

## GME Onboarding FAQ

### Frequently Asked Questions

#### Onboarding Application

- Q. I started the GME online application form, and once I returned to the form and clicked “Continue form”, it took me to a page that said “Invalid Option”. What should I do?**
- A. Close your Browser and restart. If the problem continues, restart your computer and go back to the original do-not-reply email and re-enter the link.
- Q. I am a foreign national and do not have a social security number. What should I do?**
- A. Enter 000-00-000 as your social security number on the *GME Residency/Fellowship Application*. You will need to apply for a social security number. Please refer to the “Orientation Requirements for Foreign Nationals” and “Applying for a Social Security Number” section of the MedHub Application Portal for instructions.

#### NPI

- Q. How soon should I apply for an NPI number and how long will it take?**
- A. Before starting the Application for Membership, follow the detailed instructions found in the MedHub Application Portal for obtaining an NPI number. It can take 2-24 hours to receive your number after you complete the online process. The due date is **March 27, 2024**. *Please note that your NPI number will be required in order to complete the GME Residency/Fellowship Application (also due March 27, 2024).*
- \*\*Trainee's without a U.S. Social Security number will need to enter "0" in the NPI field on the GME Residency/Fellowship Application as they may not obtain their NPI until after their start date.**

- Q. I already have a NPI number, how do I complete the onboarding task?**
- A. Trainees currently in a training program should mark this task as complete, in acknowledgement that they know they need to update their NPI information right before their DHMC start date

#### Occupational Medicine Requirements

- Q. What is required to be cleared by Occupational Medicine?**
- A. In order to be cleared by Occupational Medicine, you must:
- Complete and pass a drug screening\* (due **April 7, 2024**)
  - Have additional labs drawn using the LabCorp slip (attached to the drug screening task in MedHub) while at your drug screening appointment (due **April 7, 2024**)
  - Submit your completed pre-employment health questionnaire and submit your immunization records (both due **April 14, 2024**).

Any other requirements will be determined on an individual basis and will be communicated directly to you from the Department of Occupational Medicine. Further instructions can be found in the MedHub Application Portal.

\* In regards to the drug screening, if you are local to New Hampshire or Vermont, please be sure to call Dartmouth Hitchcock Medical Center (DHMC) Department of Occupational Medicine directly (603-653-3850) to set up an appointment. All other individuals please refer to the LabCorp email sent on March 22, 2024 to locate your nearest drug-screening site. The due date to complete the screening is **April 7, 2024**.

### Life Support

#### **Q. I have a valid BLS/ACLS card; do I need to recertify?**

A. If you obtained your BLS or ACLS card on or after July 1, 2023, Dartmouth Hitchcock Medical Center (DHMC) will not require you to recertify until the card expires. Be sure to upload scanned copies of your current ACLS/BLS cards by the deadline date of April 29, 2024, as noted in the MedHub Application Portal, in order to be excused from training sessions during orientation. If you do not upload the documents by the deadline, you will be registered and expected to attend the sessions. Please note that not all programs require ACLS training. Please reference Dartmouth Hitchcock Medical Center (DHMC)'s GME ACLS/BLS Requirements document for further details.

#### **Q. I plan to recertify prior to coming to DHMC but will miss the April 29, 2024 deadline to upload my cards to the MedHub Application Portal. What should I do?**

A. Please e-mail a copy of your certification card(s) to [gme.office@hitchcock.org](mailto:gme.office@hitchcock.org). Unless up-to-date certification cards are received (via e-mail), you will be scheduled to attend BLS and/or ACLS training during orientation, according to the GME ACLS/BLS Requirements document.

### Local Address (NH or VT)

#### **Q. I don't have a local address yet. Should I use my current address on the *GME Residency/Fellowship Application*?**

A. Please use your current address on the *GME Residency/Fellowship Application*, which is available through MedHub. You will be able to update your address within Employee Self Service, available to employees on the Dartmouth Hitchcock Medical Center (DHMC) intranet site, during orientation.

### Employment Verification for Apartment or Mortgage

#### **Q. Who do I contact for verification of employment/income for apartment or mortgage loan?**

A. Contact your Program Coordinator, who can provide you with a salary verification letter to provide to your bank

### NH Medical License

#### **Q. Training License vs. Full License, what should I apply for?**

A. Dartmouth Hitchcock Medical Center (DHMC) and the NH Board of Medicine require all residents and fellows to have a NH training license, even if you already have a full NH license. If you are planning to moonlight, you will need to apply for a full New Hampshire license on your own (not applicable to interns/PGY1); GME will **not** cover the cost of the full license.

\*Moonlighting approval must come from your Program Director. Not all programs allow moonlighting.

**Q. I am applying for a NH Training License and I do not know where to send my paperwork.**

- A. Refer to the MedHub Application Portal, see “New Hampshire Board of Medicine Training License Application”. This document indicates which documents are required and where they need to be sent. Supplemental documents (see below) need to be sent directly to the NH Board of Medicine directly from the source.

**Send to the NH Board of Medicine:**

Address for NH Board of Medicine  
New Hampshire Board of Medicine  
7 Eagle Square  
Concord, NH 03301  
Email: [OPLClicensing8@opl.nh.gov](mailto:OPLClicensing8@opl.nh.gov)

Supplemental Documents

- USMLE/COMLEX Scores
- Verification previously held medical licenses
- Int’l Medical Students ONLY: ECFMG Certification

**Send to the GME Office:**

Address for GME Office  
Dartmouth Hitchcock Medical Center  
Graduate Medical Education  
1 Medical Center Drive  
Lebanon, NH 03756

Documents

- \$50 check made out to *Treasurer, State of NH*
- Completed training license application

GME will reimburse you after orientation for the \$50 fee. Speak with your Program Coordinator on reimbursement process.

**Q. I already have a Full NH Medical License; do I need to apply for a Training License?**

- A. Yes. Dartmouth Hitchcock Medical Center (DHMC) and the NH Board of Medicine require all residents and fellows to have a NH training license, even if you already have a full NH license.

**Q. How can I check the status of my NH Training License application?**

- A. Monitor the MedHub Application portal; once we receive your training license this task will be marked as complete.

**USMLE/COMLEX Transcripts**

**Q. Who do I send my official USMLE or COMLEX transcript to?**

**A. For those who have taken Step 3:**

\*\*You must request two official transcripts from the Federation of State Medical Boards or National Board of Osteopathic Examiners. Designate one recipient as the NH Board of Medicine at [OPLClicensing8@opl.nh.gov](mailto:OPLClicensing8@opl.nh.gov) (for training license, as indicated above) and the second recipient as the Dartmouth Hitchcock Medical Center (DHMC) Medical Center Office of Graduate Medical Education (use [gme.office@hitchcock.org](mailto:gme.office@hitchcock.org) as recipient).

**For those who have NOT yet take Step 3:**

You must request one official transcript from the Federation of State Medical Boards or National Board of Osteopathic Examiners. Designate the recipient as the NH Board of Medicine at [OPLClicensing8@opl.nh.gov](mailto:OPLClicensing8@opl.nh.gov) (for training license, as indicated above)

\*\*PLEASE NOTE: When requesting transcripts, you are charged per request, not per copy so you may want to request additional copies for future use.

## Social Security Card

### **Q. I don't have my social security card; can I use my passport instead?**

- A. You must have a valid social security card in order to be hired at Dartmouth Hitchcock Medical Center (DHMC). You can use your passport to clear your I-9, but you must still provide the GME Office with your social security card. Visit this website if you need to order a replacement Social Security Card: <http://www.ssa.gov/ssnumber>

### **Q. I am a foreign national and do not have a social security card, what do I do?**

- A. Enter 000-00-000 as your social security number on the *GME Residency/Fellowship Application*. You will need to apply for a social security number. Please refer to the "Orientation Requirements for Foreign Nationals" and "Applying for a Social Security Number" section of the MedHub Application Portal for instructions.

### **Q. I don't have a social security number; will I receive a paycheck?**

- A. You must have a valid social security number in order to be paid by Dartmouth Hitchcock Medical Center.

It is very important that you apply for your social security card as soon as possible. Once your social security card is issued you will receive pay back to your start date.

## Name Change

### **Q. I am getting married soon, how do I change my name?**

- A. Once married, present a copy of your marriage certificate and social security card with your new name to [gme.office@hitchcock.org](mailto:gme.office@hitchcock.org). The GME office will facilitate the change with the NH Board of Medicine.

## White Coats

### **Q. Can I have more than one degree listed on my white coat?**

- A. Yes, you will need to indicate your name as you would like it printed within the "lab coat" section of the MedHub Application. You will also need to provide proof of degree by uploading them into the MedHub Application Portal in the "Additional Credential Verification" section.

## General Information

- June orientation attendees will receive their first paycheck on 6/28/2024 (Pay Period from Start Date: 6/10/2024 – 6/22/2024)
- July orientation attendees will receive their first paycheck on 7/26/2024 (Pay Period from Start Date: 7/8/2024 – 7/20/2024)
- Medical Benefits commence on your first day of orientation; you will have the opportunity to sign up and add additional benefits at orientation
- Stipend amounts are stated in your GME Agreement of Appointment