Travel/Agency Nursing Staff Frequently Asked Questions

Clarification on their Kronos schedule
- Travelers may be contracted for 72, 84, or 96 hours in a 2 week pay period at straight rate.
- Pay period weeks at Upstate run Thursday through 2 weeks later on Wednesday. Travelers will be scheduled contracted hours in the 2 week pay period, i.e. if 72 hour per 2 week contract, will be scheduled 6 12 hour shifts in 2 weeks.
- Questions on your schedule can be addressed with your manager listed in your Traveler folder.

Upstate Medical University Hospital – Downtown and Community campuses
- Travelers may be scheduled to float between the Downtown and Community Campus.
- Information about the Downtown and Community Campuses is on the web at: http://www.upstate.edu/hospital
- There is a shuttle bus available. Please see link for details: http://www.upstate.edu/parking/shuttle/uh_to_cg.pdf
- Travelers may see an (x) next to some shifts on the schedule. This indicates a “float” to another area. To view where the float is, click on the day, and then click “Day Detail” at upper left hand corner of screen. A box appears indicating where the traveler is floating to. This is also covered in Kronos training.

How can I access Upstate email on my Smart Phone?
- Groupwise email access is available on the web through the Intranet site. To access, http://www.upstate.edu/ - select iPage at the very top right of the page, select the graphic link to GroupWise.

EPIC training – Can I still go to training even if I passed the TESTING-OUT?
- This should be discussed with Nursing Support Services.

Why does my ID state that I will be working NSS Float Pool when I was told that I would be working in the ICU?
- The majority of Travelers will have Float Pool listed on their ID badge. The ID badge for Travelers does not reflect the primary department you will be assigned to.
- All travelers assigned to the float pools may be assigned to a primary unit with possibility of floating to other like units.

What type of floor will I be working on? If it says 8E – what kind of floor is that?
- This information is in the Floor Directory included in your Traveler folder.

How do I get a hold of my manager and what is the phone number for him/her?
- This information is included in the Contact List in your Traveler folder.

What is the Dress Code?
- Business or casual dress during classroom orientation. After that scrubs are acceptable, any color. No t-shirts or sweatshirts.
CPR/ACLS/PALS – can I take the classes at Upstate?

- Upstate’s Emergency Medicine Simulation Technology and Training Center (EMSTAT) conduct ACLS and PALS Provider and Refresher classes. These would be at a cost to the Traveler. Information on classes can be found on the web at: [http://www.upstate.edu/emergency/education/emstat/](http://www.upstate.edu/emergency/education/emstat/)

- Resources for CPR classes are listed below and are at the Traveler’s expense:
  - Rural Metro of Central New York ([http://www.ruralmetro.com/east/training-central-new-york.html](http://www.ruralmetro.com/east/training-central-new-york.html)), To attend a public CPR class, call 315-701-7071 or email david.shalala@rmetro.com
  - NAVAC of North Syracuse Training Calendar ([http://www.navac.org/calendar.html](http://www.navac.org/calendar.html)), For additional information, call 315-458-7514 or email ([http://www.navac.org/contact.html](http://www.navac.org/contact.html))
  - American Heart Association ([http://cpr.heart.org/AHAECC/CPRAndECC/Training/HealthcareProfessional/BasicLifeSupportBLS/UCM_481711_BLS---Instructor-Led-Training.jsp](http://cpr.heart.org/AHAECC/CPRAndECC/Training/HealthcareProfessional/BasicLifeSupportBLS/UCM_481711_BLS---Instructor-Led-Training.jsp)), Click the link to Locate a Training Center or call 1-877-242-4277 for assistance
  - American Red Cross of Western and Central New York ([http://www.redcross.org/take-a-class/bls](http://www.redcross.org/take-a-class/bls)), Syracuse Chapter: 315-234-2200

How does my travel co know the length of time that I worked during orientation?

- Travelers may continue to submit un-signed paper time sheets to the Traveler agency if required by company. Most companies do not require them. All time is submitted by Nursing Support Services to companies every two weeks at the end of each pay period.

When do I start swiping my ID card?

- First day on the unit you will begin to swipe your ID for your time record.

What is my actual schedule?

- Your schedule will be in your Traveler folder. If any questions, please contact your manager.

When will I be told about additional educational classes that I need to complete?

- These will be covered in the Monday Mandatory Education day.
- Travelers are welcome to attend additional educational classes that Upstate offers and can register online under Organizational, Training and Development. Classes will be taken on travelers own time.

What if I fail my EPIC, medication or telemetry - is there remediation?

- Nursing Support Services will work with you one-on-one if there are any questions on post-test grades.

What is my PYXIS log-in?

- Pyxis ID# = employee #
- Initial password: DOWNTOWN CAMPUS = new; COMMUNITY CAMPUS = start2
- You will be required to change your password (must be 6-8 characters)