Clinician Onboarding Guide

What to know now that you're credentialed and confirmed for your assignment

WHO WE ARE

Our mission and vision

What drives every decision we make.

Mission

Healthcare built on quality, trust, and transparency. We build lasting relationships that put patients and the people who care for them first.

Vision

To be healthcare's most trusted partner, earning that trust with every hospital we staff and every clinician we place.

WELCOME

You're confirmed for assignment — here's what's next

Congratulations on completing credentialing. Before your first day on site, this guide walks you through the four things every ARK Staffing Solutions and CRNA Together clinician needs to know: how you're covered if a malpractice issue arises, what we expect of you professionally, how our referral program works, and how travel expenses are reimbursed.

Keep this guide handy throughout your assignment — your Account Manager is always your first call for anything not covered here.

01

Malpractice Coverage

Your ProAssurance protection and what to do if a claim arises

02

Professionalism and feedback

Standards we hold every clinician to on assignment

03

Referrals

How to refer a colleague into the network

04

Travel & Reimbursement

Booking rules and client-specific guidelines

ABOUT ARK AND CRNA TOGETHER

Leadership team

Our team guides both our health system clients and clinicians to find solutions that fit their needs. As a trusted partner we build custom programs that are specialty-specific, organizationally sound, timely, and detail-oriented — and we match the right clinician with the right assignment.



Patrick Moore
Founder & CEO



Michael Johns
CFO & COO



Neil Schamban, MD, FACEP
Chief Medical Officer & Chief Strategy Officer



John Terrence
CIO



Megan Lynch
VP of Clinician Recruiting



Stephanie Garvine
VP of Finance



Morgan Flores
VP of Marketing

Malpractice Coverage

Your protection while on assignment, and the call that matters most if a claim ever arises

MALPRACTICE COVERAGE

Your malpractice provider: ProAssurance

ARK Staffing Solutions and CRNA Together clinicians are covered by ProAssurance for the duration of every assignment placed through us.

Who they are

A national medical professional liability carrier trusted across the healthcare staffing industry.

When coverage applies

Automatically in place for the full length of your active assignment, no separate enrollment needed.

What to do if contacted

Any inquiry tied to your care on assignment should be routed to ProAssurance immediately — never handled alone. See the next slide.

MALPRACTICE COVERAGE — WISCONSIN CLINICIANS

If you're contacted by the Wisconsin DSPS

⚠ TIME-SENSITIVE — RESPOND WITHIN THE STATED DEADLINE

The Wisconsin Department of Safety and Professional Services (DSPS) occasionally emails clinicians directly about an inquiry. These notices are easy to overlook or dismiss, don't. Here's exactly what to do.

1

Do not respond on your own

Never reply informally to DSPS or draft your own response, even a brief one.

2

Notify ProAssurance immediately

Time matters. DSPS typically gives about two weeks from the date of the email to respond.

3

Forward everything

Send the full email and all attachments to ReportClaim@Proassurance.com as your report of the claim.

4

Let the experts respond

Once coverage is confirmed, a Claims Specialist and Counsel are assigned to guide the response for you.

MALPRACTICE COVERAGE — WISCONSIN CLINICIANS

What the DSPS notice includes, and what happens next

A typical DSPS email includes:

- An investigation number (e.g., 26 MED XXXX)
- The date your response is due — usually two weeks out
- A redacted copy of the complaint
- A blank Certification of Records form

Where to send it

ReportClaim@Proassurance.com

Forward the original email and every attachment together as your report of claim as soon as possible.

What happens next

Once your report of claim is received and coverage is confirmed, ProAssurance assigns a Claims Specialist to your case and retains Counsel to help guide the response.

Remember: their claims team and attorneys are there to manage the response for you. Responding informally on your own — even with good intentions — can work against you.

Questions? Reach out to your Account Manager any time.

Professionalism

What we ask of every one of our clinicians and how you can give us feedback too

ON ASSIGNMENT CONDUCT

Professionalism standards on assignment

As a representative of ARK Staffing Solutions and CRNA Together, your conduct on site reflects our name as much as your own. These are the baseline expectations for every assignment.

Punctuality & attendance

Arrive on time, every shift, for the full duration of the assignment.

Facility policy compliance

Follow each site's clinical protocols, EMR documentation standards, and safety policies.

Clear communication

Keep your Account Manager informed of any schedule, site, or assignment concerns. **Cancelling within 30 days of a shift?** You are also responsible for notifying the site or board runner directly, in addition to your Account Manager.

Respectful conduct

Treat facility staff, patients, and colleagues with courtesy and professionalism at all times.

Confidentiality

Protect patient privacy and facility information in line with HIPAA at every site.

Timely documentation

Complete charting, timesheets, and required paperwork promptly and accurately.

Travel & Reimbursement

Company-wide booking standards and specific guidelines for your site

TRAVEL & REIMBURSEMENT

Booking standards — every assignment, every client

These baseline rules apply across all ARK Staffing Solutions and CRNA Together assignments. Client-specific details follow on subsequent slides.

Flights



Book standard economy class only.

Lodging



Standard hotel bookings only.

Car rental



Nationally recognized car rental companies only.

Not permitted: Airbnb, Furnished Finder, or any non-nationally-recognized car rental company without prior client approval.

TRAVEL & REIMBURSEMENT

Receipts & proof of payment

Expense reimbursements require itemized receipts and may require additional proof of payment. Lack of a valid receipt may delay your reimbursement. These requirements apply to every assignment.

What every receipt must show

- **Clinician's name** — required on all receipts except fuel
- **Full breakdown of taxes and fees** — confirmations or estimated charges are not accepted
- **Payment in full and a zero balance**
- **PDF format** is greatly appreciated for all receipts

Proof of payment

The receipt must list the card type — Visa, MC, Discover, etc. — along with the last 4 digits of the card number. If paid by check, list the check number and the date paid.

Required detail by expense type

- **Airfare:** airline, dates of travel, ticket #, seat class
- **Lodging:** name of hotel chain (or Airbnb, etc.), dates of stay
- **Rental car:** dates of rental agreement, type of vehicle
- **Fuel:** date of purchase, name of gas station, fuel type
- **Uber / Lyft / other rideshare:** date, time, pickup and drop-off location

PAY & TIMESHEETS

Pay periods & pay dates

You are paid twice a month. Each pay period closes on a set date, and payment follows in the month after the shifts were worked, so submit timesheets promptly to stay on schedule.

Shifts on the 1st – 15th

Paid on the 10th
of the following month

Shifts on the 16th – end of month

Paid on the 25th
of the following month

When a pay period ends mid-week

If the end of a pay period falls in the middle of a week, that whole week is paid on the date the majority of the week falls into. So a week split across the 15th and 16th is paid with whichever period holds most of its days — the week is never split across two pay dates. If you're unsure which pay date a given week lands on, ask your Account Manager.

A note before you book travel

Travel and reimbursement guidelines are set by each health system client and can vary meaningfully from one assignment to the next. The pages that follow reflect the guidelines currently on file for specific clients — always confirm the guidelines for your own assignment with your Account Manager before booking.

Welcome to the team!

Keep these contacts close throughout your assignment.

Malpractice claims	ReportClaim@Proassurance.com
Travel & reimbursement	travel@crnatogether.com
Everything else	Your Account Manager