

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/pdf/uh-to-cc.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.

Why does my ID state that I will be working FLOAT POOL 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/>
- **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>), To attend a public CPR class, call 315-701-7071 or email david.shalala@rmetro.com

(«First_Name» «Last_Name» (ID «Emp_ID»))

- NAVAC of North Syracuse Training Calendar (<http://www.navac.org/calendar.html>). For additional information, call 315-458-7514 or contact them at <http://www.navac.org/contact.html>
- American Heart Association (<http://cpr.heart.org/AHA/ECC/CPRECC/Training/HealthcareProfessional/BasicLifeSupportBLS/UCM481711BLS---Instructor-Led-Training.jsp>), Click the link to Locate a Training Center or call 1-877-242-4277 for assistance
- American Red Cross of American Red Cross of Western and Central New York (<http://www.redcross.org/take-a-class/bls>), Syracuse Chapter: 315-234-2200

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 Kronos. 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 medication or telemetry tests?

- Nursing Business Operations will work with you and your company to retake the tests and ensure successful completion.

What is my PYXIS log-in?

- New staff user ID's and password for Pyxis are the same as their EPIC user name and password.