (VHRHC)

## Clinical Orientation Frequently Asked Questions

Welcome to Vanderbilt! We are so happy to have you join our team. Prior to beginning your new role in your department, you must complete an orientation period. We understand you are receiving a lot of new information. This FAQ is a useful tool to help guide you during your first week at Vanderbilt.

### 1. What days do I have orientation sessions on during my orientation week?

**Answer:** Orientation days are dependent on your role at Vanderbilt. Please check you're the webpage for a diagram attached called "Orientation Process" for more details.

### 2. What day do I attend for my Clinical Orientation/Skills Validation Day?

**Answer:** This depends on your specific job title and role. All licensed staff (Registered Nurses, Licensed Practical Nurses, Graduate Practical Nurses, Paramedics) attend skills validation on Wednesdays. All non-licensed individuals (such as care partners, CNAs, AEMT's or patient care technicians) attend skills validation on Tuesday.

### 3. What time does the Clinical Orientation/Skills Validation Day start and end?

**Answer:** Skills validation begin at 0800 and end at 1600 (approximately).

### 4. Where do I go for my Clinical Orientation/Skills Validation Day?

**Answer:** Skills validation, regardless if you are scheduled for Wednesday or Thursday, is held at your specific hospital. Reference your email for directions.

### 5. What do I wear to my Clinical Orientation/Skills Validation Day?

**Answer:** Please wear scrubs or business casual clothing.

### 6. Is lunch provided at Clinical Orientation/Skills Validation Day?

**Answer:** Lunch is not provided. However, we do supply coffee and water. We want you to be comfortable during skills validation and we highly encourage you to bring your own snacks and/or lunch. We do have refrigerators and microwaves on site if you plan to bring your own lunch and/or snacks.

### 7. I need to get my TB skin test read. Where can I do this?

**Answer:** Please see your specific occupational health representative to read your TB skin test in the appropriate time.

### 8. How do I log into my Vanderbilt email account?

**Answer:** You will receive instructions in Medical Center Orientation on Monday for how to log into your Vanderbilt email via computer. Vanderbilt uses Outlook as their email source. Instructions for how to log into your Vanderbilt email

account via phone can be found below. Please note that instructions do differ depending on the type of phone you have.

**Apple Phones** <https://www.vumc.org/it/sites/default/files/ExpeditionTech/ET-BYOD-Doc-SetUpGuide-iOSMAM.pdf>

**Android Phones** <https://www.vumc.org/it/sites/default/files/ExpeditionTech/ET-BYOD-Doc-SetUpGuide-AndroidMAM.pdf>

**9. I am having trouble accessing my VUMC email. What should I do?**

**Answer:** If you are having difficulty with accessing your VUMC email and/or setting it up on your mobile device please call the HELP desk at (615) 343-HELP.

**10. When do I have eStar (EPIC) training?**

**Answer:** This is dependent on what day you do not have skills validation and when eStar schedules you for training or assigns self-paced modules. eStar training occurs when you are NOT attending other orientation sessions.

**11. What email address will eStar (EPIC) send me information about my eStar training too?**

**Answer:** eStar will send all information about your eStar instructions to your VUMC email address. If you do not receive an email from your instructor 24 hours prior to your scheduled training or regarding your self-paced modules, please contact eStar Training Logistics at [estartraininglogistics@vumc.org](mailto:estartraininglogistics@vumc.org)