**10 Keys to Making Your Experience at CareerStaff Rx Great!**

Valued Employee --

First, thank you for choosing to be a part of our team here at CareerStaff Rx! We are honored to have you on board with us. As part of our ongoing effort to do even better, we wanted to share with you the Top 10 Keys to Making Your Experience at CareerStaff Rx Great!

**1. Be Prepared For Your Shift**

* Get directions prior (GPS, MapQuest) and/or call the pharmacy for directions so that you arrive on time.
* Bring a copy of your license/certification with you to every pharmacy you work at (or at least have it accessible at all times in the event that the pharmacy needs a copy.)
* If you are going to work at a pharmacy that you haven’t yet worked at please be sure to call the pharmacy the day before to get the codes to the pharmacy and any other necessary information regarding your shift (Pharmacists only)

**2. Always Wear a Name Tag**

* Bring and wear your official CareerStaff Rx name tag (or wear the official name tag of the pharmacy you working at if required to do so)
* If you need us to send you one or you just need yours replaced send an email to [careerstaffrx@genesishcc.com](mailto:careerstaffrx@genesishcc.com) and we can send you further instructions.

**3. Bring a White Lab Coat / Smock to Your Shifts**

* Please bring your Lab Coat / Smock to the pharmacy
* If you don’t have one it may be a good idea to get one in the event that you need it.
* A white lab coat/smock can either be purchased at your local medical supply store or online at [www.amazon.com](http://cts.vresp.com/c/?TherapistsUnlimited/bc96ba9d6d/TEST/2c1e4ecc01) or [http://www.envirosafetyproducts.com/lab-coats-smocks-and-gowns.html](http://cts.vresp.com/c/?TherapistsUnlimited/bc96ba9d6d/TEST/57a09989eb).
* If the pharmacy does not require have Lab Coat dress code, please match the dress code of where you will be working and note that it is better to be overdressed than under dressed if you are unsure.

**4. Take Initiative**

* When the pharmacy is slow, always take initiative to help the pharmacy out if you are not given specific instructions. Pharmacies always appreciate you asking if there is anything else that can be done such as projects or computer training.

**5. Sick / Late Calls**

* If you are sick and unable to make it or running late to your shift please follow up with **both** the pharmacy and CareerStaff Rx. CareerStaff Rx can be reached during business hours (7:00am-5:00pm) at the office at 800-766-0122 or after hours at 425-971-4120. If you leave a voicemail with us please send an email to [careerstaffrx@genesishcc.com](mailto:careerstaffrx@genesishcc.com) to ensure that it was received.
* The sooner we know that you are sick the easier that it is to find a replacement for your shift and ensure that the client is taken care of. If you are running late please call us immediately to give us an estimated time of arrival. This ensures that the client doesn't call us upset that you are running late. It's always good to be proactive!

**6. Call Your Hiring Manager with Issues at Your Pharmacy**

* If you have concerns at the pharmacy that you are working at that makes you feel uncomfortable please contact your Hiring Manager to discuss directly versus the pharmacy that you are working at. As your employer, we take your concerns very seriously and want to work with and the pharmacy to remedy those concerns.

**7. Please Call Us Back ASAP On Shift Requests**

* If we call or email you regarding a shift please follow up as soon as possible.
* Whether or not you are available it is best for us to know so that we can move on to other employee to offer the shifts to. Responding via email is completely acceptable if you can’t call.

**8. Make sure you receive an email confirmation**

* If you discuss a shift with us and are waiting for a confirmation but never receive it, **please call us right away** and let us know and we will make sure to send it to you if in fact the client has confirmed you to work the shift.
* It is important to make sure that you do check the confirmations for accuracy as well to ensure that you show up for the correct shift time.

**9. Don’t Forget Your Timecard**

* Please be sure to bring a copy of your timecard with you when you go to work and to have the Manager or other representative sign off on your card after every shift that you work there.
* Come prepared with your timecard – if you need one contact the office and we can send a copy either by email or US Postal Service.

**10. Send Timesheets In On Time**

* Send your timecard immediately following your last shift at that particular pharmacy for the week from the pharmacy itself.
* All timecard are due by 9am Monday.
* Timecards can be sent either via fax to 866-835-5848 or 877-207-8670 **OR** via email to [careerstaffrx@genesishcc.com](mailto:careerstaffrx@genesishcc.com)
* If you have had problems in the past with us receiving your timesheet please get in the habit of calling us to ensure that we received it.

Thank you again for being a part of our team! Please let us know if you have any questions! Please note that this email is sent to all of our new/active employees and a few of the above listed best practices may not apply to you if you are working at specific pharmacies or you are working on a long term assignment, etc.

Sincerely,

CareerStaff Rx Team