

FAQ'S for New Employee Orientation (NEO)

1. Is the NEO in-person or online?

In following social distancing guidance, New Employee Orientation (NEO) is online until further notice. We have developed this plan to ensure we meet regulatory requirements, but also adhere to recommendations to avoid the spread of COVID-19.

2. What are NEO attendance requirements?

- **Clinical Employees** with direct patient care are required to start the online NEO on their first day of employment/assignment. Clinical employees should NOT begin work/assignments in their departments until they have completed NEO.
- **Non-clinical employees/Sheriff's Department/Other Security** personnel are required to attend NEO on their first day of employment/assignment. If unable to attend, staff have within 30 days to complete from their start date.

3. Where do new hires complete NEO?

All new hires are required to complete the online orientation at home.

4. What is the timeline for NEO completion?

Start online NEO: Monday, after 12:00 Noon

Complete online orientation by: Wednesday, 11:00 PM

This time frame ensures new hires ability to access the SF Learning platform & variability to hires to complete all NEO modules.

5. How to register new hires for NEO?

- **Registry and UCSF staff**, please complete the [Onboarding Request Sheet](#) and submit to dph.onboarding@sfdph.org to register new hires.
- **SFDPH new hires/rehires/promotions** are processed by [DPH HR & Onboarding teams](#) and should follow onboarding protocol to register new hires for NEO.

6. Are NEO dates flexible?

The cadence for onboarding is biweekly. Please use the [NEO Calendar](#) to align NEO date as close to the hire's start date.

7. When will I receive my NEO packet?

New employees will receive instructions for completing the online NEO modules the **Friday prior to orientation, before 4pm.**

8. What information will manager receive after submitting the onboarding request (Registry & UCSF Staff Only)?

You will receive a confirmation from dph.onboarding@sfdph.org once the onboarding request is received. Onboarding requests are processed bi-weekly. Manager will receive NEO packet information **Friday prior to orientation, before 4pm**. NEO packets will include: New Hire Account information (AD/Email) and Epic training schedule, if appropriate.

9. Will Epic training be included in NEO?

No, Epic training is **not** included in the NEO modules. Epic training is a separate training provided by the [Epic training team](#). Most, new hires will receive their Epic training schedules with NEO packet. If not, please contact the Epic Training Team, epic.training@sfdph.org

10. When is Epic training?

For most new hires Epic training is scheduled either the Wednesday or Thursday following the NEO, but it may vary. Most, new hires will be provided with their Epic training schedules, if not, you should contact the [Epic training team](#) directly.

11. How should I pay my new hire for NEO?

Employees should be paid for two (2) days to complete NEO. If appropriate, staff should be paid for attending in-person Epic Training.

12. Who should I contact for login issues, password reset, modules issues, NEO completion verification, and/or other problems?

Please contact zsfq.elm@sfdph.org with a short description of your problem.

13. Who should I contact for Epic training issues/questions?

Please contact epic.training@sfdph.org

14. Who should I contact for onboarding issues/questions?

- SFDPH hire – ZSFG HR Analyst processing your hire
- Registry & UCSF – dph.onboarding@sfdph.org