

Starting Line – Novant Health New Hanover Regional Medical Center (NHNHRMC)

Important Information

Contact Numbers: all start with **area code 910**

- NHRMC Main Number: 343-7000 (From an internal phone, reach the operator by dialing 0)
- NHRMC Ortho Hospital Main Number: 452-8100 (From an internal phone, reach the operator by dialing 0)
- Service Now: HR Team Member Solution Center: 667-6000
- People & Culture Department (Human Resources) for NHRMC, NH Physician Group and SEAHEC: 667 - 7049
Pender Memorial Hospital & Home Care: 259-5451 Ext. 271
- IS Help Desk: 667-7855
- Departmental & Employee contact numbers can be found in Outlook or Via Microsoft Teams.

Service Now: HR Team Member Solution Center: 667-6000

- The Team Member Solution Center is the go-to resource for all your team member questions. You may call directly or access via Capslive to submit a “ticket” for assistance.

Company Police, Badge Office, and Parking Decal Applications:

- Company Police Dispatch - all hours: 667 - 2444
- Badge Office 667 - 2751
- Badge office hours of Operation: Monday – Thursday 7:00AM-5:00PM and Friday 7:00AM - 3:00PM
- Parking Decal will be provided during orientation.

Accessing CapsLive (Intranet) - Our internal/staff website:

- Internally: Double click on the Internet Explorer Icon located on your desktop. By default, CapsLive should open.
- Externally: For access to Infor Global HR, Outlook, Capslive, Epic University and more select this link www.nhrmc.org/employees and select purple NHRMC Remote Access.
- You can also find helpful information on our public website: www.nhrmc.org

Outlook Email - Email System:

- Email Naming Convention: firstname.lastname@novanthealth.org (Example: John.Smith@novanthealth.org)
- You will receive your username and password on the second day of New Team Member Orientation. If you did not receive it at that time, please check with your Manager or contact the IS Help Desk at 667-7855. The first time you log into the system, you will be prompted to enter a new password. **Note:** you must set up a password to access your internal Outlook account remotely.
- Accessing Remotely: via Internet Explorer, you can go to www.nhrmc.org and click on the “For Employees” link in the upper right-hand corner of the page. There is a link for “Outlook Web Access” on that page.
- Problems logging in: contact the IS Help Desk at 667-7855

Caplets:

- NHRMC's convenient e-newsletter. It will be delivered to you via your email (NHRMC Communications) and contains announcements and links to resources to keep you in the know!

NetLearning:

- NHRMC's learning management system used to assign annual Computer Based Modules (CBLs), enroll in educational sessions and track all completed education.
- Internally: Go to CapsLive, Featured applications - Customize and View all – select the NetLearning Link and log in.
- Externally: you will need remote access to an assigned work desktop or Global Protect for VPN access to access Capslive and follow the above steps.
- Log in: Use your employee ID # or Badge #. Your password will be created when you first log in.
- Contact your manager or Pattie Guthrie in Nursing Education @ 520-7702 if you have any further NetLearning questions.

Important Note: Safety and Compliance Training are required annually by all team members. New team members will receive credit for Safety and Compliance Training as part of the New Team Member Orientation. These computer-based learning modules may show on your "to do" list in NetLearning initially, but once given credit, these classes will show completed on your transcript.

Payroll:

- Payroll is from Sunday through Saturday at midnight. You are paid for work hours up to the Saturday prior to payday.
- We are paid every 2 weeks on a Friday. Your First paycheck will depend on your start date.
- You will receive an electronic pay voucher via an Outlook email. For your protection, you will be required to login to the secure email each time you access any payroll voucher. Payroll will include instructions for how to open your electronic voucher in the email you receive with this attachment.
- Questions regarding your paycheck:
 - Hours paid – contact your manager
 - Benefits – contact the benefits hotline via Team Member Solutions Center at 910-667-6000
 - Deductions – Service Now

Infor Global Human Resources (Infor GHR): Human Resource system for information relating to direct deposit and pay, PTO balance, benefits, etc.

- Internally: Go to CapsLive, Featured applications - Customize and View all – select the Infor Global HR link.
- Externally: you will need remote access to an assigned work desktop or Global Protect for VPN access to access Capslive and follow the above steps.

Welcome to Novant Health New Hanover Regional Medical Center!

We are glad you chose to be part of our team!



Direct deposit enrollment must be completed by *noon on Tuesday of your first week of employment*. Before you begin with step 1, you must change your initial password and completed the Okta enrollment and authentication process. Please follow the steps in that document *first*. It is preferred that this process be completed onsite, using a NHRMC computer.

STEP 1 – Sign into Okta using the link <https://nhrmc.okta.com>. Enter your username and password to log in.

New Hanover Regional Medical Center

Sign In

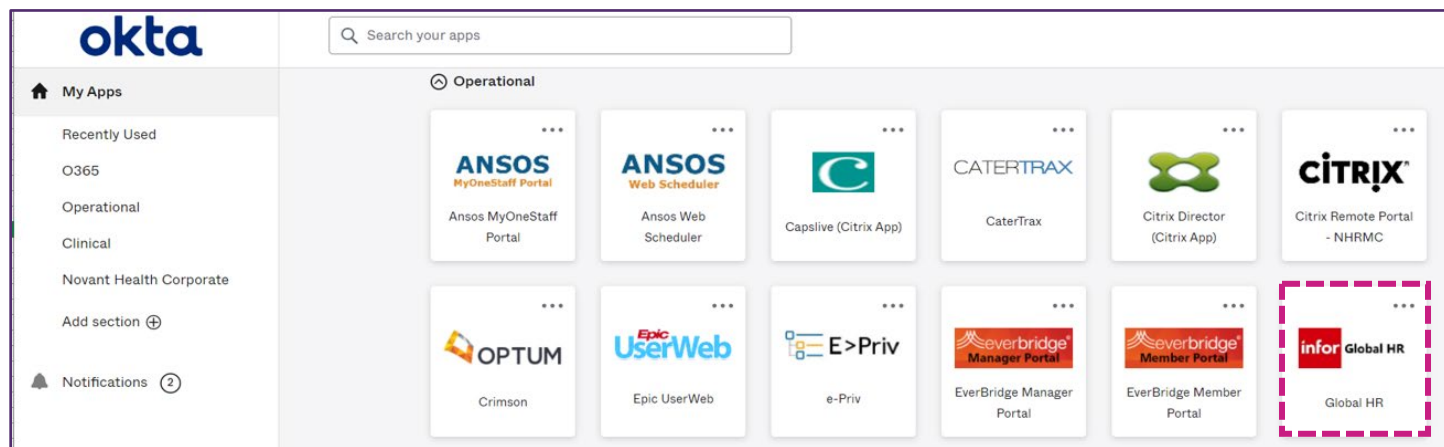
Username

Password

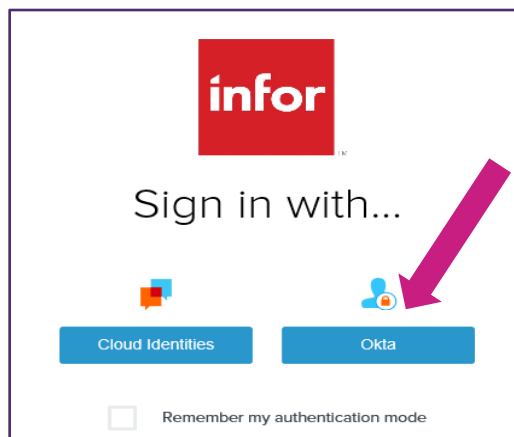
Sign In

[Need Help?](#)

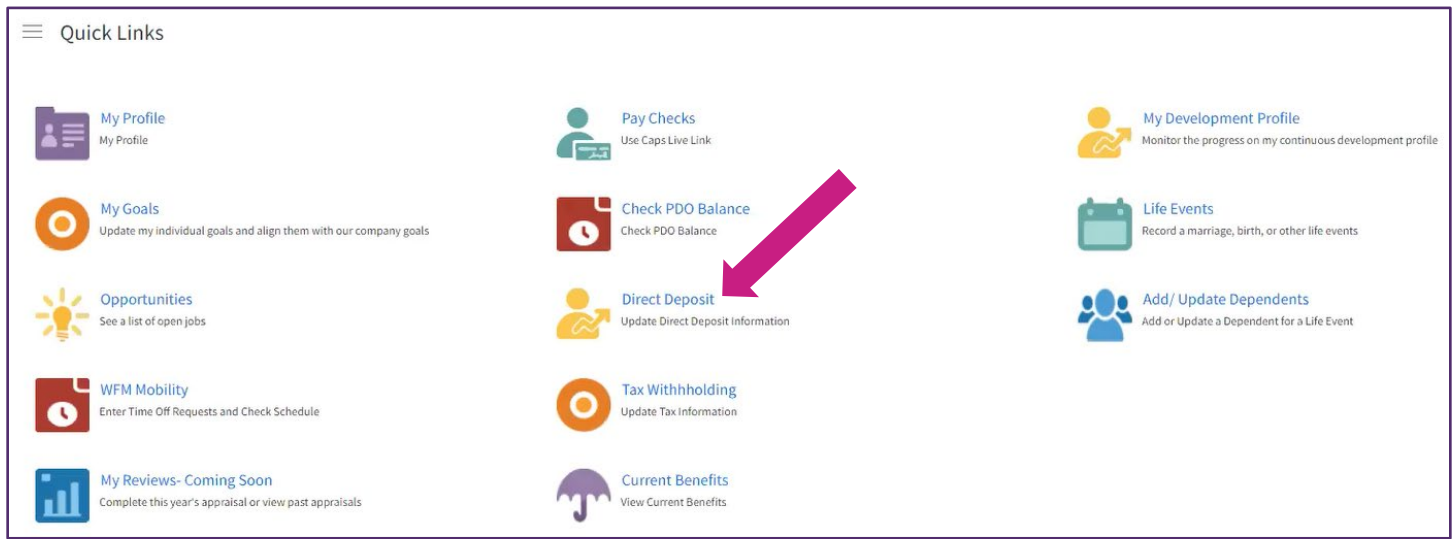
STEP 2 – Locate the Infor GHR app and select it.



After selecting Infor Global HR, you may be prompted to sign in with Okta. Select the Okta button to continue.



STEP 3 – Select the Direct Deposit option from the Infor GHR Quick Links screen.



STEP 4 – Log into Infor Lawson with your NHRMC email address and password, followed by Sign In. (Please make sure you enter the email address that has @nhrmc.org at the end).

New Hanover
Regional Medical Center

infor LAWSON

Sign in with your organizational account

First.last@nhrmc.org 1

Password

Sign in 2

Sign in above with your NHRMC credentials to access Infor Lawson.

STEP 5 – Select the Add button to add a bank account.

Direct Deposit

Accounts

You may open up to 3 accounts.

Bank	Account

Add

Then select the “I agree with this statement” radio button.

Authorization

I hereby authorize my employer, New Hanover Reg Medical Center, to initiate credit entries and if necessary, to initiate debit entries and adjustments for any credit entries in error to my accounts.

This authority is to remain in full force until New Hanover Reg Medical Center has received written notification from me of its termination in such timely manner as to give New Hanover Reg Medical Center notice.

☒ I agree with this statement.
☐ I do not agree with this statement.

STEP 6 – Select the down arrow in the Bank field to search for your bank.

Add Account

*Required

Bank *

Description *

“Click Magnifying Glass to Select Bank”

When it opens, make sure you are using the Routing Number option for the search (which is the first drop down option in the top left corner of the pop-up box).

Enter the correct ABA Routing Number for your bank then select Filter. Select the bank name, which will populate it in the Bank field.

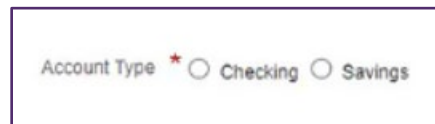
Routing Number ▼

Filter Close

Routing Number	Bank
231390	Bank of America
621558	First Citizens Bank
2122337	Chase
2403116	ALLY Bank
4577550	first citizens bank
5300019	DO NOT USE
5310300	First Citizens Bank

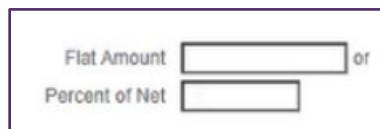
View 25 Previous Next Records 1 - 25

STEP 7 – Next, choose what type of account you are selecting (Checking or Savings).



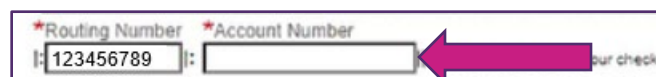
A screenshot of a form field labeled "Account Type" with a red asterisk. It contains two radio buttons: "Checking" and "Savings".

Enter whether you want a certain amount deposited or a percentage. (For example, you may want 100% of your paycheck deposited into the account or a different percentage. If you choose any percentage below 100, do not forget to add the other account. The total percentage among all accounts you enroll needs to equal 100).



A screenshot of a form field with two options: "Flat Amount" and "Percent of Net". Each option has an adjacent text input box. The word "or" is placed between the two options.

Enter the correct Account Number (just as it appears on your personal check/bank account information, including zeroes).



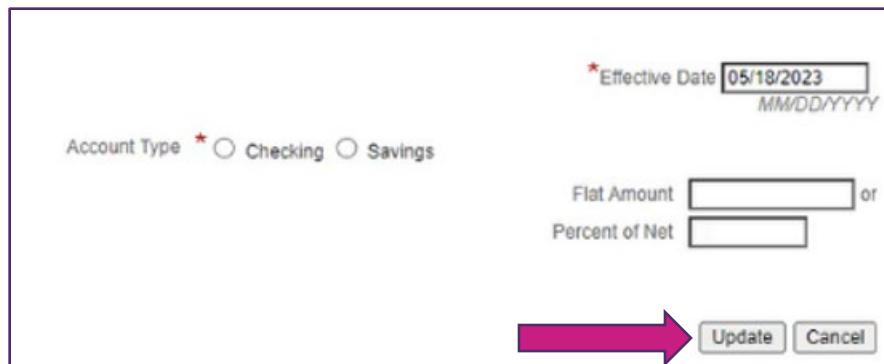
A screenshot of two form fields. The first is labeled "*Routing Number" and contains the value "123456789". The second is labeled "*Account Number" and is empty. A red arrow points to the Account Number field from the right, with the text "our check," partially visible.

You can enter anything in the Description box (example, Account 1 or Bank 1).



A screenshot of a form field labeled "Description" with a red asterisk. It contains a text input box.

When you are ready and everything is correct, select the Update button.



A screenshot of the final form. It includes the "Account Type" field, the "Effective Date" field (with the value "05/18/2023" and the format "MM/DD/YYYY" below it), the "Flat Amount or Percent of Net" selection, and the "Description" field. A red arrow points to the "Update" button, which is next to a "Cancel" button.



Please note that you cannot complete this entire process on a smartphone. You will need access to a computer and a smartphone to complete this process. The best way to access your applications is through an onsite computer via Okta.

STEP 1 – Begin by accessing your Computer Access Form in your new hire folder. It should say “NHRMC Computer Access” at the top. Locate your Login User ID and Initial Password. On a computer, please go to <https://nhrmc.okta.com> to begin.

STEP 2 – Enter your network log in and initial password. When you log in with the initial/temporary password, you should be prompted to change your password as well as enroll in Okta multifactor authentication (MFA). **The password you set will be your password for the NHRMC network and your NHRMC email. The following password guidelines must be followed.**

- ✓ Must be at least 8 characters
- ✓ Must contain both an upper and lower case letter
- ✓ Must contain at least one number or special character
- ✓ It cannot contain any three characters from your Network ID

Once you change your password, you will use the same User ID and password for all the following systems: System log in, Remote Access, Outlook Email, and EPIC.

The following pages will take you through the process of completing the Okta enrollment process onsite using a NHRMC computer.



If you need assistance with this process, please contact the Help Desk at 910-667-7855.



To log in remotely from home or any other supported device, please access <https://nhrmc.okta.com>. (Please review the remote access instructions on www.nhrmc.org > For Employees > NHRMC Remote Access – right side of the webpage).

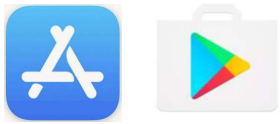
Revised 05/25/23

On-Site Okta Verify Enrollment Guide

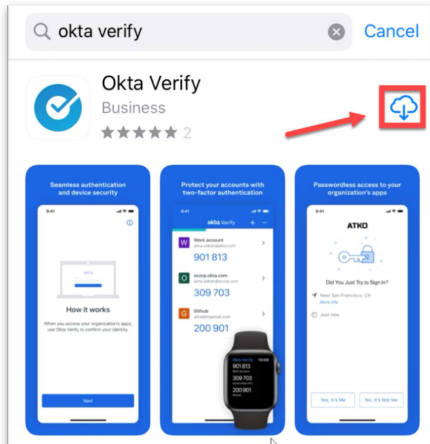
Follow the steps below to install and activate Okta Verify on your smartphone. There are two parts to this one-time set up process which require the use of your smartphone and a computer.

Part 1: Download and install the Okta Verify App on your Smartphone (The screenprints below are from an iPhone but the Android will look similar.)

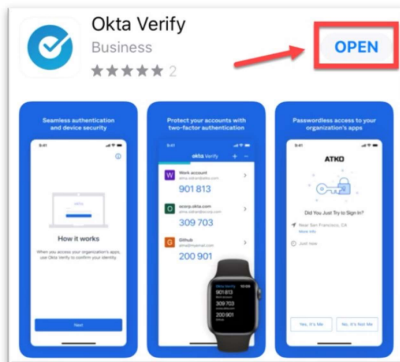
1. Tap the App Store icon on your iPhone or Android.



2. Enter **Okta Verify** in the search box and download the app.



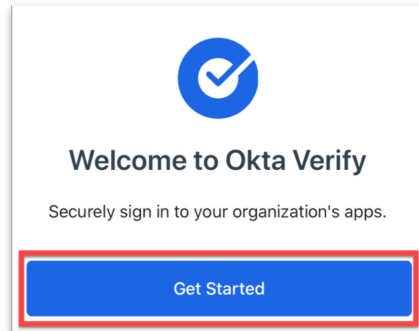
3. Once the app is finished downloading please open the app



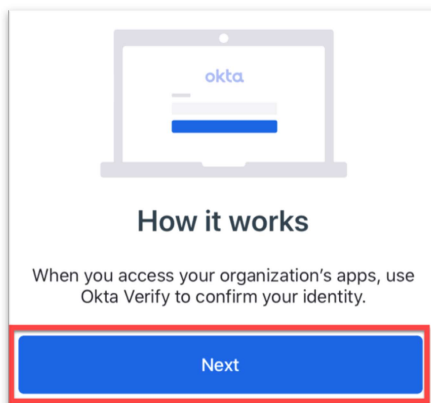
Note: The **Okta Verify** icon has been added to your phone and can be tapped to start the **Okta Verify** app when needed.



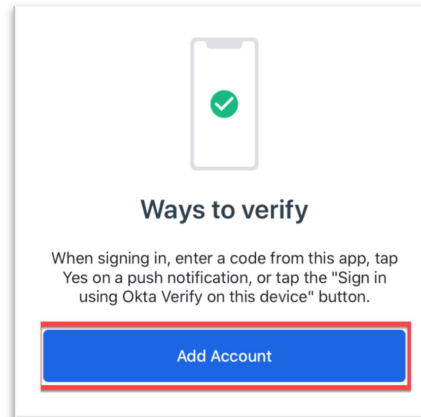
4. When the Welcome to **Okta Verify** window appears click **"Get Started"**



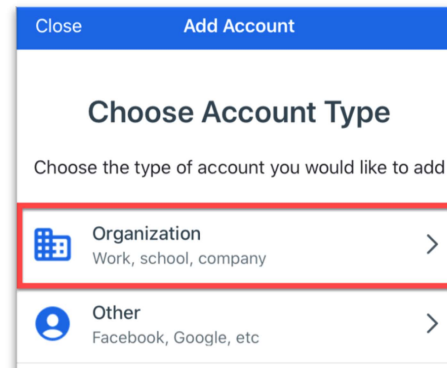
5. When the How it works page is presented hit **"Next"** to proceed.



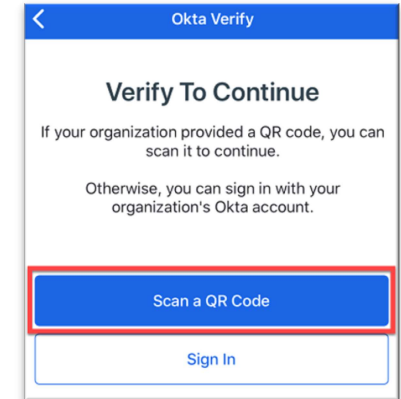
6. **Okta Verify** will now allow you to add an account. Click the **"Add Account"** button to proceed.



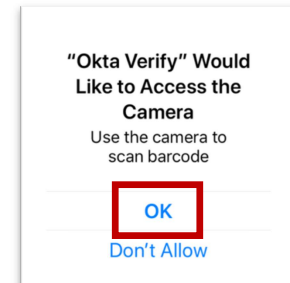
7. To add your account click **"Organization"**



8. **Okta Verify** will now ask you to scan a QR code Click the **"Scan a QR code"** button to proceed.



9. On some phones a popup will appear stating that access to the camera has been requested. Click **"OK"**.



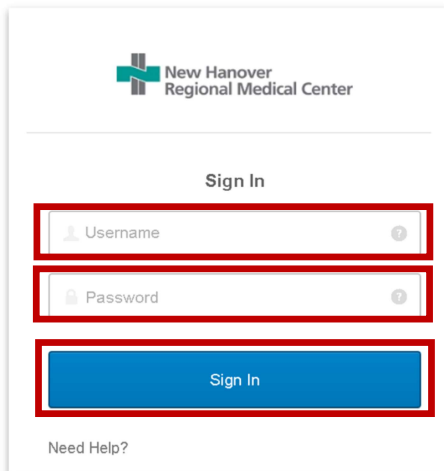
Note: Access to your camera is used only for setting up **Okta Verify** by scanning a QR code.

On-Site Okta Verify Enrollment Guide

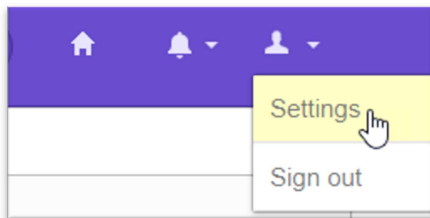
Part 2: Complete Okta Setup on your computer

10. On any **computer** open a browser and go to the link:
<https://nhrmc.okta.com>

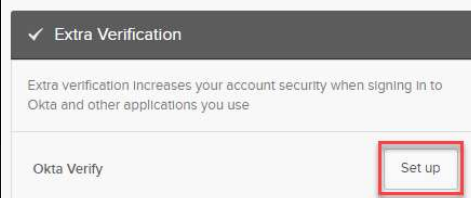
11. Enter your NHRMC/Username and Password.



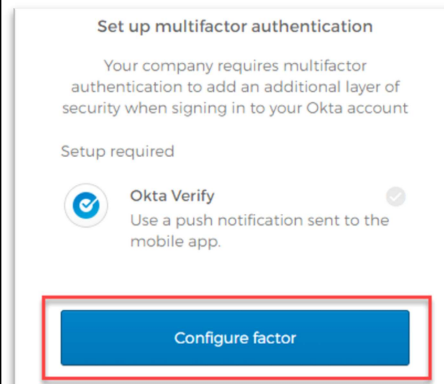
12. Click on your name and select "Settings" in the dropdown menu.



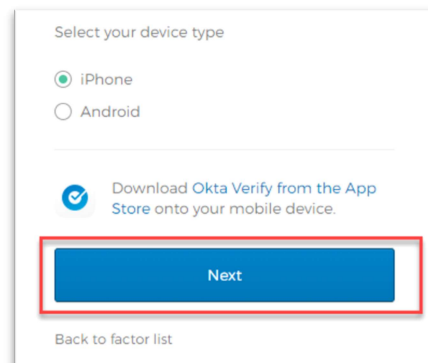
13. Under the Extra Verification section click on setup next to the Okta Verify Mobile App.



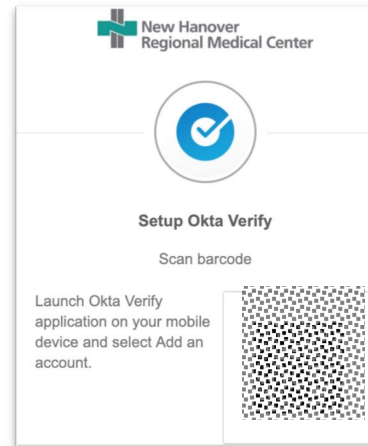
14. Click "Configure Factor" on the set up multifactor screen.



15. Select your device type and Click "Next".



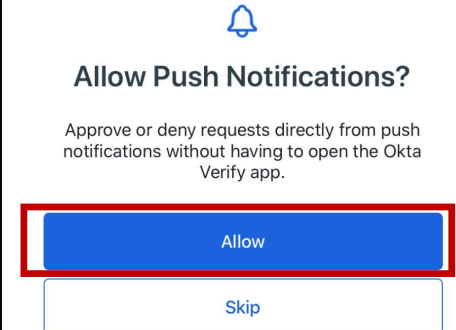
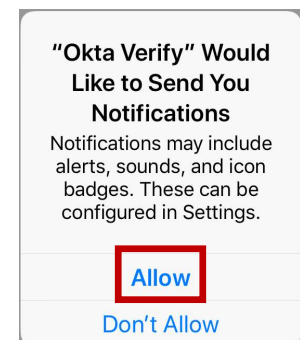
16. The next screen **on your Computer** will display a Quick Response (QR) code. At this point you need to return to the Okta app on your phone.



17. Hold your Smartphone up to the **Computer screen (not the QR code on the instructions)** to allow the phone camera to capture the code. You may need to move the phone a little until it focuses correctly. The app will automatically take the picture for you.



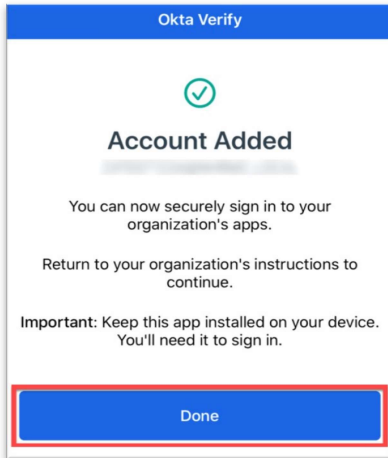
18. On your **phone** the last notice is to allow Okta to send notifications. Click "Allow". You must click allow for Push Notifications to work.

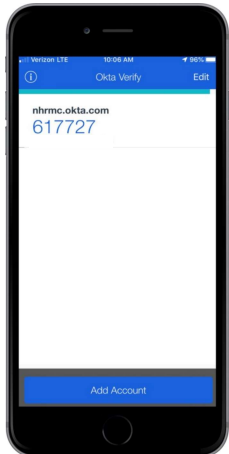
On-Site Okta Verify Enrollment Guide

Part 2: Complete Okta Setup on your computer

19. The account will automatically be added. Click **“Done”** to continue.



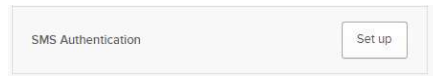
Once the QR code is read correctly the Okta app on your smartphone will display 6 numbers that will change every 30 seconds. You can use these numbers to verify your identity but for now you can close the app.



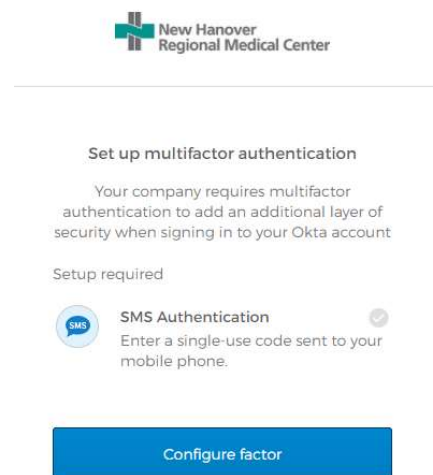
You have finished setting up the **Okta Verify** app on your smartphone. You can close the app on your phone and proceed to step 20 to complete the configuration on your computer.

DO NOT UNINSTALL THE OKTA APP

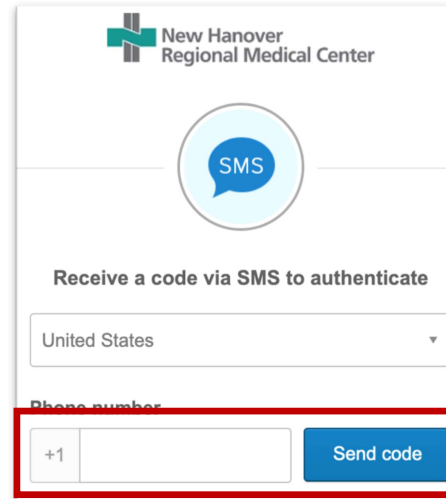
20. You will be returned to the Extra Verification Screen. Click on **“Setup”** next to the SMS Authentication Option .



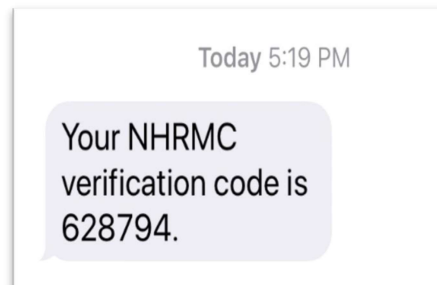
21. On the next screen enter your click **“Configure Factor”**



22. Enter your phone number in the box and click **“Send code”**.

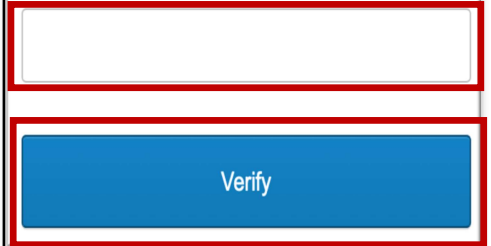


23. You will receive a SMS/Text message on your Smartphone with your verification code.

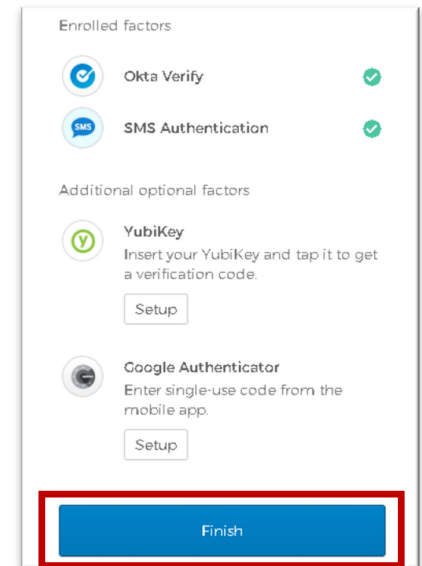


24. Type the verification code from your phone into the authentication screen and click **“Verify”**.

Enter Code



25. Congratulations! Click **“Finish”** at the bottom of the screen and your setup is complete.



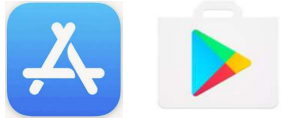
DO NOT UNINSTALL THE OKTA APP!

The Okta app on your phone will be needed to verify your identity when connected remotely.

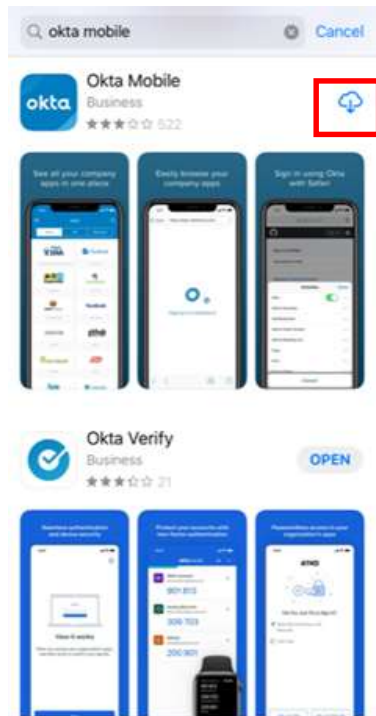
If you need assistance call the Help Desk at 667-7855

Part 3: Complete Okta Mobile installation

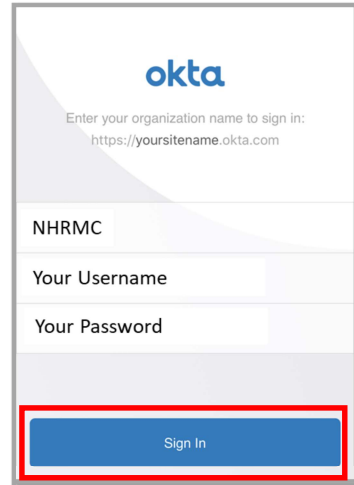
1. Tap the App Store icon on your iPhone or the Play Store icon on your Android device.



2. Enter **Okta Mobile** in the search box, Download and open the app.



3. Open the app and fill out the 3 fields shown. And hit sign in.



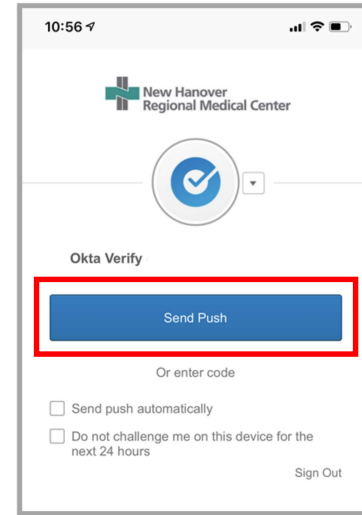
Site Name = NHRMC

Username = Your Username

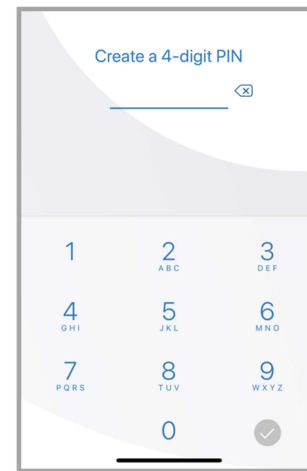
Password = Your Password

4. You will see a pop-up to confirm your identity by using multifactor authentication.

Note: You can use the down arrow near the check mark to choose what type of verification factor you would like to receive.



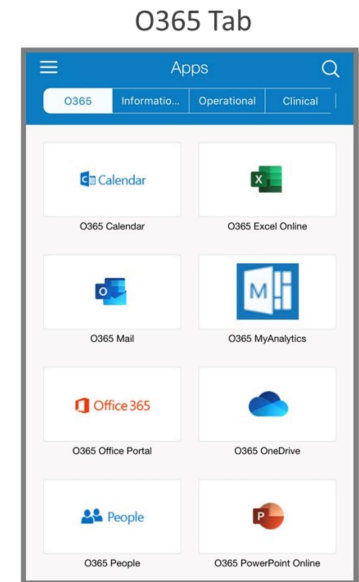
5. Next Navigate back to **Okta Mobile** and create your personal pin number.



6. Congratulations! You are automatically brought into **Okta Mobile**.

Note: You will now be able to access applications from your mobile device. Your position/role within the organization determines which applications are available to you.

See below for sample tab:



If you need assistance call the
Help Desk at 667-7855

Enrollment Resources and Reminders

Benefit Resource Center

Visit NovantHealth.org/benefits

- Plan Premiums
- Benefit Enrollment Guides
- Log in to the Virtual Benefit Fair
 - **Username:** nh2023
 - **Password:** novanthealth
- Access benefit plan booths:
 - Plan summaries
 - Webinar recordings
 - Ways to connect with our plan partners

Q & A Sessions

- Offered monthly on the 2nd & 4th Tuesday
- 9 a.m. and 3 p.m.
- View log in information in your [social learning community](#) in I-Learn or on NovantHealth.org/benefits.

Don't Forget

- **31 days** counting from your date of hire to enroll
- Failure to enroll will result in default benefits package being assigned
 - **NO** medical plan with Novant Health
 - Short-term disability (30-day wait plan)
 - Basic life insurance
 - Long-term disability insurance

Did you know, as a Novant Health Team Member you can now use the Novant Health NHRMC Employee Pharmacy and Specialty Pharmacy Services?

The Novant Health NHRMC Employee Pharmacy & Specialty Pharmacy Services serves as a benefit to all Novant Health team and family members regardless of coverage by the Novant Health prescription drug plan. As part of the Novant Health NHRMC Wellness Village, located by the Jack Barto Employee Fitness Center, our goal is to help our Novant Health family with their overall health and prescription drug needs. For your convenience we offer pickup at our Shipyard location, at our 17th street Kiosk located within the main hospital, or we can MAIL anywhere in NC and now SC free of charge!

How to get started with the Novant Health Employee Pharmacy and Specialty Pharmacy Services:

Call the Novant Health NHRMC Employee Pharmacy and Specialty Pharmacy Services and our knowledgeable and friendly staff will guide you through the easy process. We will transfer your prescriptions from your current pharmacy or call your physician to obtain new prescriptions if necessary.

Novant Health NHRMC Employee Pharmacy

2250 Shipyard Blvd, Suite 12
Wilmington, NC. 28403



Hours of Operation

Monday – Friday: 8am to 8pm

Saturday & Sunday – 9am to 5pm

Call Now! 910-662-7755

Our pharmacy offers quick and easy options to submit prescription refills via our Mobile App (PocketRx), our pharmacy website, or just give us a call!

TO DOWNLOAD THE APP ONLINE:

1



Go to our website
nhrmcemployeerx.com

2



Select **"Mobile"**

3



Enter your cell phone
number

4



Use the link you receive
through text to **download**
the app

TO DOWNLOAD THE APP ON YOUR MOBILE PHONE:

1



Search for **"PocketRx"** in the Google
Play or App Store. Install the App.

2



Enter the pharmacy's zip code
"28403"

3



Select **"Refills"** and enter your
contact and prescription details

We look forward to hearing from you!



**\$5 PER PAY PERIOD - INDIVIDUAL
\$10 PER PAY PERIOD - FAMILY**

JACK BARTO TEAM FITNESS CENTER



**P/T - \$35 PER HOUR - \$20 PER 1/2 HR
M/T - \$45 PER HOUR - \$25 PER 1/2 HR**

WHO WE ARE?

Here at the Jack Barto Team Fitness Center your health and well-being are our top priorities. Come discover a world-class facility, expert staff and a supportive community that will empower you to achieve your fitness goals.

Hours of operation

Monday to Friday 5a - 10p
Saturday & Sunday 5a - 5p

Childcare Hours of operation

Monday to Thursday 12p - 7p
Ages 2 - 12

CALL US FOR MORE INFO



910.667.4151



NHRMC Employee Fitness Center

PERSONAL TRAINING & MASSAGE THERAPY

Invest in your health by choosing the expertise of one of our personal trainers or massage therapists. They are your partners on the path to a healthier you.

GROUP FITNESS CLASSES

Whether you're aiming for weight loss, increased strength, or simply looking to have a great time while getting fit, our classes have it all. Check out our schedule on Facebook

WELLNESS DIETITIANS

Our wellness dietitians offer nutrition guidance, tasty recipes, group and individualized eating plans and much more. Schedule your appointment today!

These Five Behaviors Save Lives. Use Them.

Know and use our five safety behaviors.



Practice With a Questioning Attitude.

Stop, reflect and resolve in the face of uncertainty.

- **Stop:** Review the plan.
- **Reflect:** Validate information and assumptions.
- **Resolve:** Seek help to make the best decision.



Communicate Clearly.

Use SBAR-Q to share information.

- **Situation:** Person or issue you're communicating about — the headline.
- **Background:** Brief description and relevant history of situation.
- **Assessment:** Your view and perception of urgency for action.
- **Recommendation:** Your suggested action to resolve the situation or request for guidance.
- **Questions:** Any outstanding issues that need attention or clarification.

Communicate using three-way repeat backs and read backs.

- Sender initiates communication/ receiver repeats back/sender acknowledges accuracy.
- Ask and encourage clarifying questions to solidify understanding.
- Use phonetic and numeric clarifications.



Know and Comply With Red Rules.

Practice 100% compliance with Red Rules.

Expect Red Rule compliance from all team members.



Self-Check: Focus on Task.

Use the STAR technique.

- **Stop:** Pause for one second to focus attention on task.
- **Think:** Consider the action you're about to take.
- **Act:** Concentrate and carry out the task.
- **Review:** Check to make sure that the task was done right and that you got the correct result.



Support Each Other.

Cross-check and assist.

Use 5:1 feedback to encourage safe behavior (five positives for every one negative).

Speak up using ARCC — “I have a concern.”

- **Ask questions:** Inquire when uncertain.
- **Make Requests:** Ask for a change in practice.
- **Voice Concerns:** Never hesitate to speak up; be alert for safety words — “I have a concern.”
- **Use Chain of command:** Swiftly escalate unresolved issues to superiors.

USE 5
SAVE LIVES

