



## 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).

<b>Develop an easy to follow checklist</b>	<b>Set up system access</b>	<b>Prepare initial patient referrals</b>	<b>Build downtime into the plan</b>
<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"><li>• General Site orientation</li><li>• PCCP workspace set up (at HUB and clinic sites). Please see PCCP Workspace Guide</li><li>• Training such as health &amp; safety, PCN-specific training modules or applications (EMR, Scheduling, Email, Shared file management)</li><li>• Attendance at key team meetings</li><li>• Opportunities to meet and build relationships with other PCN and clinic team members</li></ul>	<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"><li>• Access to Wi-Fi</li><li>• Access to local systems, including purchase of seat licenses where required (scheduling calendar, EMR, etc.)</li><li>• Registration of PCCP credentials on local systems</li></ul>	<ul style="list-style-type: none"><li>• Work with the GP/NP lead to identify initial patients for referral</li><li>• Confirm referral submission process</li><li>• Submit initial referrals prior to the PCCP's second week at the PCN so appointments can be scheduled as soon as possible</li><li>• Discuss with the PCCP who will submit patient referrals and when they will receive initial referrals</li></ul>	<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"><li>• Bio breaks</li><li>• Self-directed learning time</li><li>• Organic opportunities for the PCCP to engage with the team</li></ul>

### 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.