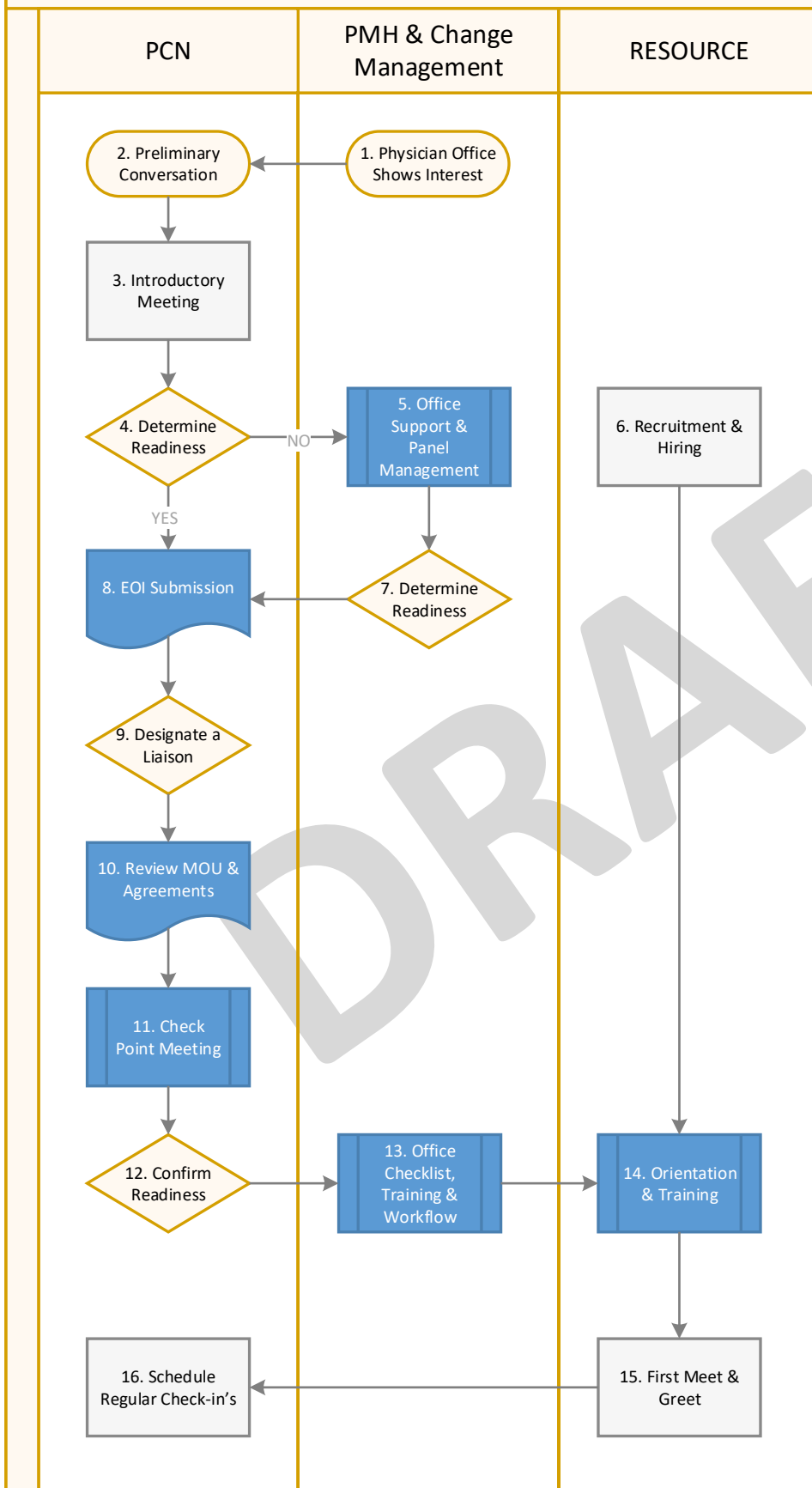


PCN Onboarding Process



2. Preliminary Conversation – Usually happens between Physician Office Lead and PCN Physician Lead or Manager

3. Introductory Meeting – Provide an overview of PMH & PCN, PCN Community Services, resources and supports available.

Participants:

- All Participating family doctors & office managers (if needed) at the physician offices
- PCN Physician Leads
- PCN Manager
- PCN VCH Manager

4, 7, 12 How to determine readiness?

5. Office Support & Panel Management

9. Designate a Liaison

Who is a liaison?

11. Check Point Meeting – Review the MOU & Agreements and answer any questions

Participants:

- All Participating family doctors & office managers (if needed) at the physician offices
- PCN Physician Leads
- PCN Manager
- PCN VCH Manager

13. Office Checklist, Training & Workflow

– Provide any support needed in having the resources – ie. EMR set up, access and account set up, trainings required, workflow configuration. See the *Onboarding Checklist*.

14. Orientation & Training – Resource completes any trainings required for the PMH and HA.

15. First Meet & Greet – Introduction of the resources into the clinic

16. Schedule Regular Check-in's with the PCN team – Provide support & exchange feedbacks.