



Onboarding a Primary Care Clinical Pharmacist into a PCN

This document provides guidance and recommendations to Primary Care Networks (PCNs) for the successful onboarding and integration of a Primary Care Clinical Pharmacist (PCCP). The first work week for a new PCCP is with UBC for program-specific on-boarding, clinical preparations and UBC system training. The Health Authority (HA) may require time with a PCCP in their first or second week if they are a new employee of that HA. The PCCP is usually ready for PCN-specific onboarding by their second week. Each PCN is responsible for PCN-specific onboarding of their PCCP(s). An effective onboarding plan is prepared in advance, includes communication processes, and regular check-ins with key people including the PCN Manager and a lead clinician (physician or nurse practitioner).

Develop an easy to follow checklist	Set up system access	Prepare initial patient referrals	Build downtime into the plan
<p>Identify and document all required onboarding and training activities for the PCCP. Activities may include but are not limited to:</p> <ul style="list-style-type: none">• General Site orientation• PCCP workspace set up (at HUB and clinic sites). Please see PCCP Workspace Guide• Training such as health & safety, PCN-specific training modules or applications (EMR, Scheduling, Email, Shared file management)• Attendance at key team meetings• Opportunities to meet and build relationships with other PCN and clinic team members	<p>Have ready before the PCCP start date or, at the latest, 1 week after the start date when the PCCP is ready for PCN specific on-boarding. This includes:</p> <ul style="list-style-type: none">• Access to Wi-Fi• Access to local systems, including purchase of seat licenses where required (scheduling calendar, EMR, etc.)• Registration of PCCP credentials on local systems	<ul style="list-style-type: none">• Work with the GP/NP lead to identify initial patients for referral• Confirm referral submission process• Submit initial referrals prior to the PCCP's second week at the PCN so appointments can be scheduled as soon as possible• Discuss with the PCCP who will submit patient referrals and when they will receive initial referrals	<p>The first 2 weeks are particularly busy for the PCCP. Please schedule down-time between meetings and training sessions for:</p> <ul style="list-style-type: none">• Bio breaks• Self-directed learning time• Organic opportunities for the PCCP to engage with the team

NEXT STEPS:

Contact the PCCP before their start date to ensure they know where/when to be on their first day and share the onboarding checklist/plan so they know what to expect on their first PCN orientation day.

Identify a key contact person within the PCN (i.e., PCN Manager, Training Coordinator) for the PCCP to ask onboarding questions and get support on any system or technical issues.

Identify a "peer support" person within the PCN to help orient the PCCP to the PCN, facilitate introductions with new colleagues and be available to address general questions about the team.

Check in with the PCCP regularly to assess progress working through the onboarding checklist, address emerging issues, and modify the orientation as needed.

Review completion of essential activities and if key tasks are not complete, work with the PCCP to prioritize the remaining tasks.

Reach out to your Site Coordinator if unsure of what onboarding information and activities have been covered by UBC or the HA.