

Welcome to Platinum!

We're excited to welcome you to our agency! Please take a moment to review the following important policies and procedures. **As a reminder, you are an independent contractor, not a Platinum employee.** Failure to follow our guidelines may result in removal from our registry.

Application Process

After filling out the application located on the “Apply Online” tab, an email will automatically be sent to you requesting your credentials. After you have sent us all of the credentials, we will send you a DocuSign to that same email. Expect to receive this within the week that you sent all of your credentials. Once we receive your DocuSign, we will then run a background check and add you to the list to be entered into our system. Expect this to take 7-10 business days.

Setup

Once it is time to enter you into our system, please download the “Remind” app. Kristyn (337-552-8835) will send you a text message with a code, and you will enter this code into the “Remind” app. This is how you will see the available shifts. Next, download the “True Helix” app. This is where you can see your scheduled shifts, clock in, and clock out. After downloading, create an account and send Kristyn (337-552-8835) the code from the “True Helix” app to be linked up to our system.

 (337) 984-1096

 www.platinumhs.com

 info@platinumhs.com

 200 Beaulieu Drive, Bldg 5

 (337) 984-1632

Shift Communications

Available shifts will be sent out through the “Remind” app. If you see a shift you would like to pick up, reply to the message with which one you want. It is a first come, first serve basis and we will let you know whether or not you got it. Please only reply ONCE. There are many messages going in and out, so please be patient.

Shift Expectations

When working a shift through Platinum, please arrive 15 minutes early to the facility. Once you are at the location, clock in to your shift on the app “True Helix” and have an authorized staff member sign your phone. If ever your shift is not in “True Helix”, send a message in “Remind” and we can enter it for you. **Paper time slips are to be used for emergency only.** You are to wear full scrubs (top and bottom) and slip-resistant athletic shoes. Jeans, T-shirts, and crocs/open-toed shoes are not allowed.

Shift Cancellations

If you need to cancel a shift, you must call the office at (337)-984-1096. Cancel your shift directly to the person on call, do not cancel through text message. This ensures the message is received so we can notify the facility immediately. **Do not call the facility if you are running late or need to cancel, you must notify Platinum.**

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2 Ways to get Paid

Direct Deposit

Direct Deposits are processed daily, so you can request one any day Mon-Fri. To request a deposit, please fill out the “Direct Deposit Request Form” located under the “Resource” tab on platinumhs.com. **You must fill out this form by 2pm Mon-Thurs or 11am Fri if you want to receive your deposit the following business day.** If we don’t have the amount of slips you requested to be paid for, we will contact you through text.

Paper Checks (Fridays only)

Live Checks are cut on Fridays only, unless otherwise specified. To request a check, please fill out the “Payment/Check Request Form” located under the “Resource” tab on platinumhs.com. **You must fill out this form by 11am on Friday if you want to pickup a check in office that day.** If we don’t have the amount of slips you requested to be paid for, we will contact you through text. You can pick up your check in the lobby between **10:30am - 4:30pm**. If special arrangements need to be made, please call the office.

Drug Screen Policy

Platinum may ask you to take a drug screen at any time. You must report to the assigned clinic within 48 hours of the request. Failure to comply will result in removal from the agency list

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