

**Whatcom Alliance for Healthcare Access
Physician Recruitment & Retention Program**

Coordinate Site Visit

Service Description

A site visit should be a formality after thorough pre-screening telephone interviews. The site visit is the opportunity for other staff members and other key community members to get to know the candidate. This is also the opportunity for the physician candidate to see if the position and the community are a good fit for him/her and his/her family. Therefore, it is recommended that the spouse/significant other also attend the site visit.

If your practice has interest in a candidate & the candidate is willing to visit, WAHA is able to:

- Provide additional community information to the candidate and family sent ahead of time.
- Assist in arranging some elements of the site visit, such as community tours.
- Explore if other practices are interested in interviewing the candidate and thereby sharing costs.
- Provide a single point of contact for practices, candidates and families.

WAHA will provide the above hosting services only for practices and candidates who have been through a thorough pre-screening process as described in the “Pre-screen Physician Candidates” service section of this resource guide.

The practice will need to:

- Ensure that they have been acting with due diligence by inviting only the most qualified candidates. This will have been done by completing thorough phone interviews and background checks before the visit.
- Take care of trip logistics. Make travel, car rental, hotel reservations & dinner arrangements. WAHA may be able to assist with getting a reduced “corporate rate” with a Bellingham hotel.
- Assume responsibility for the costs of the visit. Note that although WAHA cannot cover the cost of any elements of the site visit, WAHA may be able to coordinate the sharing of costs with other practices if they would like to interview the same candidate.

WAHA recommends:

- Having key people involved and fully engaged in the site visit, such as the practice’s lead decision-maker, the Practice/Office Manager, all members of the staff, representatives of the larger healthcare community.
- Inviting the spouse/significant other to visit at this time as his/her opinion of the opportunity & the community can make or break the decision.
- That every visit participant should look at the visit with an eye on, “Are this person’s qualifications, interests and personality a good fit for the practice and for the community?”

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- Planning the visit itinerary in conjunction with the candidate. Make the visit valuable for him/her and his/her spouse/significant other.
- Leaving some time at the end of the visit to discuss the compensation package and other contractual issues. A “Letter of Intent” can be created at this time.
- NOT having an “Open House” at this juncture. Wait until the offer has been accepted or when the physician starts. Visits with colleagues should be kept intimate for the most productive interaction.
- Promptly reimbursing the candidate for any visit expenses s/he incurred.

Related WAHA resources available:

- [“Steps in the Site Visit Process”](#)
- [“Site Visit Checklist”](#)
- [“Site Visit Itinerary Template”](#)
- [“Questions for the Site Visit”](#)
- [“Visiting Physician Candidate Evaluation Form”](#)
- Sample [“Letter of Intent”](#)