



THANKS

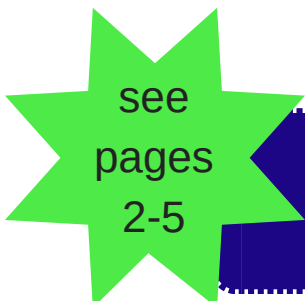
FOR

STOPPING BY!




We're so excited that you've decided to start your travel career with us! We're here to help and we want you to have an enjoyable and successful experience so we've put together some resources for you that should ease your transition into travel.

- Your Clinical Team




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Interviewing
Techniques/Pointers



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Interviewing Techniques & Pointers



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Virtual Interviewing

Helpful Hints

1. First and foremost, know who you are interviewing with. If you are not sure, it is okay to ask again! Knowing whom you interviewed with helps the recruiter secure your offer.
2. Confirm start date and confirm shift
3. Floating policy – are travelers the first to be floated or are you put into a float pool? What units would I float to? Will I be oriented to those units?
4. Scheduling methods – Self-scheduling? Is there a request book?
5. Taking call – Is call required? How often?
6. Nurse to Patient ratio? What is the staffing mix? i.e. LVNs CNAs
7. How many beds in the facility and how many on the unit?
8. TIME OFF – if you know you need time off during the 13-week contract, **MAKE SURE** you talk about it during the interview. It is usually not a problem but needs to be included into your contract.
9. Uniforms/scrubs – colors?
10. Overtime policy?
11. First day information – Is there any testing? If yes, is there a study guide?
12. Length and type of orientation, both facility and unit based

Home Health

Is the Agency Medicare certified for Home Health and Hospice?

What is the expected visits per day?

Do they use a point system? If so, what are the points allocated for start of care, resumption of care, re-certification and discharges since OASIS is needed?

How is mileage accounted for? Do they count over 50-60 miles as a point of visit or how is that time accounted for?

Do they use an admissions nurse or will the nurse be responsible for her own admissions, including OASIS and Physician orders and plan of care?

How are re-certifications handled?

Will I have a specific territory or be sent wherever needed?

Is there on-call? If so how often?

What is the orientation time? Does it include on site visits with other staff?
How many visits?

Is there a scheduler at the office who can assist with scheduling?

How are supplies ordered and picked up?

Is there a clinical resource at the agency office to obtain physician orders or help making calls?

Do they do high tech patient such as home vents, IV's TPN?

How are referrals to PT, Speech, OT and medical Social Services handled?

What type of electronic documentation is used? Laptop, iPad? How much training is given?

Virtual Interviewing

Please remember you need to treat this like a formal interview, although you are not speaking with someone directly you are being interviewed for a potential position. Some of our managers request these sent to them as well.

Choose a time when you have at least 30 minutes where you won't be disturbed.

Make sure you have good phone reception and are in a quiet environment without any distracting background noise i.e. TV, dogs-barking, people talking, etc...

You have 2 minutes to answer each of the audio questions.

Please speak clearly and concisely.

The audio questions are situational.

FAQs

Welcome to the AMN family and congratulations on booking your first travel assignment with us!

Our Clinical Team has provided you some information we feel you will need in preparation to join our team! We want you to know that there will be a Clinical Manager/Director assigned to provide clinical support for each of your assignments.

The Company also provides 24-hour management coverage to help you resolve emergencies, including a Clinical Manager/Director that is also available, if needed at 1-800-282-0300.

Feel free to browse the common topics for FAQs below to learn more.



Housing



Payroll



Benefits



Lifestyle



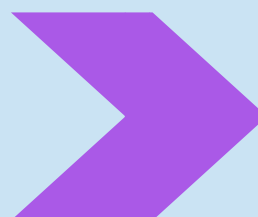
Orientation



Emergency
Numbers



Professional



Next Assignment



HOUSING



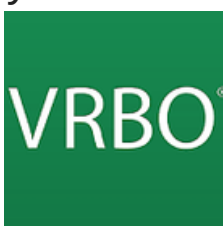
Tips for choosing housing from seasoned travelers:

When choosing housing make sure to think of traffic patterns during your commute time and distance to the facility

If you are working nights, consider what floor you want to be on (overhead neighbors vacuuming during the day) or street noise that may affect your sleep (I once was placed in an apt with metal stairs that were literally on the other side of my headboard!)

Ask if parking spots are assigned or open... Coming home at 8pm means you may have to park far away from your unit/apt.

Some sites that many travelers find helpful to find local housing include:



If you need assistance in finding housing options, AMN is pleased to provide standard housing as an alternative to receiving lodging per diem. If you elect to receive company provided housing, our team of territory experts will work diligently to find you safe, clean, quality accommodations within a reasonable commute time of your facility.

More in depth info can be found on page 18 of the Healthcare Professional Handbook.



PAYROLL

Any questions or concerns regarding payroll should be directed to:
Customer Support at (866) 354-3994
serviceconnection@amnservices.com

See page 9 of the Healthcare Professional Handbook for additional information.



BENEFITS

Any questions or concerns related to benefits should be directed to:
Benefits Department at (877) 744-1546
benefits@amnservices.com

See page 26 of Healthcare Professional Handbook



LIFESTYLE

What Do I Take On My Assignment?

Contact the apartment manager prior to your departure to confirm your move-in arrangements and discuss the kitchen appliances and amenities available at your complex. If you plan to bring valuable personal possessions you may wish to obtain renter's insurance to protect your investments. Tenured Travelers have made the following recommendations for new Traveler's going on an assignment:

Household:

Linens/Towels Bedroom Kitchen Bathroom Cooking utensils Dishes Iron & Ironing Board Shower Curtain Flashlight Batteries Light Bulbs Dust Broom/Small Vacuum

Rent or Bring:

TV, DVD Player, Microwave if not built in

Tips from seasoned travelers:

- Don't pack too much!
- Remember you may be moving all of it every 13 weeks!
- Make sure you are aware of any dress code/scrub color required for your upcoming assignment.
- Copies of BLS, ACLS licenses, etc. or scan photo to your cell phone/computer
- Medications, personal Prescriptions.
- Names/contacts for references from previous employer
- Make sure your recruiter has your emergency contact information including names and phone #s.



ORIENTATION

It is recommended that you show up at least 15 minutes early on your first day of orientation. A helpful tip would be to try out your transportation route the day before if possible. Use Google maps to determine the directions from where you are living to the facility you are working at.

Be attentive and engaged during the orientation. We have an Orientation Checklist ([see orientation checklist](#)) as a resource for making sure you have all the tools/resources to be successful at this facility.



EMERGENCY NUMBERS

After hours/weekends emergency phone #: 800-282-0300

Worker's Compensation Insurance:

Refer to Healthcare Professional Handbook page 31.

For ALL states, report a work related injury or exposure by calling the toll free number for Gallagher Bassett at 855-326-9722, which is available 24-hours-a-day, 7 days a week.

Professional Liability Related Incident Reporting:

If you are involved in an incident in which there may be an allegation of negligence, errors or omissions, an allegation of abuse or harassment or a violation of rules or procedures, or if you are requested to give a statement, interview or deposition relating to an incident or lawsuit, it is absolutely critical that you notify your facility supervisor and company clinical manager/director immediately. If you do not have a designated company clinical manager/director, please report the matter to company's risk management department via risk.management@amnhealthcare.com or telephone at 1-866-206-5498.

A delay in reporting the matter could result in the professional liability insurance company's rejection of any claim that may result.

See handbook for additional information on page 33.



PROFESSIONAL

As a Healthcare Professional representing AMN on assignment the expectations is you will behave professionally at all times. All verbal and written communication should represent the **AMN Core Values**.



Please make sure that your cellular phone voice mail is professional and able to receive messages at all times. It is imperative that AMN and all support services be able to reach you in a timely manner. It is also the expectation that you respond in a timely manner as well to any communication from a Clinical Manager as it pertains to your assignment.

Standards of Professional Conduct

Prior to your first assignment and annually thereafter, you will review the Company's Workplace Safety and Patient Care Standards course. This helpful tool identifies the areas of orientation required by OSHA, The Joint Commission, and our obligations to healthcare facilities. See page 37 of Healthcare Professional Handbook for additional details.

Additional Tips for Maintaining Highest Levels of Professionalism

- Maintain your scheduled shifts and be on time
- Follow the facility policy if you are going to be late or missing a shift. (Most facilities have a 2-4 hour requirement)
- Avoid personal cell phone usage while on duty.
- Do not use hospital internet for personal use at any time.
- Earbuds or headphones are never appropriate while on duty as they block communication with both Facility Staff and more importantly patients.
- You are responsible for learning and complying with the rules, policies, and procedures of the facility.



CORE VALUES

Respect

We treat our team members, customers and vendors with the highest level of personal and professional consideration, courtesy, and care as we value each person's unique contribution.

Trust

Our relationships are characterized by honesty as reflected in unshakable confidence that we will hold fast to our commitments.

Passion

We are driven to urgency by zealous concern to be the best we can for the people we work with and the customers we serve.

Customer Focus

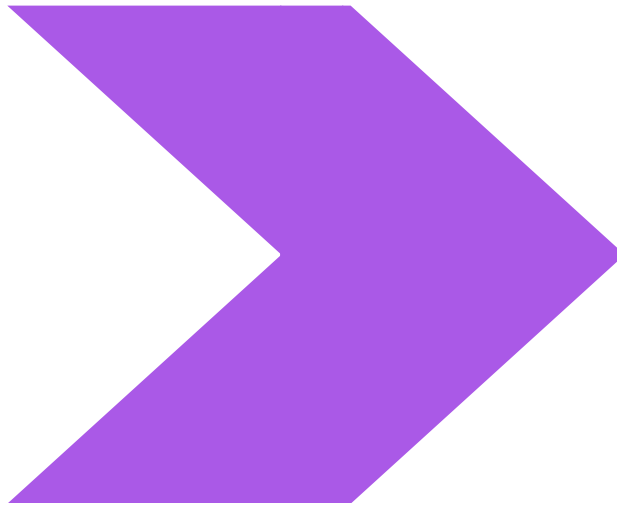
We maintain a singular focus throughout our service chain on satisfying our customers through a relentless pursuit of excellence.

Continuous Improvement

We continuously seize opportunities to improve our processes and ourselves in ways that add value within a culture that fosters innovative ideas and proactive changes.

Innovation

We focus on the future and bring new ideas to life that generate differentiated value for our stakeholders.



NEXT ASSIGNMENT

While wrapping up your first assignment, here are some tips to plan for the next:

- 1. Try and get feedback via [evaluation](#) from a charge nurse or nurse manager from your assigned unit.**

Our evaluations look at a number of different areas of performance including:

Documentation, Adaptability, Communication, Competency, Safety & Emergency Protocols, Initiative, Professionalism, Quality of Work, Reliability & Attendance, and Teamwork & Cooperation

We take pride in our clinicians and value those who provide excellent clinical service. AMN offers a rewards program for superior feedback received on assignment performance evaluations!

- 2. Think about the kind of facility and/or location you would like to go to.**
- 3. Consider topics you wish you had asked for on the interview for your current assignment and add to your interview tips document for next time.**
- 4. Take time to complete the Satisfaction Survey you will be receiving via email upon completion of your first assignment.**

AMN strives to continue improving and best meet our customers' needs so we recognize the importance of your experience and want to hear your feedback!



EDUCATIONAL TOOLS

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see page
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ORIENTATION CHECKLIST

TRAVELER SERVICE CONNECTION

Click above
to visit
TSC

Educational Tools

As part of the AMN Team you now have free access to continuing education credits provided by our trusted partner [RN.com](https://www.rn.com). They provide over 450 hours of continuing education credits helping you to advance and grow your career on your terms.

As your clinical service team we have compiled a few recommended courses to help you succeed on your next assignment.

RN.com Recommended Courses

A Proactive Approach to Orienting with a Preceptor

Critical Thinking: Mastering The Art of Floating

Professional Communication: Speak Up, Speak Well

The Chain of Command Protects Your Patients and You

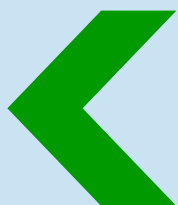
Stress Relief for the Healthcare Professional

Social Media Networking For Nurses: What You Should Consider

In addition, we have gathered some training tools to cover topics such as AV blocks, EKG rhythms, Pacemakers, Nursing Calculations, and Testing Tips for competency exams.

Please take some time to review these materials prior to taking your specialty exams.

AV
Blocks



**Nursing
Calculations**



EKG
Rhythm

**Pacemaker
Primer**

**Test
Prep**

Orientation Checklist

Please take a minute to print the [Orientation Checklist](#) that we have provided. This will ensure that you have access to the necessary tools and resources available to you on assignment.

You're All Set!

We hope that this informational packet is helpful as you begin your travel career with us! Please let us know if we can provide any additional clinical support to you as you transition into travel.

Best Wishes, Your Clinical Team

AMN is proud to offer free continuing education to our dedicated travel nurses via RN.com. Explore over 450 hours of continuing education content to get started today!



At AMN we are dedicated to the advancement of all healthcare professionals. The Center for the Advancement of Healthcare Professionals was established to address the needs of the evolving Healthcare landscape. Rest assured through The Center's initiatives AMN is proactively addressing industry trends directly impacting the future of your career.



AMN is a proud supporter of The American Nursing Association's vision: Healthy Nurse, Healthy Nation.

