

# FRONT DESK

## *Onboarding Training Schedule*

### Monday April 10, 2023 – Chewelah Administration Office

8:00 am to 12:00 pm	Orientation with Felicia (HR Generalist) @ Legacy Room
12:00 pm to 1:00 pm	Lunch & Introduction to Admin Staff @ Legacy Room
1:00 pm to 2:00 pm	IT Training: Logins, Helpdesk/Microsoft & Outlook Basics with IT Support - Greg (IT Helpdesk Technician) @ UN Training Room
2:00 pm to 3:00 pm	Athena Login/Basics/e-Learning Intro with LaDana (Application Support Trainer) @ Univ. Training Room
3:00 pm to 3:10 pm	Break
3:10 pm to 4:30 pm	Review Training Guide/Start Athena eLearning with Dana @ Univ. Training Room

### Tuesday April 11, 2023 – Chewelah Administration Office

8:00 am to 10:00 am	Athena Training/e-Learning (cont.) with LaDana @ Univ. Training Room
10:00 am to 10:10 am	Break
10:30 am to 12:00 pm	Athena Training/e-Learning (cont.)
12:00 pm to 1:00 pm	Lunch
1:00 pm to 3:00 pm	Athena Training/e-Learning (cont.)
3:00 pm to 3:10 pm	Break
3:10 pm to 4:00 pm	Athena Training/e-Learning (cont.)
4:00 pm to 4:30 pm	Check in / Q&A/ Wrap up with LaDana

### Wednesday April 12, 2023 – Chewelah Administration Office

8:00 am to 10:00 am	Patient Services Introduction/Tour/Overview Dini Pavlock (Patient Services Director) Carrie Kitzmiller & Jessica Sagmiller (Care Coordination Managers) Lynnette Bauman & Suzie (Referral Coordinators)
10:00 am to 10:15 am	Break
10:15 am to 12:00 pm	Athena e Learning/Videos Self-Guided
12:00 am to 1:00 pm	Lunch

1:00 pm to 3:00 pm	Compliance Trainings
3:00 pm to 3:15 pm	Break
3:15 pm to 4:30 pm	Athena Practice
4:30 pm to 5:00 pm	Read email, Finish Paycom, start to wrap up

### Thursday April 13, 2023 – Chewelah Administration Office

8:00 am to 10:00 am	Athena Practice with Dana @ Dana's office
10:00 am to 10:15 am	Break
10:15 am to 12:00 pm	Catch up time (Videos/ Athena eLearning) OR Athena Practice @ Univ. Training Room
12:00 pm to 1:00 pm	Lunch
1:00 pm to 3:00 pm	Athena Practice
3:00 pm to 3:15 pm	Break
3:15 pm to 5:00 pm	Athena Practice

### Friday April 14, 2023 – Colville Medical Clinic

8:00 am to 8:15 am	Colville staff introductions and Tour
8:15 am to 10:00 am	Shadow Jennelle Front Desk
10:00 am to 10:15 am	Break
10:15 am to 12:00 pm	Shadow Jennelle Front Desk
12:00 am to 1:00 pm	Lunch
1:00 pm to 3:00 pm	Shadow Jennelle Front Desk
3:00 pm to 3:15 pm	Break
4:00 pm to 5:00 pm	Shadow Jennelle Front Desk

# Week Two

## Monday April 17, 2023 – Colville Medical Clinic

8:00 am to 8:30 am	Teams meeting with Bailey to go over items on training guide
8:30 am to 10:00am	Meet/Train with Belinda Front Desk/Trainer
10:00 am to 10:10 am	Break
10:30 am to 12:00 pm	Train with Belinda
12:00 pm to 1:00 pm	Lunch
1:00 pm to 3:00 pm	Train with Belinda
3:00 pm to 3:10 pm	Break
3:10 pm to 5:00 pm	Train with Belinda

## Tuesday April 18, 2023 – Colville Medical Clinic

8:00 am to 10:00 am	Train with Belinda
10:00 am to 10:10 am	Break
10:10 am to 12:00 pm	Train with Belinda
12:00 pm to 1:00 pm	Lunch
1:00 pm to 3:00 pm	Train with Belinda
3:00 pm to 3:10 pm	Break
3:10 pm to 5:00 pm	Train with Belinda

## Wednesday April 19, 2023 – Colville Medical Clinic

8:00 am to 10:00 am	Train with Belinda
10:00 am to 10:10 am	Break
10:10 am to 12:00 pm	Train with Belinda
12:00 pm to 1:00 pm	Lunch
1:00 pm to 3:00 pm	Train with Belinda
3:00 pm to 3:10 pm	Break
3:10 pm to 5:00 pm	Train with Belinda

## Thursday April 20, 2023 – Colville Medical Clinic

8:00 am to 10:00 am	Train with Belinda
10:00 am to 10:10 am	Break
10:10 am to 12:00 pm	Train with Belinda
12:00 pm to 1:00 pm	Lunch

1:00 pm to 3:00 pm	Train with Belinda
3:00 pm to 3:10 pm	Break
3:10 pm to 5:00 pm	Train with Belinda

**Friday, April 21, 2023 – Colville Medical Clinic**

8:00 am to 10:00 am	Train with Jennelle
10:00 am to 10:10 am	Break
10:10 am to 12:00 pm	Train with Jennelle
12:00 pm to 1:00 pm	Lunch
1:00 pm to 3:00 pm	Train with Jennelle
3:00 pm to 3:10 pm	Break
3:10 pm to 5:00 pm	Train with Jennelle

## Week Three

**Monday April 24, 2023 – Colville Medical Clinic**

8:00 am to 10:00 am	Train with Belinda
10:00 am to 10:10 am	Break
10:30 am to 12:00 pm	Train with Belinda
12:00 pm to 1:00 pm	Lunch
1:00 pm to 3:00 pm	Train with Belinda
3:00 pm to 3:10 pm	Break
3:10 pm to 5:00 pm	Train with Belinda

**Tuesday April 25, 2023 – Colville Medical Clinic**

8:00 am to 8:30 am	Meet with Bailey on Teams- Check-in/Status how things are going
8:30 am to 10:00 am	Train with Belinda
10:00 am to 10:10 am	Break
10:10 am to 12:00 pm	Train with Belinda
12:00 pm to 1:00 pm	Lunch
1:00 pm to 3:00 pm	Train with Belinda
3:00 pm to 3:10 pm	Break

3:10 pm to 5:00 pm	Train with Belinda
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**Wednesday April 26, 2023 – Colville Medical Clinic**

8:00 am to 9:00 am	Mandatory Monthly Educational Hour (assignment will be assigned)
9:00 am to 10:00 am	Mandatory Monthly site meeting
10:00 am to 10:10 am	Break
10:10 am to 12:00 pm	Train with Belinda
12:00 pm to 1:00 pm	Lunch
1:00 pm to 3:00 pm	Train with Belinda
3:00 pm to 3:10 pm	Break
3:10 pm to 5:00 pm	Train with Belinda

**Thursday April 27, 2023 – Colville Medical Clinic**

8:00 am to 10:00 am	Train with Belinda
10:00 am to 10:10 am	Break
10:10 am to 12:00 pm	Train with Belinda
12:00 pm to 1:00 pm	Lunch
1:00 pm to 3:00 pm	Train with Belinda
3:00 pm to 3:10 pm	Break
3:10 pm to 5:00 pm	Train with Belinda

**Friday, April 28, 2023 – Colville Medical Clinic**

8:00 am to 10:00 am	Work Front desk (refer to Jennelle as needed)
10:00 am to 10:10 am	Break
10:10 am to 12:00 pm	Work Front desk (refer to Jennelle as needed)
12:00 pm to 1:00 pm	Lunch
1:00 pm to 3:00 pm	Train with Jennelle
3:00 pm to 3:10 pm	Break
3:10 pm to 5:00 pm	Work Front desk (refer to Jennelle as needed)

## Week Four

**Monday May 1st, 2023 – Colville Medical Clinic**

8:00 am to 10:00 am	Work Front desk (refer to Jennelle as needed)
10:00 am to 10:10 am	Break
10:30 am to 12:00 pm	Work Front desk (refer to Jennelle as needed)
12:00 pm to 1:00 pm	Lunch
1:00 pm to 3:00 pm	Work Front desk (refer to Jennelle as needed)
3:00 pm to 3:10 pm	Break
3:10 pm to 5:00 pm	Work Front desk (refer to Jennelle as needed)

**Tuesday May 2nd, 2023 – Colville Medical Clinic**

8:00 am to 10:10 am	Work Front desk (refer to Jennelle as needed)
10:00 am to 10:10 am	Break
10:10 am to 12:00 pm	Work Front desk (refer to Jennelle as needed)
12:00 pm to 1:00 pm	Lunch
1:00 pm to 3:00 pm	Work Front desk (refer to Jennelle as needed)
3:00 pm to 3:10 pm	Break
3:10 pm to 5:00 pm	Work Front desk (refer to Jennelle as needed)

**Wednesday May 3rd, 2023 – Colville Medical Clinic**

8:00 am to 10:00 am	Work Front desk (refer to Jennelle as needed)
10:00 am to 10:10 am	Break
10:10 am to 12:00 pm	Meet with Dana University trainer (onsite) Review Training Guide
12:00 pm to 1:00 pm	Lunch
1:00 pm to 3:00 pm	Work Front desk (refer to Jennelle as needed)
3:00 pm to 3:10 pm	Break
3:10 pm to 5:00 pm	Work Front desk (refer to Jennelle as needed)

**Thursday May 4th, 2023 – Colville Medical Clinic**

8:00 am to 10:00 am	Work Front desk (refer to Jennelle as needed)
10:00 am to 10:10 am	Break
10:10 am to 12:00 pm	Work Front desk (refer to Jennelle as needed)
12:00 pm to 1:00 pm	Lunch
1:00 pm to 3:00 pm	Work Front desk (refer to Jennelle as needed)
3:00 pm to 3:10 pm	Break
3:10 pm to 5:00 pm	Work Front desk (refer to Jennelle as needed)

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**Friday, May 5th, 2023 – Colville Medical Clinic**

8:00 am to 10:00 am	Work Front desk (refer to Jennelle as needed)
10:00 am to 10:10 am	Break
10:10 am to 12:00 pm	Work Front desk (refer to Jennelle as needed)
12:00 pm to 1:00 pm	Lunch
1:00 pm to 3:00 pm	Work Front desk (refer to Jennelle as needed)
3:00 pm to 3:10 pm	Break
3:10 pm to 5:00 pm	Work Front desk (refer to Jennelle as needed)

**Schedule subject to change, as needed.**