



Medical Staff Orientation

Welcome to the FLOYD Health System

Your orientation to the FLOYD Health System includes meetings with designated resource people, facility tours and written materials. The resource people and your assigned orientation facilitator are available to answer any questions you may have.

You will be introduced to staff members and will become familiar with areas of the facility where you will be providing care and services. Clinical managers, clinical supervisors and staff of each area are available to assist you as you become familiar with our facilities.

References to policies and guidelines may be found in the attached Appendix at the end of this orientation.

At the end of the online portion of this orientation, you will be asked to verify that you have reviewed the information provided.



Organizational Overview: Learning About FLOYD Health System



Learning About FLOYD Health System

Our Mission

... is to provide the communities we serve with a comprehensive and technologically advanced health care system committed to the delivery of care that is characterized by continually improving quality, accessibility, affordability and personal dignity.

Our Vision

... is to be the regional health care provider of choice.

... is to deliver patient- and family-centered care that is compassionate, sensitive and respectful of each individual's needs.

Our Values

Our Patients

... are our highest priority.

... are provided high-quality, state-of-the-art health care.

... are given respect and dignity, and treated equally.

... are provided education and information for themselves and their families.

Our Employees

... are our most valuable asset.

... are offered an environment that attracts and retains highly-qualified personnel.

... are encouraged and supported to reach their maximum potential through education, and are recognized for a job well done.

... are provided an environment of open communication, participation in planning and respect for each employee's contribution to our mission.

Our Medical Staff Members

... are our valued customers as well as partners in health care.

... are provided an environment that attracts and maintains high-caliber physicians.

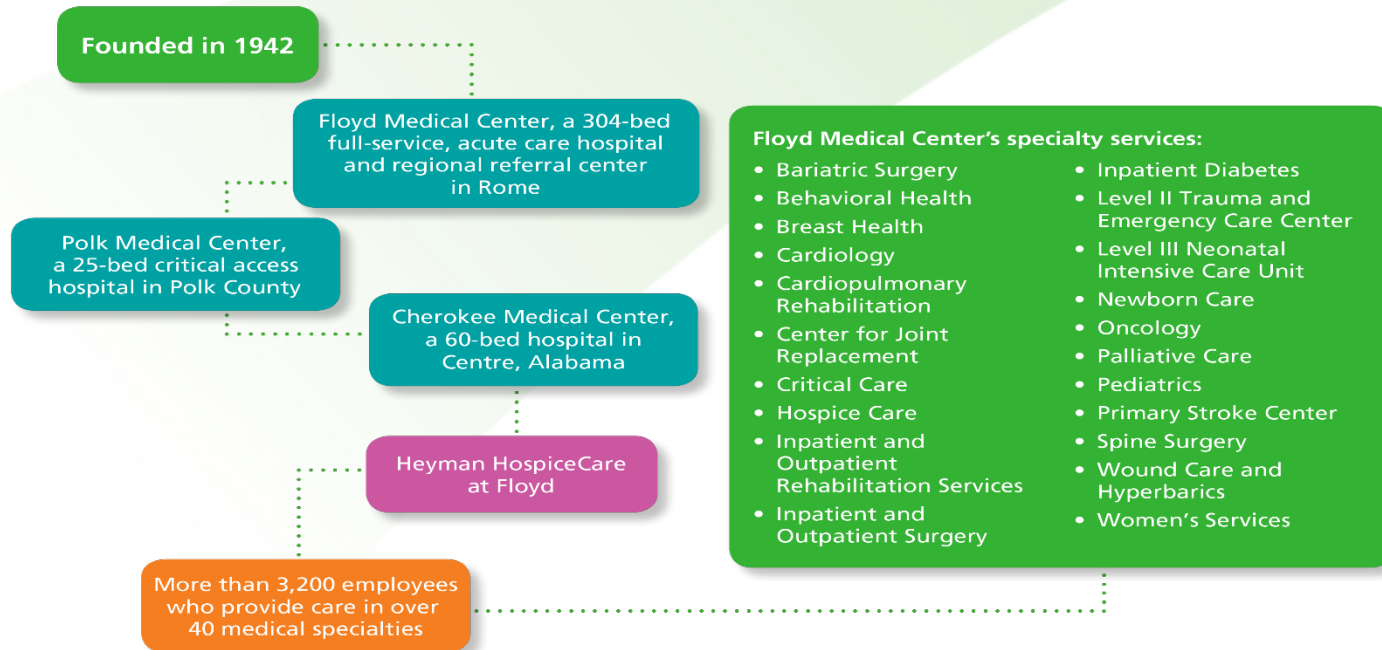
... are involved in the direction of the hospital community.



The mission, vision and values are always accessible on GreenLink. You can find them under the **Policies/Compliance** tab. Select Policies from the drop down menu. The mission, vision and values are located under Administrative Policies.

FLOYDSM

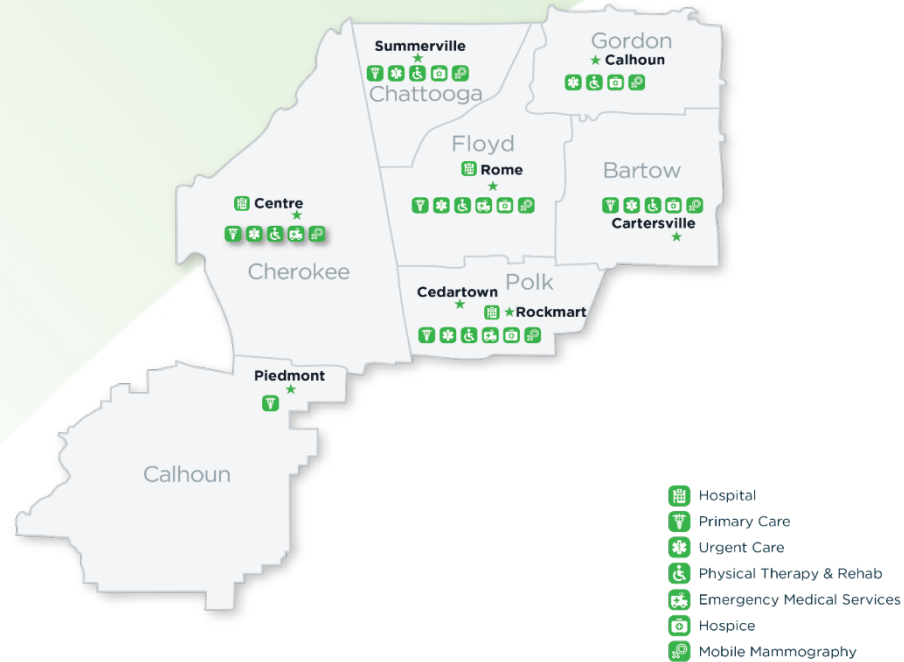
Learning About FLOYD Health System



The FLOYD Health System family of health care services includes Floyd Medical Center, Polk Medical Center, Floyd Cherokee Medical Center, Willowbrooke at Floyd, Heyman HospiceCare, the Floyd Primary Care Network and numerous outpatient services.



Learning About FLOYD Health System



Our service area covers Floyd, Polk, Chattooga, Bartow and Gordon counties in Georgia, and Calhoun and Cherokee counties in Alabama. Approximately 470,000 people live and work in these seven counties.

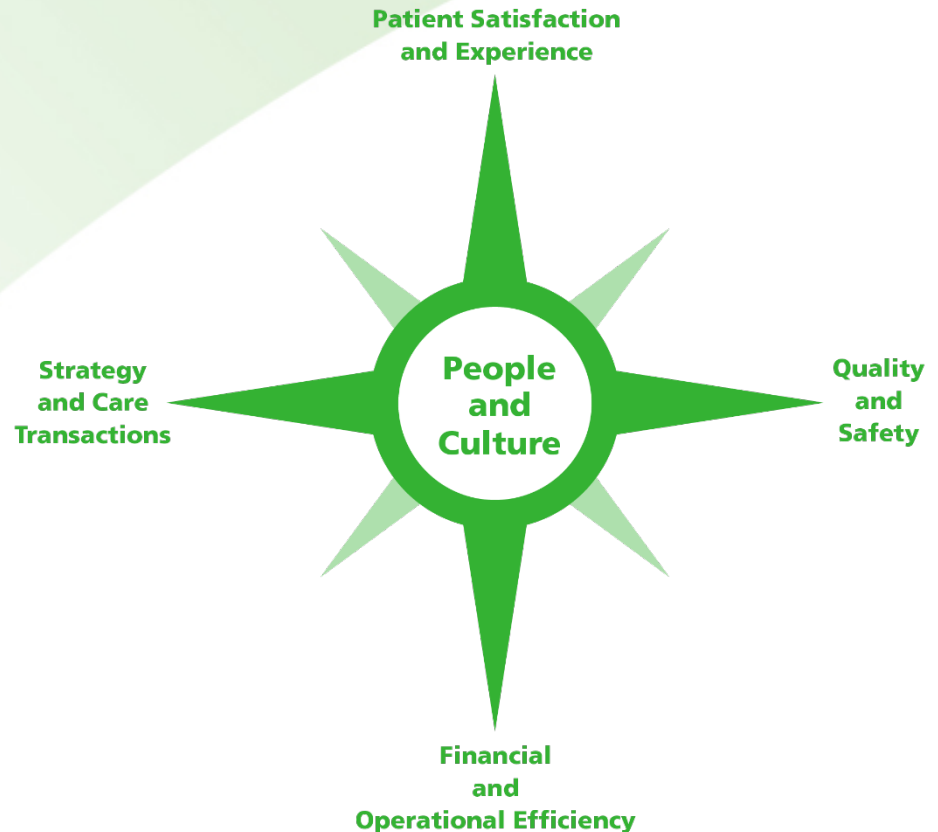


Organizational Overview

What Guides Us – Our Value Compass

The four points of our Value Compass serve as a visual reminder of the areas that drive our efforts: patient satisfaction, strategy, finance and quality.

At the center is “people.” These are our customers, their friends and family, our co-workers, our physicians, our volunteers and our vendors. As evidenced in our logo, people are at the center of everything that we do. Each year our Executive Team sets goals in each of these areas. From there, every business decision, expenditure and initiative is measured against the Value Compass, providing a balanced, people-focused approach to our work.



Organizational Overview

Service Standards/Patient Satisfaction

All customers, while in the care at any of our facilities, will be treated with dignity and respect throughout all stages of their life and death regardless of their mental status. In all our words and actions, we strive to do unto others as we would have them do unto us and our families. We use the term “customer” in the broadest sense to include patients, families, visitors, members of the community, physicians, providers, vendors and, certainly, co-workers.



Administrative Contacts

Phone: 706.509.6900



Kurt Stuenkel, FACHE

President and
Chief Executive Officer



Rick Sheerin

Senior Vice President and
Chief Financial Officer



Sonny Rigas

Executive Vice President and
Chief Operating Officer



Glenda Thomas

Medical Staff Coordinator



Sheila Bennett, DNP, MHA, RN

Executive Vice President and
Chief of Patient Services



Beth Bradford

Chief Human Resources Officer



David Early

Vice President of
Support Services and Operations



Tommy Manning

General Counsel



Jeff Buda

Vice President and
Chief Information Officer



Taunya Faulkner

Vice President for
Performance Improvements



Greg Polley

Vice President of
Network Operations



Rick Childs

Vice President,
Revenue Cycle Management



Matt Gorman

Vice President of
Corporate and Network Services



Julie Rogers

Corporate Compliance Officer



Medical Services and Treatment Overview

Floyd Medical Center

Bariatrics

Behavioral Health, Inpatient and Outpatient

Breast Health

Cancer Care

Cardiology

Corporate Health

Diabetes Care

Emergency Care, Level II Trauma Center

Emergency Medical Services (EMS)

Hospice

Hyperbarics

Imaging

Infusion Therapy

Intensive Care Unit

Laboratory Services

Maternity

Neonatal Intensive Care Unit (NICU), Level III

Neurology

Oncology

Orthopedics

Palliative Care

Pediatrics/Pediatric Intensive Care Unit (PICU)

Pharmacy

Primary Care

Pulmonary Rehabilitation

Rehabilitation, Inpatient and Outpatient

Sleep Disorders

Spine Surgery

Sports Medicine

Stroke Care

Surgery

Urgent Care

Wound Care



Medical Services and Treatment Overview

Polk Medical Center

Breast Health
Cardiology
Corporate Health
Diabetes Care
Emergency Care
Emergency Medical Services (EMS)
Hospice
Imaging
Infusion Therapy
Laboratory Services
Rehabilitation, Outpatient
Pediatrics
Primary Care
Pulmonary Rehabilitation
Senior Enrichment Center
Subacute Rehabilitation
Surgical Services
Urgent Care
Wound Care

Cherokee Medical Center

Diabetes Care
Emergency Care
EMS (Emergency Medical Services)
Imaging
Laboratory
Medical Detox
Pharmacy
Physical Therapy
Primary Care
Respiratory Therapy
Speech Therapy
Surgery
Urgent Care

Corporate Compliance

Our system Corporate Compliance Plan helps ensure that licensing, accrediting, regulatory and legal requirements are met on an ongoing basis. You are encouraged to express your concerns and opinions on any issue regarding potential violations of laws, regulations, ethics, policies and/or procedures.

Any questions or concerns regarding compliance should be reported to the Compliance Coordinator at 706.509.5197 or the Corporate Compliance Officer at 706.509.3283.

The Compliance Hotline numbers are 706.509.5120 or 866.875.0149. Calls to a hotline are not traced or taped. Persons who call a hotline may remain anonymous, and confidentiality is maintained to the limit of the law.

While practicing at a FLOYD Health System facility, providers will follow all HIPAA guidelines for protecting patient health information. More information on our Corporate Compliance Program is available by request from the Compliance Coordinator at 706.509.5197.



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Corporate Compliance

Our organization's responsibilities include:

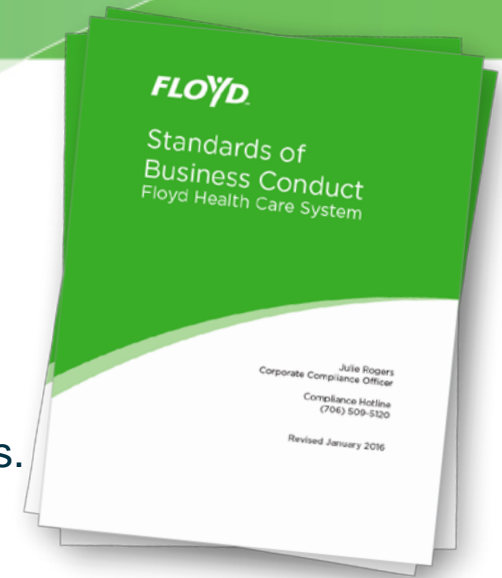
- Documentation of care provided
- Charging only for necessary services provided
- Delivering care designed to meet the patient's needs

Any employee, physician or other individual who provides care, treatment or services and who has concerns about the safety or quality of care provided in the organization may report these concerns to The Joint Commission.



Standards of Business Conduct

- We provide quality care and services.
- We promote fair employee treatment.
- We comply with the law in all business practices.
- We respect and protect confidential information.
- We code, bill and collect in accordance with applicable guidelines.
- We avoid conflicts of interest.
- We safeguard assets, property and information.
- We maintain a safe environment.
- We encourage open communication.
- We expect employees to refrain from conduct that violates fraud and abuse laws.



Review a copy of our Standards of Business Conduct in the Appendix toward the end of this orientation.

Standards of Business Conduct

If you have evidence that any of the Standards of Business Conduct have been violated, you may report them anonymously to the Corporate Compliance Coordinator or the Corporate Compliance Officer.

Contacts

Compliance Hotlines, 706.509.5120 or 866.875.0149

Compliance Coordinator, 706.509.5197

Corporate Compliance Officer, 706.509.3283



Safety/Emergency Preparedness Contacts

Floyd Medical Center

Ben Rigas
706.509.6823

Polk Medical Center

Tim McElwee
770.748.4232

Floyd Cherokee Medical Center

Josh Garmany
256.927.1417



Emergency Codes

In emergency situations, rapid communication is crucial.

- At Floyd Medical Center, dial 1 2 3.
- At Polk Medical Center, dial 7 8 9.
- In outlying areas, including Floyd Cherokee Medical Center, dial 911.

The plain language Emergency Codes for the FLOYD Health System are divided into four (4) alert categories: Weather, Security, Facility and Medical.



Emergency Codes

Weather Alerts

- **Attention Please + Weather Alert + Severe Thunderstorm Warning + instructions**
- **Attention Please + Weather Alert + Tornado Watch + instructions**
- **Attention Please + Weather Alert + Tornado Warning + instructions**

Emergency Codes Security Alerts

- **Attention Please + Security Alert + Missing Infant + description**
- **Attention Please + Security Alert + Missing Person + description**
- **Attention Please + Security Alert + Active Threat + location + description**
- **Attention Please + Security Alert + Hostage Situation + location**
- **Attention Please + Security Alert + Patient Elopement + location**
- **Attention Please + Security Alert + Security Assistance + REQUESTED + Location**
- **Attention Please + Security Alert + Security THREAT + location**

Emergency Codes Facility Alerts

- **Attention Please + Facility Alert + Code Red + location**
- **Attention Please + Facility Alert+ Decon Team + location**
- **Attention Please + Facility Alert + Radioactive Incident + location**
- **Attention Please + Facility Alert + Mass Casualty + Internal or External**
- **Attention Please + Facility Alert Triage Standby + Internal or External**
- **Attention Please + Facility Alert + Evacuation + Instructions**

Emergency Codes

Medical Alerts

- **Attention Please + Medical Alert + Code Blue + Location**
- **Attention Please + Medical Alert + Rapid Response + Location**
- **Attention Please + Medical Alert + Falls Team + Location**
- **Attention Please + Medical Alert + Medical Assistance Needed + Location**
- **Attention Please + Flight In Progress + Helipad**

Emergency Preparedness

The Medical Staff President will be notified by the Incident Commander of the facility to activate the call roster of the medical staff.

Medical staff members will be contacted and told where to report.

Add intro and link to document from Winnie

Fire Response: RACE

Fire Extinguishers

Alarm pull stations are located near exits. Remember the acronym **PASS** for guidance in using a fire extinguisher:

- P** **Pull** the pin
- A** **Aim** the nozzle at the base of the fire
- S** **Squeeze** the handle
- S** **Sweep** the extinguisher nozzle side-to-side

Fire Response

Knowing what to do in the event of a fire can save lives. Remember the **RACE** acronym to use as guidance in the event of a fire.

- R** **Rescue** anyone in danger
- A** **Alert** others and pull the fire alarm
- C** **Confine** the fire by closing doors
- E** **Extinguish** the fire or evacuate the premises



If your clothing is on fire, remember to **Stop, Drop and Roll.**

FLOYDSM

Hazardous Materials

Be aware of any products you work with that may be hazardous.

Emergency information is included on product labels.

Hard copies of Material Safety Data Sheets (MSDS) are available throughout the organization. These are also available on our intranet (GreenLink) by going to the Clinical Toolbox and selecting Product Safety.



Risk Management

Unusual Occurrences

FLOYD Health System has a single automated system for the reporting and follow-up of unusual occurrences. Please alert the unit nursing staff of any occurrence, and they will initiate the required incident reporting. If you have questions about incidents, reporting or follow up, please contact the Director of Risk Management.

See the Incident Reporting Using Online rL Solutions Policies for more information.

Risk Management

Our Director of Risk Management is available to assist physicians/providers with legal questions, identifying individuals able to give consents, end-of-life issues, potential suit situations or events that legal counsel may need to be made aware.

Contact

Contact the leadership at your facility. For additional assistance, contact the FLOYD Health System Risk Manager at 706.509.6455.



Risk Management

Sentinel Events

A sentinel event is an unexpected occurrence involving death or serious physical or psychological injury, or the risk thereof, occurring at or associated with services provided at any of our facilities.

We are committed to improving the quality of patient care. In response to an identified sentinel event or near miss, we will conduct a timely, thorough and credible root cause analysis and will develop, implement and monitor the effectiveness of an appropriate plan of action, which is designed to reduce the risk of the occurrence of similar events in the future.

See the Sentinel Events Guidelines in the Appendix.

Secure Access Areas

Access to some areas in our facilities is security controlled and access is only allowed by authorized badge holders.

For occasional access, use the intercoms adjacent to the locked doors.

If you will be seeing patients in a security-controlled area regularly, the clinical manager for the area will request ID badge access for you. Once activated, swipe your Floyd-issued ID through the scanner adjacent to the locked doors.

A few areas are accessed by a numeric code. You will be given a numeric code during orientation for areas with keypad access.



Customer-focused Patient Care

FLOYDSM

Best Practices for Reducing Length of Stay (LOS)

Best Practices for Reducing LOS and Direct Patient Costs of Care

Admission

Know the patient's history:

- Conduct comprehensive patient interviews.
- Review medical records.
- Speak with prior treating physicians/providers, including specialist(s).
- Focus on acute problem.

Medication Reconciliation:

- Review home medication records carefully

Use disease/condition specific order sets:

- Routinely review order sets to ensure compliance with most recent evidence-based practice.

Best Practices for Reducing Length of Stay

Use consultations judiciously:

- Document specific reason why the specialist is being consulted.
- Communicate with consulting physicians/providers frequently, and call directly for urgent consults.

Active Treatment

Engage the patient in treatment and discharge planning.

Practice evidence-based medicine to avoid unnecessary variation and to standardize care.

Ensure a strong handoff to covering providers.

Discharge

Start discharge planning on admission to identify barriers to discharge:

- Notify nurse and social services as soon as possible of any discharge needs (e.g. placement or durable medical equipment needs).

Best Practices for Reducing Length of Stay

Discharge Process:

- Round on discharges as a priority.
- Revisit patient's readiness for discharge at least daily.
- Consider transitioning procedures to outpatient as appropriate.
- Notify consultants of plan to discharge and ask for any recommendations for post-hospital care.
- Ensure a strong handoff to covering providers

Infection Prevention/Bloodborne Pathogens/Hand Hygiene

The National Patient Safety Goals (NPSG) identify infection prevention elements in place at our hospital facilities. A written plan for these [elements is available from The Joint Commission](#). They include:

- Identify patients correctly. Use at least two ways to identify patients.
- Improve staff communication. Get test results to the right staff person on time.
- Use medications safely.
- Use alarms safely.
- Prevent Infection has specific guidelines regarding infection prevention and [hand hygiene](#).
- Identify patient safety risks.
- Prevent mistakes in surgery.

Contact

The Infection Prevention team is a resource for infection prevention issues and physician health requirements. Contact them at 706.509.5740.



Anticoagulation Education for Providers

The National Patient Safety Goals, as published by The Joint Commission, require our hospital facilities to provide specific education regarding anticoagulation therapy to all providers.

In the Appendix, please review the following research-based education, facility anticoagulation policy and guidelines noted below:

1. Anticoagulation policy
2. Warfarin Nomogram
3. Antithrombotic therapy for VTE
4. Antithrombotic therapy for Atrial Fib

Quality

The FLOYD Health System is committed to providing quality care by combining evidence-based science, quality initiatives, clinical guidelines and best practices. The following are major inpatient populations that we are currently monitoring for adherence to these best practices to reduce variation:

Floyd Medical Center

- Stroke (The Joint Commission, American Stroke-Heart Associations Get with the Guidelines)
- Chest Pain-Acute Coronary Syndrome and Myocardial Infarction (American College of Cardiology)
- Heart Failure (The Joint Commission, American Heart Association Get With The Guidelines)
- Atrial Fibrillation (American Heart Association Get With The Guidelines)
- Venous Thromboembolism (Centers for Medicare and Medicaid Services)
- Total Hip and Knee Replacement (The Joint Commission, Stryker [Marshall Steele])
- Hip Fracture (Stryker [Marshall Steele])
- Vascular Surgery (Society for Vascular Surgery, Vascular Quality Initiative)
- Spine Surgery (Stryker [Marshall Steele])



Quality

- Perinatal Care (Centers for Medicare and Medicaid Services, The Joint Commission)
- Neonatal Intensive Care (Vermont Oxford Network)
- Blood Utilization (Blood Assurance)
- Inpatient Diabetes (The Joint Commission, American Diabetes Association)
- Inpatient Psychiatric Patients at Willowbrooke at Floyd (Centers for Medicare and Medicaid Services)
- Palliative Care (The Joint Commission)
- Cancer (American Cancer Society)
- Trauma (American College of Surgeons)

Polk Medical Center

- Chest Pain-Acute Coronary Syndrome and Myocardial Infarction (American College of Cardiology)
- Heart Failure (The Joint Commission, American Heart Association Get With The Guidelines)
- Level IV Trauma

Contact

Director of Quality Management, 706.509.5196



Pain Management

Pain Management

Pain is population-specific, varying with factors such as age, cultural diversity and cognitive impairments. All providers should be knowledgeable about how to assess and manage pain in their patients. Clinical staff can provide details on the pain management scales used at the individual facilities.

See Pain Assessment/Management Policy in Appendix.

Restraints and Abuse/Neglect

Restraints

Physicians who solely order restraints must be aware of and have read the **Restraints policy in the attached Appendix.**

Physicians who apply restraints must show competency in the application of the restraint.

Abuse and Neglect

The FLOYD Health System's Abused and Neglected Victim Assessment and Reporting policy was developed to assist with identifying those patient characteristics that are indicative of having been abused or neglected. The policy provides a protocol for patient identification and assessment, and describes characteristic findings and signs of high-risk situations. It also defines the procedures for reporting abuse and neglect.

Culture and Diversity

Cultural Sensitivity and Diversity

Our patient population reflects diversity in race, ethnic origin, religion and age. Providers should treat each patient as an individual, identifying any special needs related to culture, and meeting those needs in a sensitive manner. Staff members are trained to evaluate the communication needs of our customers and to provide communication aids when appropriate for effective communication.

Language services and support are available for patient care. Interpreters are available onsite and on call for Spanish-speaking patients. Telephone interpretation is available for multiple languages and/or when interpreters are not available. Telecommunication equipment is available for communication with hearing-impaired patients.

The Chaplain is available as a resource for managing religious and spiritual concerns with patients. The Chaplain can be reached by calling the Switchboard at 706.509.5000.

Patient Rights and Satisfaction

Patient Rights/Ethical Issues

The FLOYD Health System has an Ethics Committee available for consultations. Consultations may be requested by physicians, staff, patients or their families. The Ethics Committee reviews pertinent information and may make recommendations to providers. The ethics consult process can be activated by contacting the Chaplain. [View the Ethics Consult Policy in the Appendix.](#)

Contact

Please call the Floyd Medical Center switchboard at 706.509.5000.

Patient Satisfaction

FLOYD Health System's goal is to be the health care provider of choice for our region. To help achieve that, we continually seek feedback from patients and use their experiences to improve service where needed and to recognize those cited when service is exemplary. Patients may respond to questions about the care received from their physician/provider. You can receive details about your satisfaction ratings by contacting the Service Excellence Coordinator.

Contact

Service Excellence Coordinator, 706.509.5195



Pharmacy

Details about our formulary and policies and procedures related to medications are available on GreenLink, our intranet, which is accessible only through a Floyd computer. Facility specific information regarding antimicrobial stewardship, drug shortages, high alert medications, sound alike-look alike medications, and prohibited abbreviations may also be found on Greenlink or our daily huddle reports.

Floyd Medical Center Pharmacy Services

The Pharmacy is open for inpatient orders 24/7.

Clinical pharmacists are available to serve as a resource to providers and to provide Total Parenteral Nutrition (TPN) services, aminoglycoside and vancomycin dosing, renal dosage adjustments, and anticoagulation dosing and monitoring.

Contact the Floyd Pharmacy at 706.509.5910 for assistance with pharmacy-related services or questions.



Pharmacy

Polk Medical Center Pharmacy Services

The Pharmacy is open Monday-Friday 8:00 a.m. until 6:30 p.m. and Saturday-Sunday 8:00 a.m. until 2:00 p.m. When Polk Medical Center's Pharmacy is closed, after-hours service is provided by Floyd Medical Center's Pharmacy. There is an on-call Polk pharmacist available 24/7.

Pharmacists at Polk Medical Center provide clinical services such as pharmacokinetic dosing and monitoring, renal dosage adjustments and monitoring, and anticoagulation dosing and monitoring.

Contact the Polk Pharmacy at 770.749.4130 for assistance with pharmacy-related services or questions.



Pharmacy

Floyd Cherokee Medical Center

The Pharmacy at Floyd Cherokee Medical Center is open Monday-Friday 8:00 a.m. until 4:30 p.m. and Saturday-Sunday 8:00 a.m. until 2:00 p.m. There is an on-call Cherokee pharmacist 24/7.

Pharmacists at Cherokee provide clinical services such as renal dosage adjustment and monitoring, pharmacokinetic dosing and monitoring, anticoagulation dosing and monitoring, and antimicrobial stewardship regimen review.

Contact the Cherokee Pharmacy at 256.927.1371 for assistance with pharmacy-related services or questions.



Health Information

Medical Records (Health Information Management) will provide a personal dictation number and instructions for dictating.

FLOYD complies with the ***Repeat/verify verbal order requirement***, GA Rules/Regs for Hospitals 111-8-40-18. **Please reference this policy in the Appendix.**

FLOYD's electronic medical record (EMR) software, Cerner, is used to provide you with access to patient information, reports and results. You will be trained in the use of portal and related secured access requirements by a member of the Clinical Informatics staff.



Special Services

Special Services

Courtesy Discount Policy

Floyd Health System offers a courtesy discount for health care in accordance with specific terms, conditions and exceptions as outlined in our Professional Courtesy Discount policy. A copy of this policy can be requested from Administration.

Floyd Medical Center

Parking

Physician parking is located on Turner McCall Boulevard in front of the 330 Physicians Center. Use your Floyd ID badge at the gate for access. Limited and restricted physician parking is also available at the main entrance to the Emergency Care Center (ECC) for physicians coming in on-call.

Dining

A private Dining Room for physicians is located adjacent to the cafeteria. Access is by Floyd ID badge. A complimentary buffet lunch is provided Monday – Friday from 11:15 a.m. – 1:30 p.m. You may get additional items from the cafeteria serving line or stations. Please let the cashier know that you are a member of the Medical Staff.



Special Services

Polk Medical Center

Parking

Physician parking for the main hospital building is located in the rear of the facility in the reserved parking area for Surgeons/Physicians.

Physician parking for the medical office building is located in the east end of the employee parking area in designated spots.

Dining

Physicians may go through the cafeteria line.

Floyd Cherokee Medical Center

Between the hours of 8 p.m. – 6 a.m., physicians must use their Floyd-issued ID to open the door leading from the physician parking area to the hospital.

Dining

Physicians may go through the cafeteria line.



Appendix

Policies and Guidelines

Policies Referenced in Orientation

- Slide 14: Standards of Business Conduct
- Slide 25: Incident Reporting Policy
- Slide 26: Sentinel Event Guidelines
- Slide 32: Hand Hygiene
- Slide 33:
 - Anticoagulation Policy
 - Warfarin Nomogram
 - Antithrombotic therapy for VTE
 - Antithrombotic therapy for Atrial Fib
- Slide 36: Pain Assessment/Management
- Slide 37:
 - Restraints Policy
 - Abuse and Neglect Reporting Policy
- Slide 39: Ethics Consults
- Slide 43: Repeat/Verify Verbal Order Requirement

Additional Policies

Patient Safety

- Rapid Response Team
- Universal Protocol for Prevention of Wrong Site Surgery
- Standard and Transmission Based Precautions

Pharmacy

- Dosage Adjustment for Renal Insufficiency
- IV to PO Interchange by a Pharmacist
- IV Potassium Guidelines
- Range of Orders for Medications
- Therapeutic Interchange

Medical Staff Bylaws

Bylaws are available by request from Administration by calling 706.509.6915.



Resources

Resources

E-Library Resources for Searching Medical Literature

Medical/Health Care Sites

- **PubMed:** www.ncbi.nlm.nih.gov/pubmed
Most extensive resource for searching medical literature; can be limited to just Nursing journals; some full-text articles available directly from PubMed
- **National Guidelines Clearing House (AHRQ):** www.guideline.gov
Evidence-based clinical practice guidelines; use for “best practices” for patient care
- **U.S. Food & Drug Administration (FDA):** www.fda.gov
Unbiased information about drugs and medications
- **Merck Manual:** www.merck.com/mmpe/index.html
Unbiased information about diagnosis, therapy, drugs and medications
- **Centers for Disease Control and Prevention (CDC):** www.cdc.gov
Health-related data and statistics, diseases and conditions

Resources

E-Library Resources for Searching Medical Literature

Other Resources

Up To Date: Physicians may access to Up To Date through Cerner when they are practicing at Floyd.

Georgia Regents University Medical Library: Any providers who are preceptors or adjunct/clinical faculty for Georgia Regent's University may have access to all of the GRU online library resources. Contact the local campus of GRU Medical School for details.

For assistance with these sites or to request full-text resources, contact the Center for Workforce Development at 706.509.5789.



Resources

Phone Directory

Phone directories list clinical and non-clinical departments.

- Floyd Medical Center
- Polk Medical Center
- Cherokee Medical Center

Annual Report

Annual reports for the Floyd Health System are [available on Floyd.org](http://www.floyd.org).



Verification

Verification

To verify your review of the Medical Staff Orientation for Floyd Health System, [complete this short form](#).

Once you complete the verification form, a member of our Medical Staff Credentialing Team will be in touch within one to two business days.

If you have questions, contact our Medical Staff Credentialing Team at 706.509.6915 or email us at medstaff@floyd.org.

