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The FAQ Script: "Who Do I Call?"

The Setup: "Alright team, let's play a quick game of 'Who Do I Call?' I'm going to read some common things you'll face in your first 90 days. Shout out '**Hospital**' or '**County**'!"

1. The Question: "I just got my first paycheck, and my health insurance deduction looks wrong. Who can fix my plan?"

- **The Answer: COUNTY HR!**
- **The Buzzword Explanation:** Think of County HR as the **Plan Owners**. They hold the contract with the insurance companies. We can't see into your private benefit portal, so they are your go-to for "Meds and Money."

2. The Question: "I'm trying to badge into my assigned parking lot and my card isn't swiping."

- **The Answer: HOSPITAL HR!**
- **The Buzzword Explanation:** We are your **Access Point**. If it's physical—like a badge, a locker, or a hallway—that is a Hospital HR "Ground Crew" task.

3. The Question: "I've been here six months, and I want to apply for a permanent 'Civil Service' position. How do I take the test?"

- **The Answer: COUNTY HR!**
- **The Buzzword Explanation:** The County is the **Rule Maker** for hiring. They manage the "Civil Service" list. While we want you to stay at SJGH, the County handles the official exam process.

4. The Question: "I passed my bilingual exam last month and I submitted a copy of my BSN diploma two weeks ago."

- **The Answer: HOSPITAL HR!**
- **The Buzzword Explanation:** We are your **File Cabinet**. We maintain your local credentials and verify your specialized skills. This is a personnel action – we collect the proof so we can trigger the update to your pay.

5. The Question: "Can my spouse and I both carry each other as dependents if we both work for the County?"

- **The Answer: COUNTY HR**
- **The Buzzword Explanation:** That is part of the **Big Picture**. While you work for the Hospital, your insurance belongs to the county system. They manage standardized benefits.

If you remember nothing else today, remember the **Front Door Rule**: If you have a problem, walk through the **Hospital HR** door first. **If we aren't the ones to fix it**, we will give you the exact name and phone number of the person at the **County** who can. We are the bridge to your success!"