



Wellstar MCG Health Integration FAQs

Updated September 2024

Welcome to Wellstar MCG Health

This partnership stems from our shared mission of creating a healthier future for Georgians and solving healthcare challenges across the state. Together, we will make a transformational impact on improving the health and well-being of every patient we serve.

This document was created to help answer your questions – we will update it regularly as we integrate our systems and processes with Wellstar. We realize change can be difficult. The Integration Management Office aims to make this transition as smooth and seamless as possible. Though we may not always have the answers right away, we'll do our best to give you what you need to plan and prepare well in advance. As always, we welcome your thoughts and any additional questions you might have.

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General Information

What are the benefits of the Wellstar and MCG integration?

The integration supports and enhances our commitment to providing high-quality healthcare services locally and throughout the State of Georgia for all patients. By incorporating the latest technology and equipment, we aim to equip our healthcare professionals and improve the overall quality of care and the way we work today. We aim to bolster our care network and address the growing regional needs, while also ensuring that traditionally underserved populations have increased access to healthcare services.

Why is this the right time to integrate?

Integrating with Wellstar now brings greater efficiency, effectiveness and customer satisfaction with streamlined processes, best-in-class technology, and enhanced learning and development opportunities for every team member. With the ever-changing healthcare landscape, state-of-the-art facilities, and technologies to serve our patients, we will help attract and retain the world's finest healthcare professionals.

What is happening and when?

We will progressively move to Wellstar business systems, including Microsoft 365 (Outlook, Office, Teams, SharePoint and OneDrive), Workday, and UKG for timekeeping in Q3. Later in Q4, we will move to Wellstar clinical systems, Epic being the primary platform. Over time you will be receiving additional information as it pertains to you.

What major changes should I expect?

We have several key milestones in our integration journey. As we approach these milestones, we will share more information on what you can expect and actions you need to take. You can also find details in this FAQ document.

Milestones	Timeframe <i>(Subject to Change)</i>
Claim Wellstar OneID to facilitate the transition to Wellstar systems occurring later in the year	Starting March 1
Use @Wellstar email and collaborate across the organization using Wellstar Outlook, Office, Teams, OneDrive and SharePoint	July 15
Enroll in 2024 benefits during a special enrollment period to select coverage for August 1 - December 31, 2024	June 17 - July 15
Get new badges to use as Wellstar systems go live for you	July 22 – Aug 2
Complete Workday / UKG Training to learn how to use the new enterprise resource and time management systems	June 17 - July 26
Clock-in / approve time using the new timekeeping system (UKG)	Starting August 4
Order supplies for my team in the new system (Workday)	Starting August 5
Check pay slip in new payroll system (Workday)	Starting August 22
Attend Epic Training to prepare for the transition	August 5 -September 27

Enroll in 2025 benefits during the annual Wellstar open enrollment period for January 1 - December 31, 2025	October
Use Epic to manage patient information	October
Swap my device for a new Wellstar computer	Starting late October

In what ways is my leadership involved in this integration?

Leaders from across the organization are involved in the strategy, planning and execution of this process. We are taking a methodical approach to understand the nuances of each area and ensure your specific needs are prioritized and addressed.

How will the integration affect my planned time off?

For the period between June 1, 2024, and October 5, 2024, PTO restrictions will be in place for all WMCGH Team Members. PTO requests will require more stringent manager review and approval.

Between October 5, 2024, and October 20, 2024, no PTO will be approved for WMCGH Team Members. There will be an expanded set of requirements for our services' support teams.

Who should I contact with questions about the integration?

You have several resources that can help:

- Your manager
- Your department CyberSTAR – they will be wearing a red shirt during major milestones
- Wellstar Integration Support at 470-610-0720 for technical or supply requisition questions
- Wellstar HR Service Center via [ServiceNow](#) or phone at 470-267-1234 for HR, time management and payroll questions

Wellstar Access

Wellstar OneID

What is Wellstar OneID and what will I use it for?

Wellstar OneID will allow you to access Wellstar applications and devices, including Microsoft Outlook, Teams, and Epic. Your first step in this integration is claiming your OneID!

How do I activate my Wellstar OneID?

Please find the most recent email from oneid@wellstar.org in your inbox or spam folder and follow instructions / link provided.

If you have issues claiming your OneID, please contact the Wellstar Integration Support Line at 470-610-0720.

What happens if I do not activate my Wellstar OneID?

An active OneID is needed by all WMCGH team members accessing Wellstar systems, regardless of employer. If you do not activate your Wellstar OneID, you will not be able to access your @wellstar email / calendar, any Microsoft 365 apps like OneDrive, SharePoint or Teams, Epic, Workday or UKG.

I'm a team member who is employed by AU (e.g., faculty, active students). Do I need to claim a Wellstar OneID?

Yes, all WMCGH team members will need an active OneID, regardless of employer.

How do I reset my OneID password?

If you forget your password, please visit <https://wellstar.identitynow.com> to reset.

Where do I go with OneID questions?

For questions regarding your Wellstar OneID, call the Wellstar Integration Support Line at 470-610-0720.

What happens after I activate my OneID?

About one week after you claim your OneID, your future Wellstar email address will be emailed to your Augusta or personal email address from wellstarmfasupport@wellstar.org.

Your Wellstar email address is your username to access applications which have been migrated and are now 'live' for WMCGH.

Multi-Factor Authentication (MFA)

What is Multi-Factor Authentication (MFA) and what will I use it for?

Multi-Factor Authentication is a security measure that requires team members to verify their identity through multiple forms of verification to gain secure access to Wellstar applications and platforms. The MFA process is in place to create a secure bridge to access internal applications and platforms, protect information and shield Wellstar from breaches and cyber-attacks.

MFA typically involves a combination of something you know (like a password), something you have (such as a text message) to verify your identity, and/or something uniquely you (such as a fingerprint). You may have used MFA to access your bank or other secure online accounts.

At Wellstar, you will use the Microsoft Authenticator mobile app as your second form of authentication.

Who is required to use MFA?

All WMCGH team members must use MFA to access Wellstar resources, including team members employed by or affiliated with AU.

How do I use MFA on my device?

When prompted, Microsoft Authenticator will allow you to validate your identity using a code sent to your device. You will enter this code where appropriate for secure access to Wellstar resources.

When will I be required to use MFA?

MFA authentication is required to access certain Wellstar applications like Outlook, Workday, UKG and Epic.

What does it mean to register my device? Will Wellstar have access to my personal data?

Registering your mobile device gives the device access to your Wellstar account and associated services. It does not grant Wellstar access to personal information on your device.

How do I set up multi-factor authentication (MFA)?

Once you have your username (Wellstar email address) and your OneID password, visit welcometowellstar/mfa for instructions on how to install and register the Microsoft Authenticator app. The website also contains a helpful video, answers to common questions and troubleshooting recommendations

What do I do if I claimed my OneID but did not get my MFA email?

Around one week after you claim your OneID, your future Wellstar email address will be emailed to your Augusta or personal email from wellstarmfasupport@wellstar.org.

If it has been over a week since you claimed your OneID and you do not yet have an email from MFA with your future Wellstar email address, please contact the Wellstar Integration Support Line at 470-610-0720.

Will I still need to use Duo?

Duo is an Augusta University MFA tool. During this interim period, you may continue to need Duo. If you are employed by Augusta University, you will likely continue to use Duo to access AU content going forward.

Where can I find more information on MFA?

Go to the Welcome to Wellstar website at <https://welcometowellstar.com/mfa> for instructions and more answers to your questions. If you still have questions, call the Wellstar Integration Support Line at 470-610-0720.

Wellstar Badges

Will I need a new Wellstar badge? Will I need to carry two or even three badges?

In July, WMCGH employed team members were issued a new Wellstar badge. You will continue to carry your current WMCGH badge.

You will use your new badge to:

- August: Clock in at timeclocks as appropriate
- October: Tap into shared devices in clinical settings.
- TBD: Enter WMCGH buildings and for floor/door access.

Additional dates and details will be provided in the coming months, including when you can turn in your WMCGH badge. At that point, AU-Employed Team Members will need to carry an AU badge for access to AU buildings and resources as well as their new Wellstar badge.

Why are new Wellstar badges needed and why now?

Our new badges represent a unified identity across the Wellstar organization. Non-exempt team members who clock-in and -out daily at a physical timeclock will need to pick-up their new badge by August 2 to be able to start using it on August 4.

Can another WMCGH team member pick up my badge for me?

We require you to pick up your own badge. You will need to show a picture ID such as your current badge or driver's license to confirm your identity for security reasons.

I did not pick up my badge during the distribution period for my work location. Where can I pick up my badge now?

WMCGH-employed team members can pick up their badge from Single Source (1225 Walton Way) between 8:00 am and 5:00 pm. You must bring a photo ID and Wellstar OneID number.

AU-employed or affiliated team members will pick up their badges at a later date. Details will be shared.

I am a remote worker. Is Augusta the only location to pick up my badge?

Yes, badges for remote team members will be in Augusta.

Why is my title different on my badge?

You or your team may notice a title change on their new badge. Part of our integration includes updating some job titles to the Wellstar standard. If you notice a change, it means your role has been adjusted in name only.

My credentials are not on my badge. Can I add them?

No. Wellstar does not include credentials on team member badges

Microsoft 365

What is Microsoft 365 (M365) and what will I use it for?

For WMCGH employed team members, you will use M365 as you do now.

For AU employed/affiliated team members, you will use M365 *functionality* as you do now. You will, however, need to use your Wellstar account for certain topics e.g., clinical operations or patient related matters, rather than your AU account.

How will my email and calendar change?

You will receive a new @wellstar.org email address, calendar and entire M365 platform. Your email will be FirstName.LastName@wellstar.org. If this unique combination is already in use, your email address will either include a number or an initial.

Depending on whether you are employed by WMCGH or employed by or affiliated with AU, changes and preparation required will be slightly different.

If you are employed by WMCGH	If you are employed by or affiliated with AU (e.g., faculty, students)
You will transition to a new @wellstar.org email address, calendar and entire M365 platform. At that point you will no longer have access to your @augusta email and calendar.	You will retain your @augusta email address. In addition, you will receive a Wellstar account for clinical content, if you don't already have one. You will get a Wellstar email, calendar, and other M365 capabilities. Initially, your new Wellstar account will be empty—no emails or meetings will be associated. Going forward, your Augusta and Wellstar accounts will not be synched automatically. Please keep data privacy and security top of mind when sharing data between accounts.

Will I be able to send and receive emails from my @augusta email after the migration?

Depending on whether you are employed by WMCGH or employed by or affiliated with AU, changes will be slightly different.

If you are employed by WMCGH	If you are employed by or affiliated with AU (e.g., faculty, students)
No, you will not have access to your @augusta email. Any emails sent to your @augusta address will be forwarded to your @wellstar email until 12/31.	You will continue to use your current email address and calendar and will start using a new second account to handle clinical content after the migration.

Will I be able to see my old Augusta emails when we transition to Wellstar email address?

All of your emails will be moved from your Augusta Outlook account to your Wellstar Outlook account.

What will happen to any emails sent to my Augusta address after go-live?

Emails sent to your @augusta address will be forwarded to your @wellstar email until 12/31. You will need to inform your contacts of your new email address before then. You can add a note in your email signature. For example, *Wellstar MCG Health is changing email, not our passion for care! Please contact me at [Your New Email]@wellstar.org as we embrace this new era of healthcare together.*

If I currently use my mobile device to access Outlook emails, will I still be able to after the migration?

Yes, if you are a WMCGH employee currently accessing email via phone, you will be able to do the same after the migration. You will need to register your device for multi-factor authentication.

Wellstar requires that you use the Microsoft Outlook app to access Wellstar email via mobile device. Follow instructions [here](#) to add your Wellstar account.

Are there differences between the Augusta and Wellstar versions of M365?

You may notice minor differences between the AU and Wellstar versions of M365. Overall, you should expect minimal change.

What will happen to my files? Do I need to move them to the new platform?

Changes and preparation required will be slightly different depending on whether you are employed by WMCGH or employed by or affiliated with AU.

If you are employed by WMCGH	If you are employed by or affiliated with AU (e.g., faculty, students)
<p>Upon go-live in July, files from your AU SharePoint, Teams and OneDrive will move to your Wellstar account.</p> <p>Box and Network Files (U, F, and H drives) will be moved when you receive a Wellstar device. More details to come.</p>	<p>Your content will not be moved. There is no action required of you regarding your files at this point.</p>

I am not able to admit people to a virtual meeting I created. What do I do?

You will be able to admit people once you recreate the virtual meeting. See Section 4: Update meeting locations and attendees in the [M365 Day 1 Instructions](#).

The conference room I reserved prior to the migration now appears to be booked when I go to update the meeting invitation. What do I do?

Conference room availability will be corrected as meeting owners update meeting locations. If someone booked a new meeting before you adjusted your meeting location, reach out to the individual. See Section 4: Update meeting locations and attendees in the [M365 Day 1 Instructions](#).

I do not see my shared mailbox. What do I do?

Email addresses of shared mailboxes now start with “WMCG_” e.g., WMCG-SampleShared@wellstar.org. The shared mailbox owner may need to adjust permissions. See Section 5: Update shared mailboxes in the [M365 Day 1 Instructions](#). If you still can't find your shared mailbox, contact Wellstar Integration Support for help and guidance on next steps.

I am unable to access an encrypted email sent to my August address. What do I do?

Access to encrypted mail is limited to the intended recipients. Ask the sender to send a new encrypted email to your Wellstar account.

Where should I go if I encounter issues with M365?

Please refer to [M365 Day 1 Instructions](#) or [M365 Day 1 Instructions for AU](#) for guidance on the most common issues encountered. For additional assistance, call the Wellstar Integration Support Line at 470-610-0720.

Workday

What is Workday and what will I use it for?

Workday is an industry-leading enterprise management system that will align the way we manage HR services, financial processes, and supply chain operations with Wellstar. The user-friendly Workday system will facilitate and streamline non-clinical tasks, giving you more time to care for patients, team members and our community.

Workday brings changes and improvements to how team members complete tasks related to HR, Finance and Supply Chain – many possible via mobile device. For example, you'll be able to update personal information or emergency contacts, view how you fit into the overall organization in an 'org chart' and manage your career whether by accessing training or applying for internal openings or even referring a friend. In addition, you or your colleagues will submit business expense reimbursement requests and 'P-card' or virtual payment card expense reports through Workday. Requisitions and purchase orders will occur via Workday as well.

Managers will use Workday to complete performance reviews, hire for open positions, access key information about their team and more.

How do I access Workday?

You have three options to access Workday:

1. New Workday icon on your desktop
2. Wellstar Virtual Desktop. *You will have in-app support when you use your Wellstar Virtual Desktop, however it will take slightly longer to log in.*
 - Click on the Wellstar Desktop icon on your desktop
 - Click on the Workday icon within the virtual desktop window
3. Workday App. You can download the app through the App Store or Google Play.

There is no Workday icon on my desktop. How do I get it?

Download the icon from the Software Center following these steps:

1. Open the Software Center icon on your WMCGH computer desktop
2. Double-click the "Wellstar Non-Clinical Weblinks" option
3. Select Reinstall

You should now see two new icons on your desktop – one for UKG and one for Workday.

There is no Wellstar Virtual Desktop icon on my desktop. How do I get it?

Download the icon from the Software Center following these steps:

1. Open the Software Center icon on your WMCGH computer desktop
2. Double-click the "Wellstar VDI Client" application
3. Select Install

You should now see the Wellstar Desktop icon on your desktop.

Will the Workday inbox connect to my email?

No, not at this time.

Personal Information

Will personal information be converted from Unicorn to Workday?

Yes, personal information including your address and tax withholding information will be converted to Workday. Log into Workday to review information for accuracy.

Can I make changes to personal information after go-live in August?

Yes, you will be able to view and update personal information converted from Unicorn in Workday starting on August 5 using this [guide](#).

Compensation

Will WMCGH be reviewing and performing market adjustments for leaders?

The Wellstar Compensation team will include WMCGH in the annual review of competitiveness with the external market. The findings of this assessment will be used for budget planning and consideration of possible market adjustments. Additional details pertaining to compensation programs will be made at a later date.

Manager and Delegates

Will delegates be transitioned over to Workday from Unicorn?

No, delegation will need to be set up once in Workday. Please see this [guide](#) to manage delegation in Workday

Can delegates be granted access to only complete certain tasks?

Delegation can be granted for certain tasks such as completing performance evaluations, creating positions or job requisitions, or creating expense report

Payroll

How will this integration impact when I am paid?

To minimize the impact to employees during the integration, we aligned the current Wellstar MCG Health payroll schedule to the Wellstar payroll schedule.

- If you were previously on a biweekly schedule, your new payroll schedule took effect the week of March 4.
- If you were previously on a monthly schedule, you started on a biweekly schedule on March 31, 2024.

Currently, pay dates are typically the Friday following the end of a pay period. Upon moving to Workday, pay dates will typically be the Thursday following the end of a pay period, starting with the August 22 pay date.

How will I get my paycheck?

You will receive your paycheck in similar ways.

- If you elected direct deposit, you would receive your paycheck in the bank account you specified. Your current direct deposit information will be automatically transferred to the new system.
- If you did not elect direct deposit, you will receive a paper check in the mail. Starting with the August 22 pay date, you will no longer have an option to pick up in person.

Will my pay slip look different in Workday?

Yes. Workday pay slips will look different from today's paystubs. Similar information will be included, but it will be organized differently.

When can I expect to see my first pay based on the new payroll system?

You will see the first pay slip associated with the new payroll system in Workday on August 22, 2024.

Will my direct deposit information be transferred to Workday?

Yes, your direct deposit information will be transferred to Workday. You will be able to view and update your direct deposit information in Workday using this [guide](#) prior to the first Workday pay being issued.

Will I be able to view historical pay statements from Unicorn within Workday?

No. However, team members will be able to access pay slips for the August 9 paycheck and prior paychecks through the Employee Self-Service (ESS) portal.

Training

Will there be training offered for Workday? If so, when?

Training for Workday and UKG is available June 17-July 26. Most team members will take training entirely online via HealthStream at a time of their choosing.

How do I access training?

Online training components for Workday will be loaded into the AU learning tool, HealthStream. Instructions for accessing HealthStream are available [here](#).

Is Workday training mandatory?

Yes, training is required for all WMCGH employed team members.

Successful completion of Manager, Timekeeper, Requisitioner, HR, Payroll, Finance, and Supply Chain training is required prior to relevant additional access being granted.

Will Workday training be different depending on my role?

Yes, different roles will need to take different training. All WMCGH staff will take Team Member or Manager training based on whether they have direct reports.

Additional training may be required based on additional roles, such as requisitioners who order supplies or services. Requisitioners must complete the course exam by July 26 to use this capability in Workday

How long is the Workday training?

Training for Workday and UKG will last 60-90 minutes for most team members and leaders based on job function.

HR, Payroll, Finance, and Supply Chain team members should expect more training of a longer duration than other team members and may have in-person or live virtual components. More information will be provided directly to those involved.

Do I have to complete the Workday training at one time?

You can save your progress and come back to training at any time for training offered online within the HealthStream platform. For sessions that are live or in-person, you will need to attend at the scheduled date/time, and you must complete the training session fully at that time.

Can I complete the Workday training from home?

You should plan to complete the training during work hours. Workday training will be virtual, and you can complete it at a time best for you.

Where will the practice sessions for Workday take place?

Workday practice can be done online. Practice sessions can be accessed from links within your HealthStream training course or directly via [Workday Practice](#) link. You will login with your Wellstar email address and OneID password with a device registered for multi-factor authentication.

Where can I get support if I encounter issues with my Workday training?

Please contact the Augusta IT Help Desk at 706-721-7500 for technical support related to HealthStream itself.

Please contact WellstarTraining@Wellstar.org for issues with the course assignments, requisitioner exam or course content.

UKG

What is UKG and what will I use it for?

UKG is a user-friendly timekeeping platform that will replace TimeNet on August 4, 2024 at 12:01 am. You will use UKG to quickly and easily complete tasks related to time management from a clock or computer. For time-off balances, UKG will also be the go-to source for team members below the Assistant Manager level.

While Workday and UKG are separate systems, they are frequently used together with information flowing between the two to ensure you are paid for hours worked, accrue time off correctly, and more.

How do I access UKG?

You have three options to access UKG:

1. Timeclock in 17 locations listed below
2. New UKG icon on your desktop
3. Wellstar Virtual Desktop. *You will have in-app support when you use your Wellstar Virtual Desktop, however it will take slightly longer to log in.*
 - a. Click on the Wellstar Desktop icon on your desktop
 - b. Click on the UKG icon within the virtual desktop window

There is no UKG icon on my desktop. How do I get it?

Download the icon from the Software Center following these steps:

1. Open the Software Center icon on your WMCGH computer desktop
2. Double-click the “Wellstar Non-Clinical Weblinks” option
3. Select Reinstall

You should now see two new icons on your desktop – one for UKG and one for Workday.

There is no Wellstar Virtual Desktop icon on my desktop. How do I get it?

Download the icon from the Software Center following these steps:

1. Open the Software Center icon on your WMCGH computer desktop
2. Double-click the “Wellstar VDI Client” application
3. Select Install

You should now see the Wellstar Desktop icon on your desktop.

Timekeeping for Team Members

Where will timeclocks be located?

More advanced physical clocks have been installed in 17 locations. There are fewer locations based on usage analysis.

Location	Description
AD 1008	Professional Office Building 1
BA 1500 H	Food & Nutrition
BA 2100	OR Locker Room
BI 1200	Emergency Dept Hall
BI 2106	Patient Transport
BI 1031	Bed Management wall beside elevators
BP 5425	NICU
BP Basement	Basement Hall outside zone shop
BP 1000	MOB 1
BP 1001	MOB 1st Floor Elevator
BL 1008	Warehouse
BT Basement	EVS Basement Hall beside elevator
BT 1800	CHOG 1st Floor near Café
BT	CHOG Front Entrance Greeter Station
BT	CHOG Entrance F behind Greeter StationFA
AN	Georgia Cancer Center

Will exempt team members need to clock-in?

No, there is no change to this process. Exempt team members do not clock in or out.

What if I'm working night shift during go-live – how should I clock in and out?

Team members on third shift will complete their time entry manually following this [guide](#) on the morning of Aug 4.

Will I be able to see activity prior to the August 4-17 pay period in UKG?

No, you will need to refer to data in TimeNet.

How will I clock in and out or using UKG?

Follow the step-by-step guide on clocking in and out using UKG at a timeclock [here](#) or via browser [here](#).

If I am unable to clock in, what should I do?

If you are unable to clock in, talk to your manager or timekeeper for assistance.

Can I just tap my badge to clock?

Before you tap your badge, you will press buttons to indicate if you are clocking in for the day, out for lunch, in for lunch or clocking out for the day. You will need to press buttons then hover your badge to transfer time to another cost center, indicate you are on call or other special circumstances. Pressing buttons is particularly critical when clocking out as you must attest to your time each day.

Can I use a mobile device to clock in?

If you are an hourly (non-exempt) team member, you will use approved methods for clocking in or out: time clock or computer workstation. Clocking via using UKG TimeStamp on a mobile device browser is not permitted unless prior approval in writing is obtained from a Vice President or above.

Team members who clock via an unapproved method (e.g., on a mobile device) will be subject to corrective action.

How do I correct my time? Are employees able to edit timecards?

You are unable to edit your own timecard. Submit corrections to your manager or timekeeper using the method they specify.

What is the rounding for clock-in time?

Wellstar pays on tenths of an hour. Rounding is based on scheduled times which allow a "grace" window of 5 minutes +/- scheduled time. Outside of those timeframes, time is rounded to the previous 6-minute interval (:00, :06, :12, :18, :30, :36, :42, :48, :54).

How will I clock in for my break using the UKG site?

Follow the step-by-step guides on clocking break at a timeclock [here](#) or via browser [here](#).

What if I take longer than a 30-minute break, do I need to clock out?

If you take longer than a 30-minute meal break, you will clock out and back in.

How do I clock when I am working in a different cost center?

To transfer time using a timeclock, follow this [guide](#).

To transfer time using a browser, follow this [guide](#).

The cost center crosswalk showing legacy WMCGH and new Workday cost centers is available [here](#).

Timekeeping for Managers and Timekeepers

How do timekeepers get appropriate access in UKG?

First, timekeepers must complete the UKG Essentials for Timekeeper v2 course in HealthStream. Once complete, the timekeeper role will be added in Workday and UKG within one week during August.

Next, a manager will need to [delegate](#) the timekeeping role to the timekeeper in UKG.

Lastly, the timekeeper will need to [accept](#) the role in UKG.

What is the difference between people/nurse managers and timekeepers?

Prior to UKG, our previous TimeNet timekeeping system did not differentiate between timekeepers and managers. With the new UKG timekeeping system, these functions are separate and distinct.

Managers are defined as anyone with one or more direct reports. Managers are able to edit and approve time.

Timekeepers are able to fix missed punches and make other edits but are unable to approve time.

Managers may delegate the timekeeper role, the time approver role, or both roles. As a best practice, it is strongly encouraged to separate the timekeeper individual from the time approver individual.

Can timekeepers approve time?

The “timekeeper” role in UKG cannot approve time but can adjust schedules. In order for a timekeeper to approve time, the manager must delegate the “manager” role to the timekeeper and the timekeeper must accept the role in UKG.

I am a manager, how can I approve a timecard?

To review and approve your timecard and exceptions follow this [guide](#).

Can managers approve time, change schedules, and make edits?

Yes, managers will be able to edit and approve time and schedules in UKG.

Can timekeepers and managers transfer time to a different cost center after the date/time?

Yes, managers and timekeepers can transfer time after the date/time has passed. Follow this [guide](#) to transfer time to a different department or cost center, add a work rule (e.g., call-in or float), or add a ‘job 2’ labor category.

How do I enter on call or critical pay?

On Call pay must be entered by a manager or timekeeper. Employees do not have access to enter on call pay.

Managers or Timekeepers should enter the pay code: *050-On Call pay* for eligible time. Follow this [guide](#) to enter pay codes.

How do I enter on call critical or surge pay?

Critical or Surge pay must be entered by a manager or timekeeper. Employees do not have access to enter critical or surge pay.

Managers or Timekeepers should enter pay code: *745-ExtraShiftPremium* for eligible time. Follow this [guide](#) to enter pay codes.

How do I assign preceptor pay to a team member?

Managers or Timekeepers can follow this [guide](#) to assign preceptor pay.

Time Off

How do I request time off?

Team members who use Smart Square will request time off in Smart Square. Qualifying team members on the Wellstar PTO plan who do not use Smart Square can follow this [guide](#) to request time off as appropriate.

When will I see my time off balance in UKG?

Time off balances will be available as relevant in UKG starting August 9th

Where will I see my time off balance?

Qualifying team members on the Wellstar PTO plan will see their time off balance in UKG on the timecard accrual tab. Balances will be represented in hours and minutes and will reflect accruals for hours worked as of the previous day.

Scheduling

Is there a way for a team member to enter their own work schedules?

No

How do I build a custom schedule in UKG?

Timekeepers and leaders can follow this [guide](#) on schedule patterns.

How do you edit a non-exempt team member's schedule in UKG?

To manage non-exempt schedules in UKG, timekeepers and leaders can follow this [guide](#).

Do managers/timekeepers need to make sure salaried employees also have a schedule entered?

Yes.

Do I need to add a schedule for exempt team members?

No, exempt team members should have schedules automatically.

How do I remove a team member from UKG?

This should be done in Workday. If the team member is in UKG and should not be, please complete this [form](#).

Will the scheduling applications I use change?

Team members who used Clairvia for scheduling will switch to Smart Square. Those using QGenda will continue to do so.

My department uses Smart Square to manage schedules. How do I access it?

Smart Square is used by departments that were active on Clairvia. If you and your department used Clairvia, access Smart Square through a browser at wellstar.smart-square.com or by downloading the Smart Square Go app from the Google Play or App store.

If I use Smart Square, will I also need to maintain my schedule in UKG?

No, UKG will import schedules from Smart Square. Any management of scheduling for you will need to happen in Smart Square.

If I use QGenda, will I also need to maintain my schedule in UKG?

Yes, UKG will not import schedules from QGenda. Any management of scheduling for you will need to be done in both systems.

Training

Will there be training offered for UKG? If so, when?

Training for UKG will be available June 17-July 26. Most team members will take training entirely online via HealthStream at a time of their choosing by July 26. Training will be 60-90 minutes for most team members and leaders based on job function.

How do I access training?

Online training components for UKG will be loaded into the AU learning tool, HealthStream. Instructions for accessing HealthStream are available [here](#).

Is UKG training mandatory?

Yes, training is required for all WMC GH employed team members in UKG.

Manager and Timekeeper training is required before being able to employee timecards for editing and approving.

Will different roles need to take different UKG trainings?

Yes, different roles will need to take different training based on whether they have time management responsibilities for others:

- Managers and Timekeepers will take UKG Essentials for Timekeepers v2
- Team members will take UKG Essentials for Team Members v2

Do I have to complete the UKG training at one time?

You can save your progress and come back to training at any time for training offered online within the HealthStream platform. For sessions that are live or in-person, you will need to attend at the scheduled date/time, and you must complete the training session fully at that time.

Can I complete the UKG training from home?

You should plan to complete the training during work hours. UKG training will be virtual, and you can complete it at a time best for you.

Where will the practice sessions for UKG take place?

For UKG, practice sessions are online. Practice sessions can be accessed from links within your HealthStream training course or directly via [UKG Practice](#) link. You will login with your Wellstar email address and OneID password with a device registered for multi-factor authentication.

Where can I get support if I encounter issues with my UKG training?

Please contact the Augusta IT Help Desk at 706-721-7500 for technical support related to HealthStream itself.

Please contact WellstarTraining@Wellstar.org for issues with course assignment or course content

Epic EHR

What is Epic and what will I use it for?

Epic is an electronic health record (EHR) system, which will replace Cerner for clinical and revenue cycle applications. Epic is designed to digitize and integrate various aspects of patient care, including medical records, scheduling, billing, and decision support.

The implementation of Epic at WMCGH will allow us to have a single fully integrated system across our health care organizations for managing patient care. Epic will offer us the enabling tools and technology to continue providing exceptional care for patients today and provide a seamless platform to meet our needs in the future.

When will I begin using Epic?

The transition to Epic will take place when it's live on November 2, 2024.

Will we be able to see previous patient records that were in Cerner after the transition to Epic?

Select patient data will be migrated to Epic prior to the transition. Patient records will also be available for viewing in Cerner for a period of time following the transition to Epic. More details will be shared closer to go-live.

Where can I find tip sheets and more resources?

Use WALi (Wellstar Automated Library Chatbot) to get answers to technical questions and search for tip sheets. You can find WALi on the Teams application in the left-hand side toolbar.

Additionally, access the [Epic Training Resources SharePoint](#) to find a plethora of resources, including tip sheets.

Practice

How can I practice using Epic before go-live?

Team members can practice what they learned in training using the Epic Playground (PLY). Most training courses have an associated exercise booklet that offers practice and tips. We recommend that team members spend about 15 minutes each day practicing in the PLY.

The booklets and instructions for logging into the PLY can be found under the Epic tab on the [Integration Website](#) under "Training Handouts."

How do I access the Epic Playground (PLY) environment?

Instructions for logging into the PLY can be found [here](#).

Training

When is Epic training?

End User Training will take place August 5-October 23. All team members who will use the Epic system will be assigned a training curriculum customized for their role. You can learn about the classes you need to take in the [Course Catalog](#).

CyberSTAR training will take place July 22- August 2. CyberSTARs are super users who will support their teams throughout the integration. They will attend Epic training ahead of everyone else, giving them a chance to learn the new system and prepare for their important peer support role during go-live.

Is training required to access the new electronic health record?

Yes, new and existing team members will not be able to log in to Epic until they have successfully completed all training requirements and passed the proficiency assessment. See more information in the monthly Know / Share / Do communications and communications sent to your team via email.

At the end of each module, there will be a knowledge check to confirm you have retained the information shared. A score of 80% is required to complete the training. If you have more than one role, you will have separate assessments for each role.

If you score less than 80% on the first attempt, your trainer will review the assessment with you and provide assistance before you retake the exam. If you do not score 80% on the second attempt, you will be asked to attend the in-person training class again before taking the assessment a third time.

I used Epic at my previous health system. Do I still need to complete training?

Yes, you still need to complete the training assigned to you to ensure everyone is following workflows specific to WMCGH. We do not offer an alternate training program for those with previous Epic experience.

Will providers take training on an office day or a procedure day?

Providers will be able to determine when they attend training. Classes will be offered six days a week, and evening classes will be offered as well.

How will users know which classes they need to sign up for?

Training tracks have been assigned by the Epic training and security teams, with input from department managers, based on each user's role(s) and system access needs. When users log into HealthStream, they will be able to see the training assigned to them and will then select the appropriate date and time of the class they wish to attend.

All class registrations must be reviewed by managers. Please review class time selections with your manager prior to completing registration.

How do I register for training?

Users will register for Epic training classes online in HealthStream. All class registration must be reviewed by managers. Please review class time selections with your manager prior to completing registration.

The registration portal in HealthStream will be pre-populated with the required training courses for each user; users will select the best course date and time from the available sessions for each class.

What if my role covers multiple areas?

The Epic curriculum includes comprehensive role-based training tracks. If you work across multiple roles or functional areas, you will be assigned the training tracks needed for all of your job functions.

Do I need to complete training in a specific order?

Yes, team members will be assigned a training track comprised of prerequisite e-learnings, in-person classes, and an assessment. The training track must be completed in the order assigned.

Do I need to complete the prerequisite modules (eLearnings) all at one time?

Prerequisite courses may be completed at your own pace – in small increments or all at once. They are intentionally designed to be completed in short durations.

When should I expect to complete the required prerequisite training modules (eLearnings)?

Please complete self-directed online learning modules prior to attending instructor-led classes. Class curriculum is designed to build on the foundational information provided in the pre-requisite e-Learnings, so it is essential to complete these before attending class.

Will Epic training be virtual? Can I complete the Epic training from home?

Epic training will be a combination of pre-requisite e-learning (virtual) modules and in-person sessions led by an instructor. All participants must attend their assigned in-person classes to complete Epic training.

Select classes will be offered at Roosevelt Warm Springs. These classes are noted with “RWS” in the title. Managers should schedule their staff to attend classes at the appropriate location.

What are User Settings Labs?

A User Setting Lab is a required session for all providers and should be taken **after** you have completed your assigned Epic training. During this session, Epic trainers will meet with providers to ensure that each provider has appropriate system access prior to go-live and receives guidance in personalizing the Epic system to support their role.

Where can I find the Epic course catalog?

The Epic course catalog can be found [here](#). The catalog includes what is covered in each class and what training is required for each department or user role.

Where can I find the Epic training schedule?

To find out when Epic courses are, view the available course in HealthStream.

Can I change or cancel my training schedule?

Class cancellations should be made **only in the event of an emergency and will need to be completed at a later date**. Changes to class times may be made directly in HealthStream; users should work with their managers to review class time changes to ensure there is appropriate coverage for their teams.

Additionally, note that some courses must be taken in a specific order; cancelling or rescheduling one session may mean you will need to cancel and reschedule subsequent sessions.

Who will be teaching my Epic Classes?

Epic training instructors will be credentialed trainers who have extensive experience teaching Epic classes at several organizations across the country. They will also go through an intensive preparation program to learn and understand the specific workflows of the Wellstar MCG Epic system.

Where will the practice sessions for Epic take place?

Training for Epic will be different than Workday and UKG. Epic training includes a combination of prerequisite e-learning lessons and instructor-led classroom sessions. Together, these will cover basic navigation and workflows and allow learners to practice in the system and become familiar with more complex workflows.

Where can I find more information on Epic training?

Please refer to the Epic Course Catalog, which has detailed descriptions of the modules and associated training, including which job functions should be enrolled.

Additionally, be on the lookout for the monthly Know/Share/Do that is shared with managers; topics rotate each month, and often Epic training information will be included. Other types of communication that you can expect to receive emails, postcards and more. We will share more with you and your team members as information becomes available. Reach out to your manager with any questions.

Who can I contact with Epic training questions?

Please contact your manager with any training questions or feel free to send questions to Epictraining@wellstar.org.