

Welcome to Mercy! We are committed to giving you a warm welcome to our Ministry.

Contained within this letter is everything you need to be an active participant in your new hire orientation classes.

New Co-worker Orientation training:

- Please download the [WebEx Software](#) to your device. Downloading the software prior to class will improve your experience during the training sessions.
- Choose audio through your computer, or if you are using a mobile device, choose “**internet**” for your audio. Do **not** choose the options “call in” or “call me” for your audio.
- Print or have ready to view any handouts attached to your WebEx class invites so you can take notes as needed.

Hospital/Clinic training classes (if applicable):

- Please download the [Microsoft Teams](#) app to your device. Downloading the software prior to class will improve your experience during the training sessions.
- Click the blue class link or type in the web address into your browser.
- Only **Google Chrome** or **Microsoft Edge** browsers are fully supported. If you experience any issues, ensure you are using Chrome, Edge, or the Microsoft Teams app.
- Technical issues, we recommend you attempt to join on another computer, personal device, or click here: <https://docs.microsoft.com/en-us/MicrosoftTeams/troubleshoot/teams-welcome>

Virtual Training Rules:

- Make sure you are logged into to view, listen, and participate in the entire orientation.
- Plan on joining at least 15 minutes before class starts to ensure you do not have any connection issues.
- Sign in with your **first** and **last** name to receive credit.
- Mute your phone unless you are speaking.
- Choose a quiet location free of distraction.
- If you are disconnected during the call, immediately log back in.

After Virtual Training:

Complete the time tracking sheet included in the email and submit to your leader on the first day you report to your department.

Your leader is a wealth of information. If you have not connected with your leader, please reach out to him/her to secure your schedule, Lawson employee number, Mercy computer log in information for access to our learning management system.

If you have any questions or do not have access to a smart phone, computer, or tablet with sound and video capabilities as well as internet access, please contact your recruiter. Thank you for your flexibility, and we look forward to serving with you at Mercy.

Instructions to use this page

Please confirm your schedule with your leader

Note: Schedules for holiday weeks may be adjusted.

1. To get to your schedule, [click on the blue link below for your role.](#)
2. You will be taken directly to a tentative schedule.

Clinic Roles:

- [Clinic front desk Arkansas, Kansas, Missouri](#) – (PSR)
- [Clinic front desk Oklahoma](#) – (Contact Center)
- [Clinic MA/nurse](#)
- [Clinic support role](#) (examples: Phlebotomist, Rad. Tech, Medic)
- [Clinic dual role](#) (working front desk AND role of MA)

Hospital Roles:

- [Hospital clinical support roles with patient contact](#)
(examples: Clinical Support, ED Medic, Phlebotomist, PT, OT, ST, Rad. Tech., RT, Surg. Tech, Therapist, Transporter)
- [Hospital nurses with direct patient contact](#)
- [Hospital unlicensed nursing assistants](#) (examples: UAPs, PCA, SNI, BHT, ERT, SNT)
- [Home Health and Hospice](#)
- [Non-clinical roles](#) (examples: Environmental Services, Microbiology, Nutritional Services, Pharmacy, Registration, Security, etc.)

Other Roles:

- [Ambulance service](#) (EMT's/paramedics working outside the hospital)
- [Business office](#)
- [Directors and above](#)
- [Advanced practice provider](#) (NP, PA, CRNA)
- [Clinical role](#) (without direct patient contact, examples: virtual, utilization review, auditors, researchers)
- [Other role](#) (without direct patient contact)

Questions about your role? Email: MercyClinicalOrientation@mercy.net

STOP HERE. Click a link above to be directed to the schedule that applies to your role on one of the following pages.

Hospital Unlicensed Nursing Assistants

Do any of the following apply to you (**Speak to your leader if unsure**):

- I am enrolled in nursing school and have already or will complete a 'Fundamentals of Nursing' Course within 90 days
- I am an LPN or RN candidate who failed licensure exam in past 3 years
- I am a Certified Nursing Assistant
- I am an experienced nurse assistant who provided direct patient care, emergency med technician, or surgical technician and have worked in this role within the past 3 years
- I completed a state UAP training program in last 3 years
- I am an RN or LPN in another country and awaiting licensure exam in the U.S.

Click the Links Below

YES

NO

New Co-worker Orientation (NCO)

Verify this tentative schedule with your leader/unit educator/clinician.

Monday (8:15 am) - Attend New Co-worker Orientation:

1. Go to <https://mercymeetings.webex.com>
2. Enter Meeting Number: 130 834 2914
3. Enter Meeting Password: Mercy@123
4. Enter your name, email address, and meeting password Mercy@123
5. Select Join

Tuesday – Friday – contact your leader for your schedule

Specific questions regarding New Co-worker Orientation can be sent to: NCOTeam@mercy.net.

If you require EPIC access, training schedule will be sent to you separately via email

Helpful Links and Handouts:

- Directions for connecting to Webex Training - <https://Mercy.net/COWebExTrain>
- Directions for accessing MyEducation - <https://mercy.net/MyEdAccess>
- Download this Exception Form to log your hours spent in orientation your first week and submit to your leader/unit educator/clinician: <https://mercy.net/ExceptionForm>

This Completes your schedule.

New Co-worker Orientation (NCO) and Virtual Clinical Orientation (VCO)

Verify this tentative schedule with your leader/unit educator/clinician.

Monday (8:15 am) - Attend New Co-worker Orientation (WebEx):

1. Go to <https://mercymeetings.webex.com>
2. Enter Meeting Number: 130 834 2914
3. Enter Meeting Password: Mercy@123
4. Enter your name, email address, and meeting password Mercy@123
5. Select Join

Specific questions regarding New Co-worker Orientation can be sent to: NCOTeam@mercy.net.

Tuesday – contact your leader for you schedule

Wednesday (8:30 am – 12:30 pm) - Attend Virtual Clinical Orientation (MS Teams), click here by 8:15 am: <https://mercy.net/VCO-training>

Links to vCO handouts:

- Participant Guide for vCO - <https://mercy.net/COGuide>
- NPSG - <https://mercy.net/CONPSG>

Thursday – Friday – contact your leader for your schedule

Specific questions can be sent to MercyClinicalOrientation@mercy.net

If you require EPIC access, training schedule will be sent to you separately via email

Helpful Links and Handouts:

- Directions for connecting to NCO Webex Training - <https://Mercy.net/COWebExTrain>
- Directions for connecting to MS Teams Training - <https://www.mercy.net/MSTeamsHelp>
- Directions for accessing MyEducation - <https://mercy.net/MyEdAccess>
- Download this Exception Form to log your hours spent in orientation your first week and submit to your leader/unit educator/clinician: <https://mercy.net/ExceptionForm>

This Completes your schedule.

New Co-worker Orientation (NCO), Virtual Clinical Orientation (VCO), Virtual Nurse Orientation, Nurse Skills Training

Verify this tentative schedule with your leader/unit educator/clinician.

(Note: OKC; Kingfisher, and Logan Co. co-workers should follow the Learning Center Schedule)

Monday (8:15 am) - New Co-worker Orientation (WebEx):

1. Go to <https://mercymeetings.webex.com>
2. Enter Meeting Number: 130 834 2914
3. Enter Meeting Password: Mercy@123
4. Enter your name, email address, and meeting password Mercy@123
5. Select Join

Specific questions regarding New Co-worker Orientation can be sent to: NCOTeam@mercy.net.

Tuesday – contact your leader for your schedule (majority of nurses have EPIC training)

Wednesday (8:30 am – 4:30 pm) - Virtual Clinical and Nurse Orientation (MS Teams), click here by 8:15 am:

<https://mercy.net/VCO-training>

Links to handouts:

- Participant Guide for vCO - <https://mercy.net/COGuide>
- Participant Guide for vNO - <https://mercy.net/RNGuide>
- Medication Administration Competency Study Guide - <https://mercy.net/COMedTest>
- NPSG - <https://mercy.net/CONPSG>

Thursday (Start time, 8:30 am) - Attend a skills day at your facility. More information will come to you about the time and location from MercyClinicalOrientation@Mercy.net. Note the Medication exam is due at Midnight on this day. See Medication exam study guide for more details: <https://mercy.net/COMedTest> .

Friday – contact your leader for your schedule

Specific questions can be sent to MercyClinicalOrientation@mercy.net

EPIC Training will be sent to co-worker separately via email. If EPIC conflicts with any classes, attend EPIC week one and your clinical class with the conflict week two.

Helpful Links and Handouts:

- Directions for connecting to Webex Training - <https://Mercy.net/COWebExTrain>
- Directions for connecting to MS Teams Training - <https://www.mercy.net/MSTeamsHelp>
- Directions for accessing MyEducation - <https://mercy.net/MyEdAccess>
- Download this Exception Form to log your hours spent in orientation your first week and submit to your leader/unit educator/clinician: <https://mercy.net/ExceptionForm>

This Completes your schedule.

New Co-worker Orientation (NCO), Virtual Clinical Orientation (VCO), UAP Basic and Advanced Training

Verify this tentative schedule with your leader/unit educator/clinician.

(Note: OKC; Kingfisher, and Logan Co. co-workers should follow the Learning Center Schedule)

WEEK ONE

Monday (8:15 am) - Attend New Co-worker Orientation (WebEx):

1. Go to <https://mercymeetings.webex.com>
2. Enter Meeting Number: 130 834 2914
3. Enter Meeting Password: Mercy@123
4. Enter your name, email address, and meeting password Mercy@123
5. Select Join

Specific questions regarding New Co-worker Orientation can be sent to: NCOTeam@mercy.net.

Tuesday – work on MyEducation assignments or as directed by your leader

Wednesday (8:30 am – 12:30 pm) - Attend virtual Clinical Orientation (MS Teams), click here by 8:15 am: <https://mercy.net/VCO-training>

Links to handouts:

- Participant Guide for vCO - <https://mercy.net/COGuide>
- NPSG - <https://mercy.net/CONPSG>

Thursday (8:30 am – 3:30 pm) - Attend virtual UAP Intro Orientation, click here by 8:15 am: <https://mercy.net/VUAP-Intro>

- For Unlicensed Assistive Personnel that this is their first job in Healthcare and have never worked with patients
- Participant Guide for vUAP Intro: <https://mercy.net/VUAPGuide1>
- MU Terminology and Abbreviations: <https://mercy.net/COMedTerm>

Friday (8:30 am – 3:30 pm) - Attend virtual UAP Advanced Orientation, click here by 8:15 am: <https://mercy.net/VUAP-Advanced>

- For all Unlicensed Assistive Personnel (PCTs, PCAs, CNAs, BHTs) - covers Mercy specific health care policy and practices
- Participant Guide for vUAP Advanced: <https://mercy.net/VUAPGuide2>

WEEK TWO

Tuesday (8:30 am) - You will receive an email from MercyClinicalOrientation@mercy.net regarding the location and time for skills education.

Specific questions can be sent to MercyClinicalOrientation@mercy.net

Helpful Links and Handouts:

- Directions for connecting to Webex Training - <https://Mercy.net/COWebExTrain>
- Directions for connecting to MS Teams Training - <https://www.mercy.net/MSTeamsHelp>
- Directions for accessing MyEducation - <https://mercy.net/MyEdAccess>
- Download this Exception Form to log your hours spent in orientation your first week and submit to your leader/unit educator/clinician: <https://mercy.net/ExceptionForm>

This Completes your schedule.

New Co-worker Orientation (NCO), Virtual Clinical Orientation (VCO), and Advanced UAP Training

Verify this tentative schedule with your leader/unit educator/clinician.

(Note: OKC; Kingfisher, and Logan Co. co-workers should follow the Learning Center Schedule)

WEEK ONE

Monday (8:15 am) - Attend New Co-worker Orientation (WebEx):

1. Go to <https://mercymeetings.webex.com>
2. Enter Meeting Number: 130 834 2914
3. Enter Meeting Password: Mercy@123
4. Enter your name, email address, and meeting password Mercy@123
5. Select Join

Specific questions regarding New Co-worker Orientation can be sent to: NCOTeam@mercy.net.

Tuesday (8:30 am) - You will receive an email from MercyClinicalOrientation@mercy.net regarding the location and time for skills education.

Wednesday (8:30 am – 12:30 pm) - Attend virtual Clinical Orientation (MS Teams), click here by 8:15 am: <https://mercy.net/VCO-training>

Afternoon can be used to complete MyEducation assignments or as directed by your leader

- Participant Guide for vCO - <https://mercy.net/COGuid>
- NPSG - <https://mercy.net/CONPSG>

Thursday – contact your leader for your schedule Thursday

Friday (8:30 am) - Attend virtual UAP Advanced Orientation, click here by 8:15 am: <https://mercy.net/VUAP-Advanced>

For all PCAs & PCTs- covers Mercy specific health care policy and practices

- Participant Guide for vUAP Advanced: <https://mercy.net/VUAPGuide2>

Specific questions can be sent to MercyClinicalOrientation@mercy.net

Helpful Links and Handouts:

- Directions for connecting to Webex Training - <https://Mercy.net/COWebExTrain>
- Directions for connecting to MS Teams Training - <https://www.mercy.net/MSTeamsHelp>
- Directions for accessing MyEducation - <https://mercy.net/MyEdAccess>
- Download this Exception Form to log your hours spent in orientation your first week and submit to your leader/unit educator/clinician: <https://mercy.net/ExceptionForm>
- Links to handouts:

This Completes your schedule.

New Co-worker Orientation (NCO) and Clinic Nurse/MA

Verify this tentative schedule with your leader/unit educator/clinician.

Monday (8:15 am) - Attend New Co-worker Orientation (WebEx):

1. Go to <https://mercymeetings.webex.com>
2. Enter Meeting Number: 130 834 2914
3. Enter Meeting Password: Mercy@123
4. Enter your name, email address, and meeting password Mercy@123
5. Select Join

Specific questions regarding New Co-worker Orientation can be sent to: NCOTeam@mercy.net.

Tuesday – EPIC training

Wednesday (7:30 am – 4:00 pm) - Attend Virtual Clinic Core ORIN330 (MS Teams), click here by 7:15 am: <https://mercy.net/ORIN330>

Thursday (7:30 am – 4:00 pm) - Attend Virtual Clinic Core ORIN331, click here by 7:15 am: <https://mercy.net/ORIN331>

Friday Skills (time varies) Skills check-off at local hospital - you will receive a separate email from MercyClinicalOrientation@mercy.net for this training.

Helpful Links and Handouts:

- Directions for connecting to Webex Training - <https://Mercy.net/COWebExTrain>
- Directions for connecting to MS Teams Training - <https://www.mercy.net/MSTeamsHelp>
- Directions for accessing MyEducation - <https://mercy.net/MyEdAccess>
- Download this Exception Form to log your hours spent in orientation your first week and submit to your leader/unit educator/clinician: <https://mercy.net/ExceptionForm>
- Links to your handouts are below:
 - Clinic Core Goals and Expectations: <https://mercy.net/CCRNMAGoals>
 - Competencies for Training: <https://mercy.net/CCRNMACompetencies>
 - Keys to Access: <https://mercy.net/CKKeys>
 - MA/Nurse Participant Guide: <https://mercy.net/CCRNMAGuide> (large file, do not print)

This Completes your schedule.

New Co-worker Orientation (NCO) and Clinic Front Desk – AR, KS, MO Community

Verify this tentative schedule with your leader/unit educator/clinician.

WEEK ONE

Monday (8:15 am) - Attend New Co-worker Orientation (WebEx):

1. Go to <https://mercymeetings.webex.com>
2. Enter Meeting Number: 130 834 2914
3. Enter Meeting Password: Mercy@123
4. Enter your name, email address, and meeting password Mercy@123
5. Select Join

Specific questions regarding New Co-worker Orientation can be sent to: NCOTeam@mercy.net.

Tuesday (2:00 pm-4:00 pm) - Attend virtual Clinic Core ORIN337 (MS Teams), click here by 1:45 pm: <https://mercy.net/ORIN337>

Contact your leader for your schedule Tuesday morning.

Wednesday – Friday - EPIC Training

WEEK TWO

Monday – EPIC Training

Tuesday (7:45 am-2:00 pm) - Attend Virtual Clinic Core ORIN338, click here by 7:45 am: <https://mercy.net/ORIN338>

Wednesday (7:45 am – 4:00 pm) - Attend Virtual Clinic Core ORIN339, click here by 7:45 am: <https://mercy.net/ORIN339>

Thursday – Friday – see your leader for your schedule

Helpful Links and Handouts:

- Directions for connecting to Webex Training - <https://Mercy.net/COWebExTrain>
- Directions for connecting to MS Teams Training - <https://www.mercy.net/MSTeamsHelp>
- Directions for accessing MyEducation - <https://mercy.net/MyEdAccess>
- Download this Exception Form to log your hours spent in orientation your first week and submit to your leader/unit educator/clinician: <https://mercy.net/ExceptionForm>
- Links to handouts are below:
 - Keys to Access: <https://mercy.net/CKKeys>
 - Participant Guide for Front Staff: <https://mercy.net/CCFDGuide> (large file, do not print)

This Completes your schedule.

New Co-worker Orientation (NCO) and Clinic Front Desk – OKLAHOMA Community

Verify this tentative schedule with your leader or Patient Access educator.

WEEK ONE

Monday (8:15 am) - Attend New Co-worker Orientation (WebEx):

1. Go to [https:// mercymeetings.webex.com](https://mercymeetings.webex.com)
2. Enter Meeting Number: 130 834 2914
3. Enter Meeting Password: Mercy@123
4. Enter your name, email address, and meeting password Mercy@123
5. Select Join

Specific questions regarding New Co-worker Orientation can be sent to: NCOTeam@mercy.net.

Tuesday – Friday - EPIC Training (see leader for Epic schedule) or In Department with leader

WEEK TWO

Monday - EPIC Training (see leader for Epic schedule) or In Department with leader

Tuesday - E-Learnings in My Education to be completed (**ORIN430**)

Wednesday (8:00 am) - Attend Patient Access and Support Services Virtual Class ORIN427 (Webex class invites will be sent to you and your leader)

Thursday (8:00 am) – Attend Patient Access and Support Services Virtual Class ORIN428 (Webex class invites will be sent to you and your leader)

Friday (8:00 am) - Attend Patient Access and Support Services Virtual Class ORIN426 (Webex class invites will be sent to you and your leader)

Helpful Links and Handouts:

- Directions for connecting to Webex Training for New Coworker Orientation only - <https://Mercy.net/COWebExTrain>
- Directions for accessing MyEducation - <https://mercy.net/MyEdAccess>
- Download this Exception Form to log your hours spent in orientation your first week and submit to your leader/unit educator: <https://mercy.net/ExceptionForm>
- Links to handouts are below:
 - Keys to Access: <https://mercy.net/CCKeys>

Questions with your schedule? Contact: Tracy Hall 405-513-4679 Tracy.Hall@mercy.net

This Completes your schedule.

New Co-worker Orientation (NCO) and Clinic Dual Role

Verify this tentative schedule with your leader/unit educator/clinician.

WEEK ONE

Monday (8:15 am) - Attend New Co-worker Orientation (WebEx):

1. Go to <https://mercymeetings.webex.com>
2. Enter Meeting Number: 130 834 2914
3. Enter Meeting Password: Mercy@123
4. Enter your name, email address, and meeting password Mercy@123
5. Select Join

Specific questions regarding New Co-worker Orientation can be sent to: NCOTeam@mercy.net.

Tuesday (2:00 pm – 4:00 pm) - Attend virtual Clinic Core ORIN337 (MS Teams), click here by 1:45 pm: <https://mercy.net/ORIN337>

Contact your leader for your schedule Tuesday morning.

Wednesday – Friday - EPIC Training

WEEK TWO

Monday – Tuesday – see your leader. EPIC training or clinic training.

Wednesday (7:30 am – 4:00 pm) - Attend Virtual Clinic Core ORIN330, click here by 7:15 am: <https://mercy.net/ORIN330>

Thursday (7:30 am – 4:00 pm) - Attend virtual Clinic Core ORIN331, click here by 7:15 am: <https://mercy.net/ORIN331>

Friday Skills (time varies) Skills check-off at local hospital - you will receive a separate email from MercyClinicalOrientation@mercy.net for this training.

WEEK THREE

Monday – EPIC Training

Tuesday (7:45 am – 2:00 pm) - Attend virtual Clinic Core ORIN338, click here by 7:45 am: <https://mercy.net/ORIN338>

Wednesday (7:45 am – 4:00 pm) - Attend Virtual Clinic Core ORIN339, click here by 7:45 am: <https://mercy.net/ORIN339>

Thursday – Friday – see your leader for your schedule

Helpful Links and Handouts:

- Directions for connecting to Webex Training - <https://Mercy.net/COWebExTrain>
- Directions for connecting to MS Teams Training - <https://www.mercy.net/MSTeamsHelp>
- Directions for accessing MyEducation - <https://mercy.net/MyEdAccess>
- Download this Exception Form to log your hours spent in orientation your first week and submit to your leader/unit educator/clinician: <https://mercy.net/ExceptionForm>
- Links to handouts are below:
 - Competencies for Training: <https://mercy.net/CCRNMACompetencies>
 - Keys to Access: <https://mercy.net/CCKeys>
 - Participant Guide for Front Desk: <https://mercy.net/CCFDGuide>
 - Participant Guide for Nurse/MA: <https://mercy.net/CCRNMAGuide>