

WellHaven DVM Onboarding Journey Map

Phase 1: PRE-HIRE (Talent Acquisition + Medical Ops + Finance)

Objective: Open and fill the DVM role

Owner	Key Actions
Talent Acquisition & Med Ops	Draft and post the DVM requisition in ClearCo. based on finalized job description and compensation details provided by Med Ops and Finance.
Talent Acquisition & Med Ops	Review candidates, conduct license prescreens, and coordinate interviews in partnership with Med Ops.
Talent Acquisition	Extend offer via ClearCo. Once accepted, the system automatically initiates the background check.
Talent Acquisition	Send welcome email to the DVM with background check instructions and introduce the assigned HR contact.
Talent Acquisition	Notify HR when the background check is cleared to initiate the onboarding process.

Phase 2: PRE-START (HR + Practice Manager/ HL+ Director of Onboarding)

Objective: Prep systems and engage DVM

Owner	Key Actions
HR	Notify PM/HL and Tami that the DVM is cleared to onboard. If the start date changes, inform Med Ops, PM/HL, and Tami.
HR	Send formal welcome email to the DVM with next steps and expectations.
HR	Add the DVM to the onboarding tracker and Paycom. This triggers a self-onboarding email and checklist.
HR	After self-onboarding is completed, finalize Paycom setup and ensure all documentation is complete.
HR	Upload the signed offer letter to Paycom. If a bonus applies, submit a Personnel Action Form (PAF).

Owner	Key Actions
Practice Manager/HL	Begin proactive outreach (weekly or biweekly) to the DVM to maintain engagement and answer questions.
IT (Jorge)	WellHaven email → support ticket is triggered after Paycom activation
PM/HL/Tami	Prepare the DVM's workspace, systems, and supplies before their arrival.

Phase 3: FIRST DAY (Practice Manager/Hospital Leader)

Objective: Welcome & orient new DVM

Owner	Key Actions
PM/HL	Welcome the DVM to the hospital, introduce them to the team, and provide a small welcome gesture.
PM/HL	Activate the DVM's employment status in Paycom, add License and DEA information and complete Section 2 of the I-9.
PM/HL	Review the first-day schedule and walk the DVM through training resources and onboarding materials available on the Knowledge Base.
PM/HL	Support completion of the Paycom Employee Self-Service (ESS) training.

Phase 4: POST-START SUPPORT (HR + Practice Manager)

Objective: Support integration

Owner	Key Actions
HR	Send a Welcome Kit to the hospital to reinforce connection and culture.
PM/HL	For new hires: Submit a support ticket to add the team members headshot and bio to your website. Marketing Support Ticket
HR	For terminated employees: HR will submit a ticket to remove the headshot and bio from the website.
HL	Maintain regular check-ins with the DVM during the onboarding period to ensure support, resolve issues, and encourage engagement.