



TIPS FOR HEALTHCARE HIRING DURING THE COVID-19 PANDEMIC

March 2020

As you look to ramp up staff as quickly as possible to meet your organization's needs, here are some ways you can effectively speed up your background screening program.

- If you are hiring in the jurisdictions where we temporarily cannot fulfill, you should consider building a package with searches that typically close in less than a day by leveraging database sources. Additionally, we have options to support launching large quantities of candidate screens in a single instance. Work with your Sterling Client Success Partner (CSP) now to implement a plan to ensure you are ahead of any future needs.
- As labs and clinics prioritize testing for COVID-19, or physical distancing requirements prevent a candidate from going to a clinic, instant, point of collection testing can become invaluable. Your Sterling CSP can work with you to determine if an instant test is available in the state where you are hiring and makes sense for your program. Oral swabs and urine cups are both available.
- With the above changes or process options in mind, some employers are hiring contingent upon full background check being completed once courts, schools, and clinics reopen. If you choose to do that, we will work with you to process the appropriate screening services when those entities reopen.

With physical distance requirements becoming prevalent in more locations, we are seeing courts, schools, and employers closing their doors. As they do, there are ways Sterling is closing the gap and continues to fulfill. Here is what you should know.

- Sterling's Healthcare clients can OPT IN to elevate county searches in closed jurisdictions to a statewide search, if a statewide is available.
- The Department of Homeland Security (DHS) has recently lifted the in-person requirement to review documentation in the I-9 process. Your Sterling CSP can help you to better understand how Sterling can guide you through these changes and leverage the I-9 system to meet regulations.

With the demands on your operations to ensure optimal patient care, there are ways you can lean on Sterling as you look to reallocate resources to other parts of your business.

We have been working with clients in recent weeks to take on Drug and Health Screening to free up Employee Health personnel who can be redeployed to take care of patients. We will hold your candidates' hands through the process, ensure they go to clinics on your approved list, and complete their screening expeditiously.

Important Update: Service & Operations Impact Due to COVID-19

- **Monitoring Clinics:** LabCorp, Quest, and eScreen are providing clinic and testing facility availability updates on a daily basis. Our scheduling system will only recommend the clinics that are open and available to your candidates. If a clinic is testing for COVID-19, it will not be an available facility for scheduling in our system. Because updates on clinic availability due to COVID-19 impact are done only once a day, we advise your candidates to still call a clinic prior to going for their test to confirm availability and hours.

Reach out to us for more information or to schedule a time to talk about how the Sterling Healthcare team can help you during these challenging times:

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