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DukeShift Frequently Asked Questions for Health Care Professionals

1. Where can I find a copy of the DukeShift handout that is used in training?

On the api@duke website, which has a link on the intranet home page. A copy of this handout is available there as well. This page is only accessible from a Duke computer, by logging into Virtual PIN, or by using a VPN account.

2. What do I have to do in order to get access to DukeShift?

First contact your unit manager to see if you are eligible to participate in DukeShift. If so, here are the steps that are required:

- Be an employee of Duke Hospital (company 30), Durham Regional Hospital (company 50), or Duke Raleigh Hospital (company 60). Please note that company 10 employees (PDC, DCRI, School of Medicine, School of Nursing, the University) are not eligible.
- Make a request to your nurse manager to be added to the DukeShift system. Your manager will determine if you are a good candidate for DukeShift.
- Successfully complete orientation to your home unit and return all required documentation of orientation (Competency Based Orientation packet, evidence of successful completion of all mandatory testing, etc) to the unit manager.
- Have been employed by Duke Medicine for at least 6 months, or have your manager approve your earlier enrollment.
- Be free of any active disciplinary action at time of enrollment.
- Complete required training for the DukeShift system. Training may be completed online using SWANK or in a classroom setting. The course number in EdTrack is EDS285.
- Electronically accept all terms of use for the program on initial log in to the system.

3. How do I log in to the DukeShift webpage?

The web address is dukeshift.duhs.duke.edu (do NOT put www. in front of the webaddress) and can be accessed from anywhere you have an internet connection and a web browser. Your log in name is your Net Id and password. Net Id and password are also used to complete online OESO training, to renew your parking permit, and to view your paystub on the Duke@Work webpage.

4. What should I do if I do not know my NetID and password?

You can click on either of the help links on the bottom of the login screen and follow their directions OR call the helpdesk at your facility.



Duke University NetID Services

Please identify yourself to NetID service handleservice at host shibboleth.duke.edu.

Please enter your NetID and password:

NetID:

Password:

Don't know what a NetID is? Not sure if you have one? [Find out.](#)

Forgot your password? [Click here.](#)

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5. I logged in and got a message saying that my account had not been activated. What should I do?

First, verify that you went to the correct website.

If you are at the correct site, you will need to discuss your enrollment with your manager. See details in FAQ #1

6. Will all open shifts be available through DukeShift?

DukeShift Schedule Managers will post open shifts for their designated areas after the ActiveStaffer schedule has been posted, and as needed during the schedule period. All posted shifts will be for a minimum of 4 hours. In the event that a need occurs in less than 72 hours, the unit will use a more expedient means of communicating the need, such as phone calls to staff.

7. How do I view available shifts?

Click on Shifts by Health system and filter down to see the facility and units where you are interested in working. If shifts are available, they will be listed below. Click on the Request Now button to enter your request. You will receive an email letting you know that your request was delivered. You can see a copy of that email in the My Messages tab.

bid4HEALTH
 Welcome BID4HEALTH ACCOUNT! | Logout | Help | Support

My Bid4Health | My Shifts | Search | My Messages | My Profile | My Availability | Comments

Shifts By Health System | Shifts I'm Bidding On | Shifts I'm Watching | Shifts I've Won | Shifts I've Lost

My Bid4Health > Shifts By Health System : Duke Medicine (System)

Shifts By Health System : Duke Medicine (System)
 Select a Health System from the below tree menu to view Shifts you qualify for. You may view Shifts at 3 levels: health system, facility or individual unit.

- Duke Medicine
 - AHS/DASC
 - Duke Raleigh Hospital
 - Duke University Hospital
 - 7100 CARDIOLOGY UNIT
 - 7200 MEDICAL CARDIAC CARE

>> View Unit Profiles

First < 1 2 3 > Last (47 Total Records)

Records per Page : 20

Position	Health Facility Name	Request	Bids	Shift Date	Status	Time Left	Shift ID#
Nurse	Duke Medicine Training Facility / Training Unit		1	4/26/2008 7:00 AM ET Sat-12.5 hrs.	●	4/22/2008 7:00 PM ET 1221 hrs.	19106
Nurse	Duke Medicine Training Facility / Training Unit	Request Now	0	4/26/2008 7:00 AM ET Sat-12.5 hrs.	●	4/22/2008 7:00 PM ET 1221 hrs.	19107
Nurse	Duke Medicine Training Facility / Training Unit	Request Now	0	4/25/2008 7:00 AM ET Fri-12.5 hrs.	●	4/21/2008 7:00 PM ET 1197 hrs.	19105

8. Are there limitations on which shifts I can request?

The system will not prevent you from requesting shifts that you can view. However, the creator of the shifts can limit who can see their shifts by facility and job code. Also, you will only be allowed to work shifts in hospitals where you have been oriented. Also, the job for the shift you request to work must equal the job your hold in your primary position at Duke. For instance, if you are an HUC you can not pick up an NA shift via DukeShift – even if you hold an NA listing.

9. How will I know if a shift offers Staffing Incentive?

In the Request column the words Qualified Incentive will appear with any shift that

Position	Health Facility Name	Request	Bids	Shift Date	Status	Time Left	Shift ID#
Nurse	Duke Medicine Duke University Hospital / 2429 ACUTE INTENSIVE CARE-32	Request Now Qualified Incentive	0	5/26/2008 7:00 PM ET Mon-12.5 hrs.	●	5/26/2008 6:45 PM ET 0 hrs.	47038
Nurse	Duke Medicine Duke University Hospital / 2429 ACUTE INTENSIVE CARE-32	Request Now Qualified Incentive	0	5/27/2008 7:00 AM ET Tue-12.5 hrs.	●	5/27/2008 6:45 AM ET 12 hrs.	47095

offers staffing incentive. Please remember that you as an individual also have to qualify for staffing incentive according to the staffing incentive policy in order to receive the incentive pay.

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Also, if you call out for a regular work shift during the pay period of the DukeShift, you will forfeit any incentives offered on the DukeShift.

10. Why would the Request Now button be missing from a shift on the list?

Position	Health Facility Name	Request	Bids	Shift Date	Status	Time Left	Shift ID#
Nurse	Duke Medicine Training Facility / Training Unit		1	6/2/2008 7:00 AM ET Mon-12.5 hrs.	0	6/1/2008 6:30 PM ET 144 hrs.	50500
Nurse	Duke Medicine Training Facility / Training Unit	Request Now	0	6/10/2008 7:00 AM ET Tue-12.5 hrs.	0	6/9/2008 6:30 PM ET 336 hrs.	50501
Nurse	Duke Medicine Training Facility / Training Unit	Request Now	0	6/17/2008 7:00 AM ET Tue-12.5 hrs.	0	6/16/2008 6:30 PM ET 504 hrs.	50502

You have already requested this shift.

11. How will I know if I have been awarded a shift?

There are three ways to see that you have been awarded a shift. 1) you will receive an email at the email address you entered on your profile, 2) there will be a message for you in the My Messages section of the website and 3) you can click on Shifts/Contracts I Won on the My [DukeShift] section of the webpage.

If required, be sure to accept or decline the award ASAP – otherwise the manager may award the shift to another requestor.

12. Can I remove my request?

Shifts By Health System **Shifts I'm Bidding On** Shifts I'm Watching Shifts I've Won

My Bid4Health > Shifts/Contracts Bidding On > Shift Details

Shift Details

[<<-Back to Shifts/Contracts Bidding On](#)

A Request For This Shift/Contract Has Been Made

Shift Status:	Open for Bids/Requests
Shift ID#:	50500
Bidding Starts:	5/26/2008 6:30 PM ET
Time Left:	5 Days / 23 Hours / 53 Minutes
Shift Date:	Monday, June 02, 2008 7:00 AM ET - 12.5 hrs.
Position:	Nurse - Nurse
Region:	Raleigh/Durham
Health Care System:	Duke Medicine
Facility:	Training Facility »Click here for location/driving directions.
Unit:	Training Unit
Shift Contact:	Training Purposes Only
Shift Phone:	None
Additional Info:	This is a TRAINING SHIFT, not a REAL shift

[Retract Bid/Request »](#)

Yes, if your request has yet to be acknowledged, you can go to the My DukeShift tab on the website and click on Shifts I'm Requesting. Click on the shift you no longer want to request to open the shift details. Click on the button at the bottom of the page that says Retract Request

13. Since I may not be awarded all the shifts I request, can I request more than 1 shift with the same date and time but on different units?

Yes, but once you confirm the award for a shift, your requests for other shifts on different units for this same date and time will be cancelled.

14. What should I do if I have a question about the shift.

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All shifts will list a contact person and phone number in the shift details. You can also click on the Message Admin button in the top right corner of a shift details screen.

Shift Details

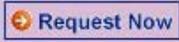
[<<-Back to Shifts/Contracts Requesting](#)

 [Message Admin](#)

15. Am I able to see who else is requesting the shift?

No, but you can see how many other people have requested the shift by looking in the column called Requests on the Shifts by Health System List



Position	Health Facility Name	Request	Requests	Shift Date	Status	Time Left
Nursing Care Assistant	Duke Medicine Durham Regional Hospital / 2644 DRH-NURSING STAFF RESOURCE OFC		0	6/21/2008 7:00 AM ET Sat-8 hrs.		6/18/2008 2:45 PM ET 23 hrs.

16. How do I swipe in and out for my DukeShift shift?

If you are working on your home department, swipe in and enter the DukeShift Special Code 12. Enter the special code again when swiping out.

If you are working in a department other than your home department, swipe in and out using the following steps:

- Swipe your badge and enter the DukeShift Special Code 12 and hit enter
- If you are working outside of your home department, type in the 4 digit cost center number for the department where you are working. This is often posted on the badge reader. It is also part of the department name in DukeShift and will be on the shift descriptions and in your confirmation email. Press enter.
- IF you are working in a different hospital, enter the facility number and press enter.

1 = Duke Hospital 50 = Durham Regional Hospital 60 = Duke Raleigh Hospital

17. When I logged in for the first time, I agreed to a set of rules related to DukeShift. How can I see that agreement again? There are links to the User Agreement, Privacy Policy and Terms of Service at the bottom of each page on the website.

Copyright © 2005 Bid4Health All Rights Reserved.
Use of this Web site constitutes acceptance of the Bid4Health [User Agreement](#), [Privacy Policy](#) and [Terms Of Service](#).

18. Can my access to DukeShift be revoked?

Yes. If you change jobs to a non-qualifying job code, your account will be automatically inactivated via the Employee Download. Your manager or a DukeShift administrator can also revoke your access. Possible reasons include but are not limited to 1) failure to adhere to DukeShift policies and procedures, allowing DukeShift awarded work shifts to interfere with your staffing obligations on your home unit, or being placed under disciplinary action.