



MASSACHUSETTS
GENERAL HOSPITAL

EMPLOYEE RESOURCE GUIDE



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WELCOME FROM THE PRESIDENT

Dear Colleague:

Congratulations on your new position and welcome to the Massachusetts General Hospital community. The MGH greatly values its employees, who make possible our mission of delivering outstanding patient care, conducting cutting-edge research, educating future caregivers and improving the health of our community.

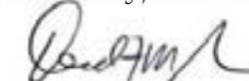
You have joined a world-class team here at Mass General. The hospital is routinely ranked among the top few hospitals in the nation by *US News and World Report* and is recognized here in Boston and around the nation as a top place to work. In 2003, we were the first hospital in Massachusetts to achieve the highest honor of nursing excellence – Magnet status – and have continued to maintain that designation ever since. *The Boston Globe*, *Modern Healthcare* and *Glassdoor* all have recently recognized us as a top workplace.

Our employees are MGH's greatest asset. This phrase is written in our Credo and witnessed and experienced daily by everyone who comes through our doors. We are very proud that so many talented and dedicated people want to work at MGH. Indeed, it is our workforce that defines us as an extraordinary health care resource for Boston and beyond.

The MGH is a remarkable place, and now, as a new employee, you are part of the two-century legacy of accomplishment. I am enormously proud to be associated with this vibrant and dynamic institution. And I am confident that you too will not only be challenged and fulfilled by this environment but will also feel the incredible rewards that come from being a part of an organization dedicated to caring for and offering hope to millions of people each year.

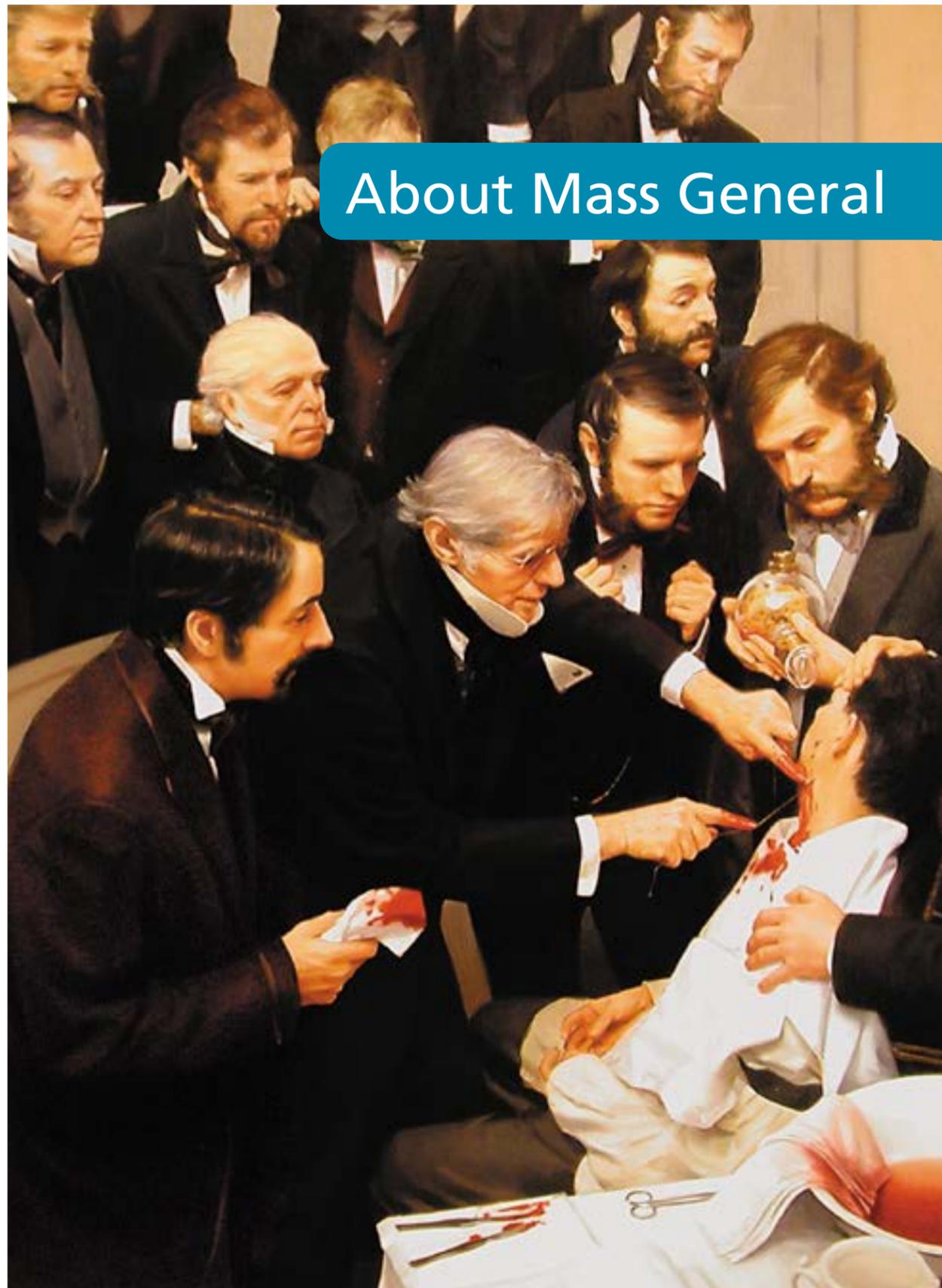
Again, welcome to the MGH.

Sincerely,



David F.M. Brown, MD

MGH President



About Mass General

ORGANIZATION AND STRUCTURE

Founded in 1811, Massachusetts General Hospital (MGH) is the third oldest general hospital in the United States and the oldest and largest in New England. The 1,019-bed medical center offers sophisticated diagnostic and therapeutic care in virtually every specialty and subspecialty of medicine and surgery.

The MGH conducts the largest hospital-based research program in the United States, with an annual research budget of \$1 billion. It is the oldest and largest teaching hospital of Harvard Medical School, and nearly all of the hospital's active staff physicians are on the Harvard Medical School faculty. The MGH is the largest private employer in the city of Boston and consistently recognized as one of the leading academic medical centers in the world.

MGH MISSION

Guided by the needs of our patients and their families, we aim to deliver the very best health care in a safe, compassionate environment; to advance that care through innovative research and education; and, to improve the health and well-being of the diverse communities we serve.

As an employee of Massachusetts General Hospital, you already have been asked to read and sign a document that contains our Mission, Credo and Boundaries statements. You are expected to know and live by the following statements while you are employed here:

CREDO

As a member of the MGH community and in service of our Mission, I believe that:

- The first priority at MGH is the well-being of our patients, and all our work, including research, teaching and improving the health of the community, should contribute to that goal.
- Our primary focus is to give the highest quality of care to each patient delivered in a culturally sensitive, compassionate and respectful manner.
- My colleagues and I are MGH's greatest assets; understanding and valuing our differences helps us excel.
- Teamwork and clear communication are essential to providing exceptional care.

As a member of the MGH community and in service of our Mission, I will:

- Provide compassionate, equitable, and patient-centered care.
- Listen and respond to patients, patients' families, caregivers, colleagues and community members.
- Ensure that the MGH is safe, accessible, inclusive and welcoming to everyone.
- Share my successes and errors with my colleagues so we can all learn from one another.
- Make wise use of the hospital's human, financial and environmental resources.
- Be accountable for my actions.
- Uphold professional and ethical standards.

BOUNDARIES STATEMENT

As a member of the MGH community and in service of our Mission, I will never:

- Knowingly ignore MGH policies and procedures.
- Criticize or take action against any member of the MGH community raising or reporting a safety concern.
- Speak or act disrespectfully toward anyone.
- Engage in, tolerate, or fail to address abusive, disruptive, discriminatory, or culturally insensitive behavior.
- Look up or discuss private information about patients or staff for any purpose outside of my specified job responsibilities.
- Work while impaired by any substance or condition that compromises my ability to function safely and competently.

DIVERSITY AND INCLUSION STATEMENT

Because of diversity we will excel. We think broadly about diversity and everything that makes us unique. It is core to our mission. Our differences make the MGH a more interesting and distinctive environment in which to work and are an important means of providing the very best care to every one of our patients, regardless of race, ethnicity, gender, gender identity, religion, age, sexual orientation, disability, life experiences, geographic backgrounds, skills and talents among others. We will not excel without recognizing and appreciating everyone's perspectives.

Through inclusion we will respect. Together we work hard to make this hospital a diverse and inclusive place of healing. Encouraging a broad range of opinions, ideas and perspectives drives creativity, innovation and excellence. Our continued engagement in our nationally recognized initiatives and programs highlights our commitment to diversity and inclusion. But this ongoing work will not be complete until every employee, every patient, every family member, every visitor feels safe, respected, welcome, comfortable, supported and accepted within our walls.

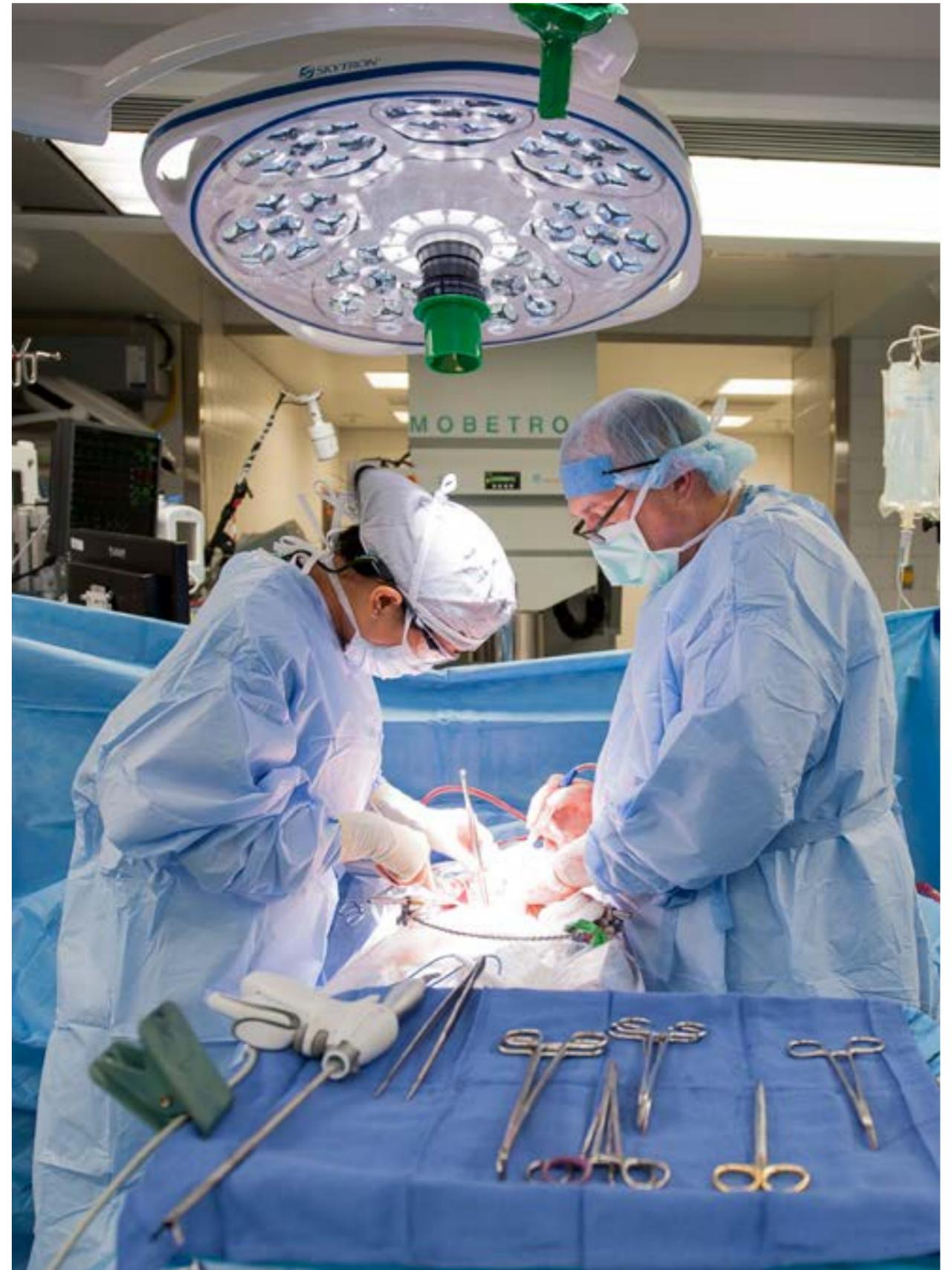
Focused on equity we will serve, heal, educate and innovate. Our job is to improve health and save lives, regardless of what our patients or colleagues look like, where they come from, what they believe, or who they love. Issues of equity and justice are not separate but rather intertwined with patient care, education, research, and community health. Targeting inequality enhances the quality of care for all. We believe in treating our patients and each other with the dignity that every human being deserves.

MASSACHUSETTS GENERAL PHYSICIANS ORGANIZATION

The Massachusetts General Physicians Organization is a multi-specialty medical group of about 2,500 physicians. Working in partnership with the Massachusetts General Hospital, and in cooperation with Mass General Brigham, the MGPO works to improve the lives of patients, physicians and staff. It fosters physician leadership, supports quality and safety initiatives and helps improve the financial stability of physician practices.

MASS GENERAL BRIGHAM SYSTEM

Mass General Brigham (formerly Partners HealthCare) was founded in 1994 by Brigham and Women's and Massachusetts General hospitals. An integrated health care system, Mass General Brigham includes primary care and specialty physicians, community hospitals, the two founding academic medical centers, specialty facilities, community health centers and other health-related entities.





Facilities

MAIN CAMPUS

About half of the MGH-occupied area is located on the Boston Main Campus in 33 buildings totaling approximately 4.6 million square feet. They range in age from the Bulfinch Building, a national historic landmark completed in 1821, to the new Lunder Building, which opened in 2011.

The MGH Main Campus is located near the Charles River in the West End of Boston near Government Center. The main entrance is at the end of North Grove Street, off Cambridge Street. Other entrances include:

- On Blossom Street: Jackson, Gray, Thier and Cox buildings
- On North Charles Street: Warren and Founders House (formerly known as Phillips House)
- On Parkman Street: Wang Ambulatory Care Center

BEYOND THE MAIN CAMPUS

As MGH has grown beyond its original Main Campus, many administrative, research and ambulatory care departments have moved to adjacent buildings. The hospital now occupies more than 130 buildings, comprised of 10.4 million square feet in Boston and beyond.

OFFSITE LOCATIONS

Somerville

Since 1988 the MGH has leased warehouse and office space in Somerville to house divisions of Information Systems, Transportation, Health Information Management, Materials Management, and to provide storage/staging areas for many departments. Facilities are located at 121 Innerbelt Road and 21 Third Avenue.

Charlestown Navy Yard

Many research laboratories, including basic and clinical investigations, are located in Buildings 114 and 149 at the Charlestown Navy Yard. The Physicians Organization billing offices are located in Building 62 nearby, as well as the MGH Children's Center in the Captain's Quarters Building. Other leased space within the Navy Yard includes Buildings 34, 39 and 120.

MGH Health Centers

Community health centers help us fulfill the mission of MGH in the greater Boston community:

MGH Back Bay
 388 Commonwealth Ave., Boston
 617-267-7171

MGH Downtown
 294 Washington St., Suite 210
 The Old South Building
 617-728-6000

Charlestown HealthCare Center
 73 High St., Charlestown
 617-724-8135

Revere HealthCare Center
 300 Ocean Ave., Revere
 781-485-6000

Chelsea HealthCare Center
 151 Everett Ave., Chelsea
 617-884-8300

North End/Waterfront Health
 332 Hanover St., Boston
 617-643-8000

MGH Everett
 19-23 Norwood St., Everett
 617-394-7500

OUTPATIENT CARE IN THE SUBURBS

Mass General West

40 and 52 Second Ave., Waltham

The Brigham and Women's/Mass General HealthCare Center at Foxborough

20 Patriot Place, Foxborough

Mass General/North Shore Center for Outpatient Care

102 Endicott St., Danvers

AFFILIATES

MGH Institute of Health Professions

Charlestown Navy Yard

www.mghihp.edu

The MGH Institute of Health Professions was founded in 1977 by the MGH. As an interdisciplinary graduate school, the Institute prepares skilled health care specialists to become leaders in a dynamic and ever-changing global health care environment. Integrating classroom learning with research and clinical experience, the Institute grants an accelerated bachelor's degree, master of science degrees, clinical doctorates and certificates of advanced study to bachelor's prepared students at both the entry and post-professional level of graduate education.

For more information, visit www.mghihp.edu, email admissions@mghihp.edu, or call the Office of Student Affairs at 617-726-3140. The MGH Institute of Health Professions is accredited by the New England Association of Schools and Colleges, Inc., through its Commission on Institutions of Higher Education.

The following hospitals are also affiliated with MGH:

Cooley Dickinson Hospital

<https://www.cooleydickinson.org>

Martha's Vineyard Hospital

<https://mvhospital.org>

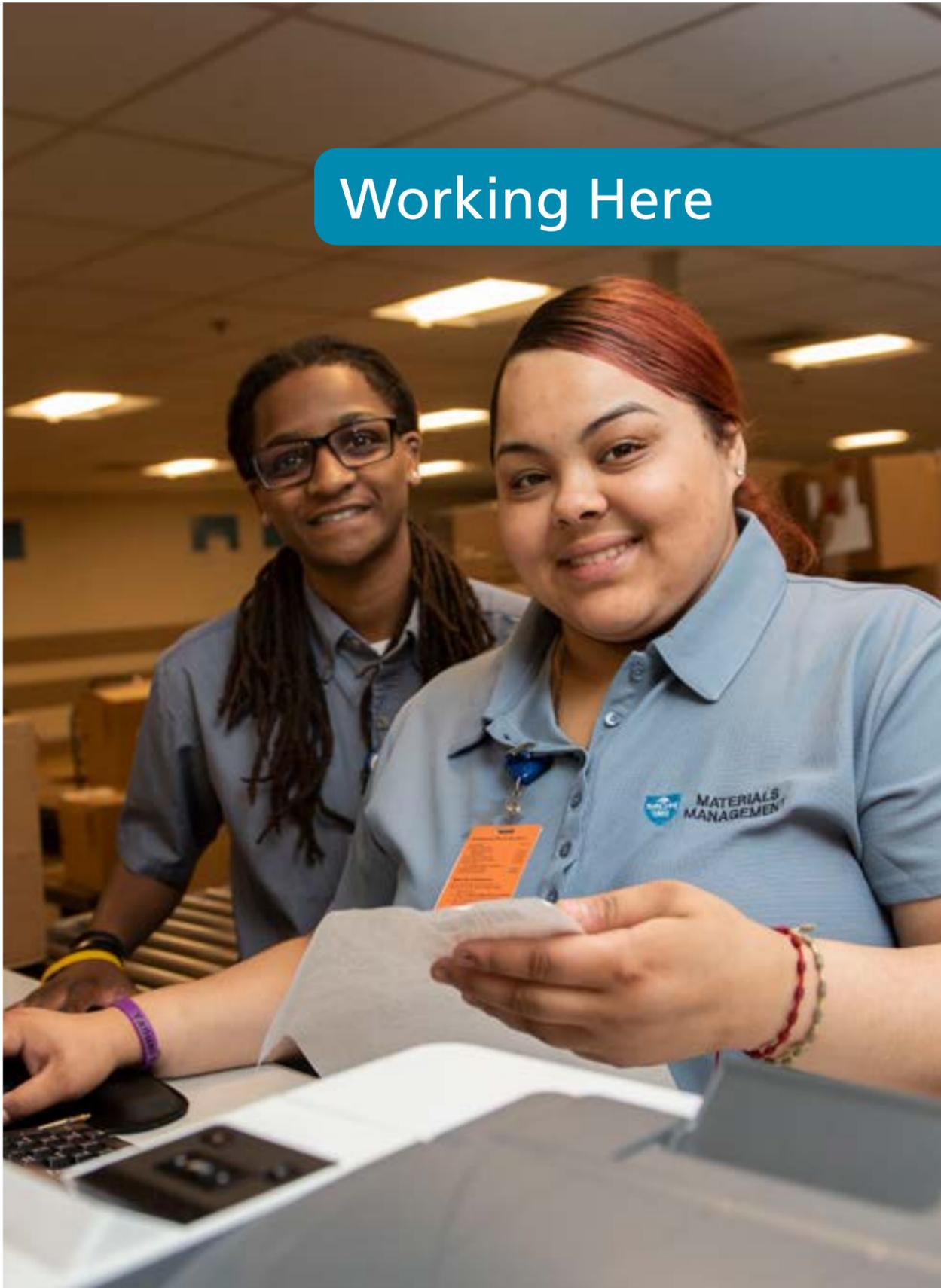
Nantucket Cottage Hospital

<https://www.nantuckethospital.org>

Wentworth-Douglass Hospital

<https://www.wdhospital.com/wdh>





Working Here

PASSWORD SELF-SERVICE: CREATE A NEW USER ACCOUNT

This guide provides instructions for creating a new Mass General Brigham user account, which includes setting up a password, obtaining your unique user name and important security-related settings.

1) Access Password Self-Service

There are two ways to access Password Self-Service:

- A. On a **Mass General Brigham Screensaver:**
Click the Password Self-Service link
- B. On the **Internet:** Go to <https://myprofile.partners.org>

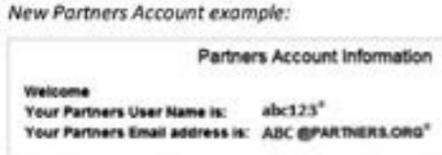


2) Begin the New User Registration

- A. Click **New User Registration**
- B. Enter your **First Name, Last Name** and **Date of Birth** (MMDD), and then Click **Next**.
- C. You will be prompted to enter one of the following:
 - Last four digits of your **SSN**; or
 - Last four digits of your preferred **phone number**; or
 - Last four digits of your **employee number** (i.e., the number on the back of your ID badge)

3) Review Mass General Brigham Account Information

Your **Mass General Brigham User Name** and **Email Address** will display.
Your user name is used to log into the Mass General Brigham network and various applications.



STOP **Make note of your user name and email address.**

4) Set Email Communication Preference

Your Mass General Brigham email address is used to communicate account and password-related information.
Note: To use a different email, check "I prefer to use a different Email Address." Most users will not need to make any changes.

5) Create Your Password

Your password is used along with your user name to log in to the Mass General Brigham network and various applications.
Your password expires **every 90 days**. You will receive email notifications prior to the expiration date. We recommend changing your password before it expires to avoid any disruption to your work.

Enter your password in the spaces provided. Passwords are case-sensitive and must meet the following criteria:

- ✓ 8 to 15 characters
- ✓ Cannot contain all capital letters
- ✓ At least 1 alpha and 1 numeric character
- ✓ Cannot be re-used within a 2-year timeframe

STOP **Do not forget your password, and always keep it confidential!**

6) Register a Phone Number:

If your Mass General Brigham password expires or is forgotten, phone-based authentication is required to reset it. This feature works by sending a unique code by text message or phone call when logging into the application.

You are also required to use phone-based authentication when accessing certain internet-facing Partners applications from home or a remote location, such as PeopleSoft or the Outlook Web App (OWA).

Register your phone number

You may register up to three phone numbers, including international numbers.

Phone registration:



Add a Text-enabled mobile phone

Your phone must be able to receive text messages.

- Under **Phone**, select **Mobile**.
- Enter your **Phone Number**.
- Select **Text-enabled**.
- Click **Add**.

Alternate Method

Choose if your phone cannot receive text messages.

- Under Phone Label, select **Mobile** or **Home**.
- Enter your **Phone Number**
- Click **Add**.

7) Enroll in the Employee Alert System (Optional)

If you wish to receive Employee Alert System messages by text on your mobile phone, check the box, then click Save. Click OK to return to the MyProfile Home page.



8) Log in with Your New Account

After successfully setting up your Mass General Brigham account and password, you will receive confirmation via email. Immediately log out of Password Self-Service, and log in with your Mass General Brigham user name and password.

Note: If you require access to certain clinical applications, a clinical key is required.

Go to: **Start > Partners Applications > Utilities > Partners Key Lookup**

Getting Help

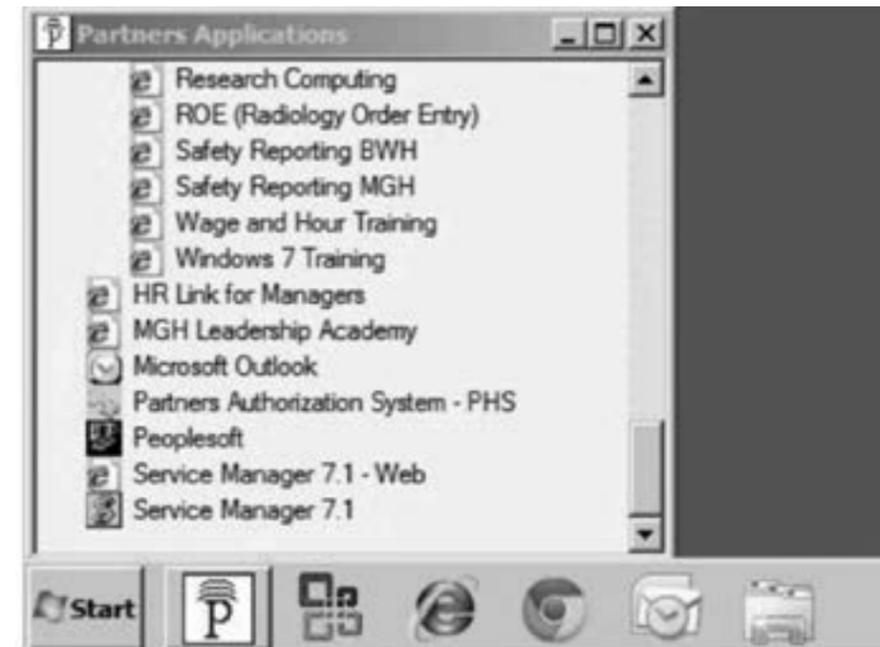
For additional assistance, please call the IS Service Desk at 617-726-5085.

USING PEOPLESOFT

PeopleSoft is our Human Resources Information System. It can be accessed using the same User Name and Password you selected by using Password Self Service.

PeopleSoft Employee Self Service (ESS) allows you to keep your personal information up to date, as well as fill out required tax forms, emergency contact information and purchase your monthly MBTA pass through payroll deduction. ESS was designed as a confidential system. Everyone has their own User Name and Password which should not be shared. To learn more about Mass General Hospital's Confidentiality Policy, please refer to the following link <https://apollo.massgeneral.org/hipaa/>

To access PeopleSoft, click the Partners Applications icon on your Mass General Brigham workstation and select PeopleSoft:



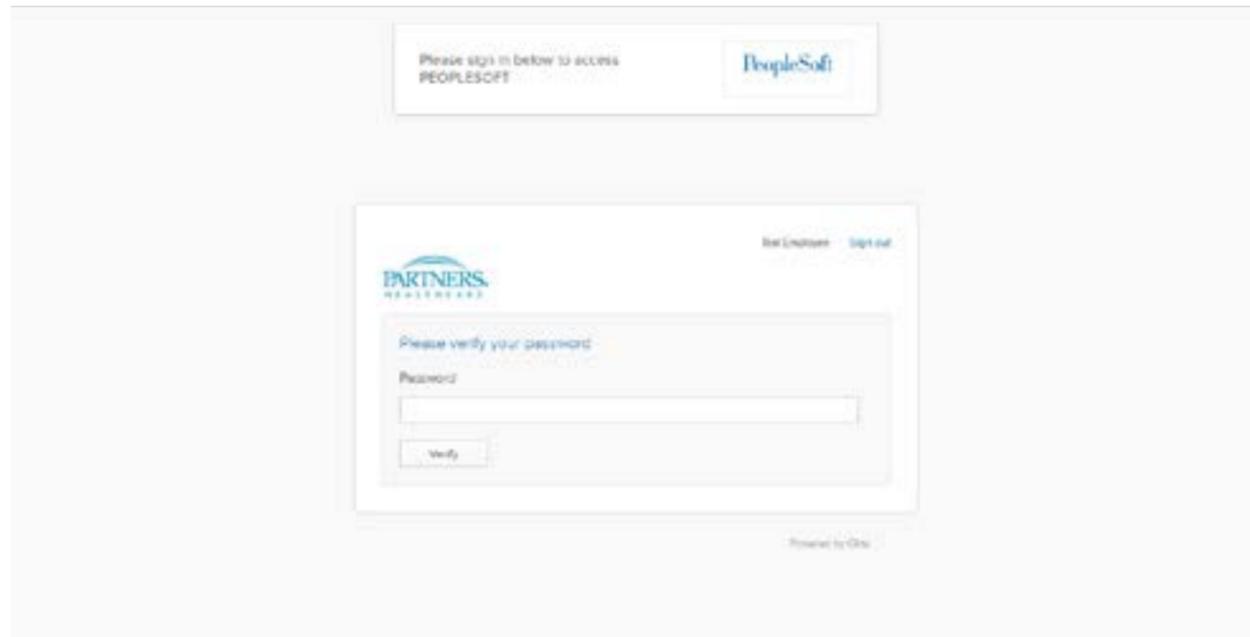
Important: If you do not have the "Partners Applications" icon as part of your start Menu, please navigate to the following website: <https://ibridge.partners.org/> and you will be able to access PeopleSoft directly from here. You also may access PeopleSoft using this address from outside of the Mass General Brigham computer system as long as you register a phone number in Password Self Service (please see instructions on page 11-12).

The staff at the Employee Access Center, located at Bulfinch 107, can assist you with PeopleSoft Employee Self Service. The center is open Monday, through Friday, 8 a.m. to 4:30 p.m., closed Thursdays 8:30 to 9:30 a.m. and MGH holidays. You also can call 617-726-6338 or email ibridge@partners.org.

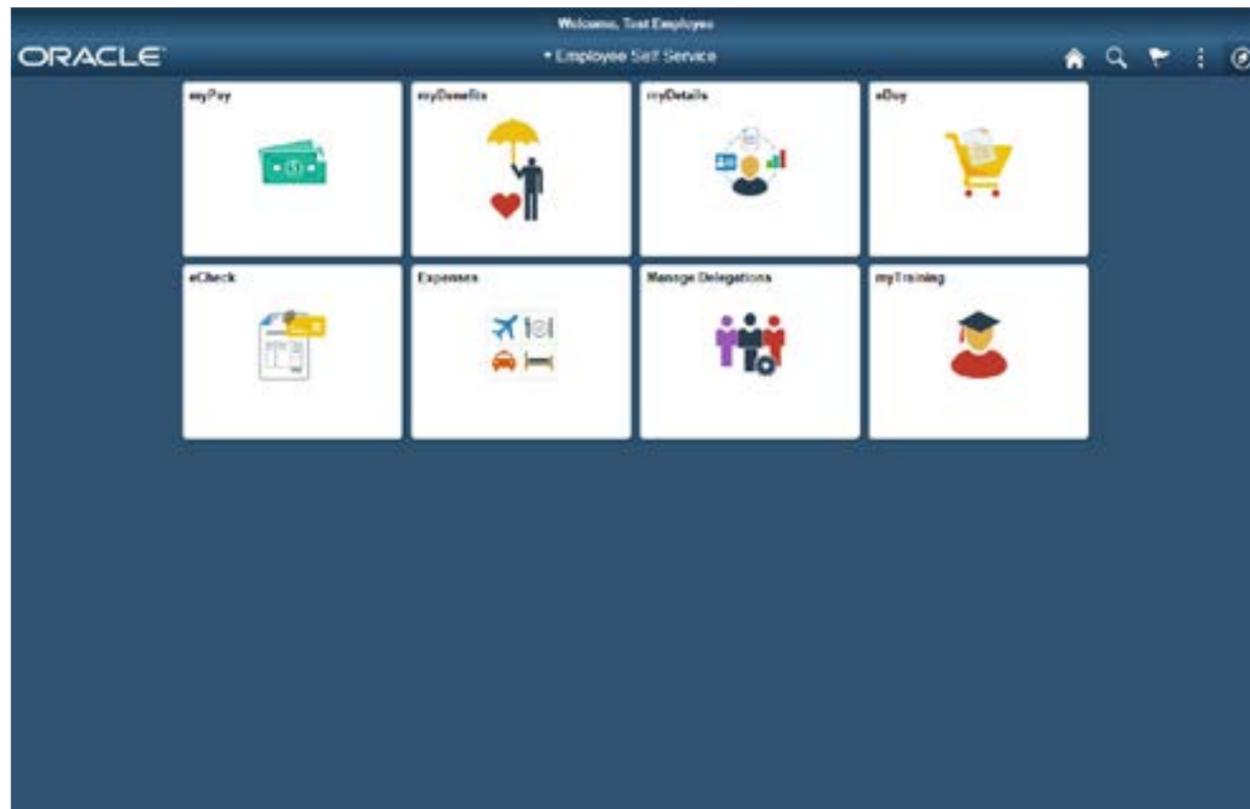
Employee terminals with PeopleSoft ESS access are available at the following locations:

- Employee Access Center, Bulfinch 107
- HR Office, White 14
- Bulfinch Temporary Service Office, 101 Merrimac St., sixth floor
- Professional Staff Benefits Office, Bulfinch 126 – *For physicians and PhDs only.*

The PeopleSoft login screen will appear. Enter your Password and select “Login.”



Once authenticated, Employee Self Service will open:



myDetails:

Here you can enter home and mailing addresses, a personal email address, phone numbers and emergency contacts. HR and supervisors will have access to this information.

Are you a veteran? Tell us here. Each year the MGH must report the number of employees who have veteran status to the U.S. Department of Labor. When you self-report your veteran status, you help us provide the most accurate data.

Do you have a disability? Can we help with an accommodation? Tell us here. The MGH also has an obligation to report to the Department of Labor the number of employees who consider themselves disabled. When you self-report a disability, you help us not only provide accurate data to the Department of Labor, but also, have the opportunity to request an accommodation. Many MGH employees have been provided with accommodations to assist them in their role. Your information is kept confidential by Human Resources and will not affect your employment status.

Vaccinations: Please indicate if you have received your seasonal flu shot. The MGH is required to report to the Department of Public Health how many employees have received this vaccine.

myPay:

Compensation History: Will allow you to view your rate of hourly pay or salary during your various stages of employment at MGH.

Direct Deposit: See more information on Pages 16-18 of this guide.

M-4 state tax information: See more information on Page 18 of this guide.

MBTA Pass Enrollment: Add, change or cancel your MBTA pass purchase. Purchasing your pass through MGH gives you a discounted rate and allows you to buy your pass with pre-tax funds.

View Paycheck: View your current and past paychecks online. See Pages 17 and 70 of this guide for more information.

Voluntary Deductions: Here you can view the voluntary paycheck deductions you may have signed up for. For example, some employees make weekly deductions to the MGH Fund or United Way via their paycheck.

W-4 federal tax information: See more information on Page 18 of this guide.

W2 information: Year-end tax information can be found here. This is provided for your information only and should not be printed out and sent to a government agency for tax purposes. A paper W2 will be sent to your home address.

myTraining:

Training Summary: A record of the internal training courses you have taken or are enrolled in at the MGH.

Professional Training: This page includes records for professional training courses taken outside MGH.

Request/Cancel Training Class Enrollment: Employees who request training will have their request go to their supervisor for approval before being enrolled.

You can search and select training courses in one of the following ways:

1. Course name
2. Date
3. Category
4. Course code
5. Location

If you wish to cancel a course, your supervisor and the administrator of the training course will be notified.

PEOPLESOFT ESS AND YOUR PAYCHECK

Direct Deposit

Weekly-paid MGH employees receive their pay on Thursday. However, when an official MGH holiday falls on a Thursday, payday moves back one day to Wednesday. A calendar of MGH holidays is available on the Ask My HR portal.

Direct Deposit is mandatory for all new MGH employees. You may have your paycheck directly deposited into an established Savings or Checking account with a bank or credit union.

Direct Deposit is a benefit to you because:

- You do not have to worry about checks getting lost or stolen
- There is no delay in getting paid if you are on vacation or out due to illness
- You do not need to wait in long lines at the bank to cash your check
- Some banks and credit unions waive monthly bank fees for Direct Deposit

If you are unable to enroll in direct deposit, please contact the Employee Access Center at 617-726-6338 for information regarding MGH's Paycard Program.

Follow these steps to enroll in Direct Deposit:

From the PeopleSoft main screen, navigate this path: **myPay > Direct Deposit**

Click "Add Account" and you will be taken to the following screen:

Here you will be asked to insert the following information:

Direct Deposit Account Type: Enter "Checking" or "Savings"

Routing Number (Also called the Transit Number or ABA Number): You will not be able to enroll in Direct Deposit unless you have the Routing Number with you at the time of enrollment.

Employee Self Service Payroll

Paychecks

Direct Deposit

W-4 Tax Information

M-4 Tax Information

MBTA Pass Enrollment

Retirement Contributions

Voluntary Deductions

View W-2/W-2c Forms

W2 Information Only

Compensation History

Direct Deposit
Add Direct Deposit
Happy People

Your Bank Information

Routing Number [View Check Example](#)

Distribution Instructions

Account Number

Retype Account Number

*Account Type

*Deposit Type

Amount or Percent

*Deposit Order

I hereby authorize my employer to deposit my pay at the banks or financial institutions that I have designated on this Self-Service Module for Direct Deposit. I agree to hold my employer harmless for any errors I may make in entering data related to my direct deposits. I understand that if, as a result of my errors, there are problems with my direct deposits, I must notify Payroll on the date of the deposits. Notification after the date of deposit could delay the refunding of my monies. I understand that my employer may cause my accounts to be adjusted to the extent necessary to correct any over-deposit. I agree to hold the bank or financial institution harmless for any erroneous deposits or adjustments not caused by the bank or financial institution.

Submit

* Required Field

[Return to Direct Deposit](#)

Account Number

Deposit Type:

- Amount: Select this if choosing a specific amount to be deposited
- Percent: Select this if choosing a percent of the pay to be deposited
- Balance: Select this if "the rest" of all the money is going into the account

Amount/Percent

(If Amount or Percent were selected, enter the specific amount or percent that should be deposited into a particular account).

Clicking "View Check Example" will assist you in determining the difference between a checking account and a routing number.

Click "Submit" Doing so will act as your electronic signature stating that you agree to the terms listed on the Direct Deposit page.

Please note: Payroll must verify any new Direct Deposit request to ensure that the account is valid and active. This can take as long as two weeks. Money will be directly deposited two weeks following the establishment of the account in PeopleSoft Self Service. Until that time, employees will receive a paper check via mail. Please ensure your mailing address is accurate in PeopleSoft (instructions are available on page 15).

If your account information changes (account and routing number), please make sure to utilize PeopleSoft ESS and edit your account information. You can do this by selecting "myPay" and "Direct Deposit." Use the "Edit" button to insert the new transit and account information. Once the information has been updated, you will need to wait a minimum of two weeks for the information to process. Paper checks will be mailed to you in the interim.

Once you have enrolled in Direct Deposit, you will view your paycheck information in PeopleSoft. You will not receive a paper deposit advice. To view your most current paycheck, from the ESS menu, select "myPay" followed by "Paychecks." A list of checks, by date, will be displayed. You can view as many of them as necessary and print them for your records.

Get to know your timekeeper

Each hospital department has a timekeeper, or person who is responsible for keeping track of and approving time each week. If, upon checking your pay advice in PeopleSoft Employee Self Service, you believe there is a problem with your hours, please notify your timekeeper. S/he is authorized to work with the Payroll Department to correct any errors or omissions. For questions about your rate of pay, please contact your supervisor.

When to contact Payroll directly

You should communicate directly with Payroll on two matters: your Direct Deposits and your tax withholdings. For assistance with all other matters, please work with your timekeeper and/or your supervisor.

The Payroll Office (Central Payroll) is located at the Mass General Brigham Assembly Row campus in Somerville.

Payroll Telephone Number: 617-726-2148

Payroll email: PayrollTickets@partners.org

Complete your tax withholding forms electronically using ESS

For your convenience, the tax withholding forms (W-4 and M-4) are available in PeopleSoft Employee Self Service. To access them, navigate this path from the PeopleSoft main page: myPay > Tax Withholding.

If you do not complete these forms in PeopleSoft, Payroll will automatically withhold taxes from your pay at the “Single – 0” rate.

Tax Withholding

Company: Mass General Brigham Inc
Status: Active

Click here

Form Type	Jurisdiction	Withholding Details	
Federal	Federal	Tax Status: Single	Withholding Allowances: 0
		Additional Amount: 0.00	Additional Allowances: >
		Additional Percentage:	Other: >
State	Massachusetts	Tax Status: Single	Withholding Allowances: 0
		Additional Amount: 0.00	Additional Allowances: >
		Additional Percentage:	Other: >

TAXATION OF FOREIGN NATIONALS

Foreign Nationals have very specific tax issues. If you are a Foreign National, please contact one of the following individuals immediately for assistance:

Stephen Connelly
Telephone: 857-282-0089
Fax: 857-282-6615
Email: seconnelly@partners.org

Roy Sheldon
Telephone: 857-282-0088
Fax: 857-282-6615
Email: rsheldon@partners.org

HUMAN RESOURCES (HR) BUSINESS PARTNERS

Each department of the Hospital has been assigned an HR Business Partner who is the first point of contact for employees in providing counsel and assistance in all matters pertaining to employment.

The HR Business Partner provides support in employee relations, compensation, benefits and training. A team of staffing specialists (recruiters) works closely with HR Business Partners in managing the recruitment and staffing needs. Additionally, there are specialty groups within Human Resources to which the HR Business Partners may refer in order to complete the full range of HR services.

The HR Business Partner model was developed as the most efficient means to provide personalized HR services to client departments and their individual employees. Easy access to prompt, courteous and quality service are among the objectives of Human Resources.

Since the HR Business Partner is the primary provider of HR services, the employee should get to know the identity, location and phone number of the HR Business Partner(s) for his/her department. Employees may discuss issues confidentially with their HR Business Partner.

To find your HR Business Partner, visit the Ask My HR portal at www.askmyHRportal.com and click the “HR Contacts” link in the top menu bar.

Human Resources Office Locations:

- Employee Access Center for PeopleSoft Employee Self Service – Bulfinch 107
- White 14, MGH Main Campus
- 75 Blossom Court, (across from the Gray/Jackson entrance)
- Bulfinch Building, 3rd floor (Administration)
- 101 Merrimac St. (Bulfinch Temporary Service)
- Assembly Row, 399 Revolution Drive, Somerville (HR Support Center, Benefits)

Note: Some HR offices may offer virtual services for the time being. Check with your HR Business Partner.

EMPLOYMENT POLICIES

Massachusetts is an “at will” state. This means that the employer or the employee may terminate the employment relationship for any reason at any time. There is no employment contract.

The first 90 days of employment is your introductory period. This trial period is to see how well you fit into the job and work with your co-workers. After this introductory period passes, any issues related to attendance, performance or behavior problems will be solved through the hospital’s corrective action procedures. During the corrective action procedure, an employee and his/her manager can establish goals together.

If an employee decides to terminate employment, for any reason, we expect that s/he will give at least two weeks’ notice (hourly or “non-exempt” employees) or four weeks’ notice (salaried or “exempt” employees).

PERFORMANCE EVALUATION/MERIT INCREASES

Everyone receives a performance evaluation once per year, and at this time, you also may be eligible for a merit increase, based on the outcome of the performance evaluation and the amount announced during each year's Wage and Salary program. Your performance evaluation is an opportunity for you and your manager to talk in depth about not only your performance, but also how the work you do affects your colleagues and future career opportunities. Your department is responsible for determining the criteria, the rating scale and the amount of the raise.



EARNED TIME

The hospital provides regular full-time and benefits-eligible part-time employees (scheduled to work 20 or more hours per week) with paid time off for absences due to holidays, vacations, illness and other personal reasons. Earned Time hours may be used in accordance with the following terms and conditions.

Earned Time (ET) is an individual bank of hours to be used for planned and unplanned paid time off, or cash in lieu of paid time off. To be eligible for ET, you must be regularly scheduled to work a minimum of 20 hours per week. Full-time, benefits-eligible employees earn 4.47 hours per week (29 days per year) of ET. That number is pro-rated for those who work less than 40 hours.

After a full-time employee has worked at the MGH for more than five years, his or her ET accrual increases to 5.24 hours per week (34 days per year). At 20 years, that ET accrual increases again to 6.00 hours per week (39 days per year) for a full-time (40 hour per week) employee.

Regular part-time employees will accrue ET on a pro-rated basis. There are no partial hour accruals. For example, if an employee is 32.5 standard hours that employee will accrue at the 32 standard hour level.

Benefits-eligible employees start accruing ET on their first day of work. However, your pay stub will not reflect this until you've completed your first 13 weeks of employment. This is because your first 13 weeks are considered an introductory period and during that time you are not eligible to use ET. However, if there is a hospital holiday between now and then, your ET will be advanced to you for that day and deducted later.

Maximum ET accrual is once the annual (1x annual) accrual. Employees will be limited to their maximum ET accumulation only during the last pay period of the fiscal year. (Note: Our fiscal year runs from October to September. Each year, the Finance Department designates the week in September that is considered the last pay period of the fiscal year.) Therefore, as of the last pay period

of the fiscal year, any ET in excess of the allowed maximum will automatically be transferred to the individual employee's Extended Sick Leave (ESL) account. (Maximum ESL accrual for full-time employees is 1,040 hours). For the remainder of the year, however, employees may exceed their maximum Earned Time accrual. ET hours that have been transferred to the employee's ESL account may not be cashed out at any time.

Transfer of ET to ESL

Maximum ET accrual is once the annual (1x annual) accrual. During the last pay period of the fiscal year, any ET in excess of the allowed maximum will automatically be transferred into the individual employee's Extended Sick Leave (ESL) account. ESL time can be used for a medical or family reason that would cause you to be out for more than five consecutive days, so you don't use all of your Earned Time.

To avoid hours over the ET maximum being transferred to the ESL account, an employee may do either of the following:

- Request and receive paid time off, following unit/departmental procedures
- Request pay in lieu of time off, subject to cash out rules

ET hours that have been transferred to the employee's ESL account may not be cashed out at any time.

CASHING OUT EXCESS ET

MGH employees may choose to cash out their excess Earned Time and take it as taxable pay once per fiscal year. To be eligible, an employee must have a minimum of 5x their weekly standard hours in their ET bank. There is a limit of 1x your weekly standard hours per cash out.

For example, a 40-hour benefits eligible employee has 250 hours in his/her Earned Time bank. Therefore, he/she is eligible to cash out 40 hours of his/her Earned Time. After the cash out, he/she would be left with 210 hours. To arrange for an ET cash out, speak with your manager or supervisor.

SEVERE WEATHER AND EMERGENCY CONDITIONS POLICY AND INFORMATION

The hospital is open 24 hours per day, seven days per week, 365 days per year. If there is a state of emergency and the MBTA shuts down and the roads are closed, you are still expected to report to work. All employees are considered “essential” and may be used in other areas during severe weather.

We encourage employees to consider their personal safety and to use their best judgment when deciding if they should come to work during severe weather and emergency conditions. If you are scheduled to work and stay home you must use Earned Time.

The hospital has two ways for employees to obtain information about severe weather and emergency conditions:

The MGH Employee Alert System allows you to receive hospital-related emergency messages via text message, email and/or phone. The system is voluntary and subscriber-based, meaning that you manage your alert preferences and can make changes to how you receive messages at any time.

Complete signup instructions, with screen shots, can be found on Apollo, the MGH intranet: <https://apollo.massgeneral.org>. Find “Employee Alert System” in the A to Z Directory.

A **Severe Weather and Emergency Conditions hotline** provides recorded updates as needed for employees and visitors: 866-798-8402.





Employee Services

PARKING AND COMMUTER SERVICES

<https://www.massgeneral.org/police/parking/>
Wang Ambulatory Care Center, Room 232
617-724-6588

The Parking and Commuter Services Department offers employees a complete package of transportation solutions for their commute to work. The staff at the Parking Office and the Commuter Phone Line 617-724-6588 can assist you in planning your commute.

MBTA

The best way to commute to the MGH is via public transportation. MGH employees who work a standard 20 hours or more a week can enjoy the convenience of receiving a MBTA pass each month through payroll deduction, reflected in the paycheck on the third pay period of each month.

The savings advantage to MGH employees is 30 percent for the MBTA pass and is also taken on a pre-tax basis up to the IRS allowable limit. Available MBTA passes include SR/TAP, Bus, Link, Zones 1A through 10 and the Boat Pass.

The Main Campus is within walking distance to several MBTA lines:

- Red Line:** Charles/MGH station
- Green Line:** Science Park and North Station
- Orange Line:** North Station
- Blue Line:** Bowdoin (open weekdays until 6:30 p.m. only)
- Commuter Rail:** North Station

To obtain an MBTA pass, sign up by the second Thursday of the month prior to when you will begin using the pass. For example, sign up before the second Thursday in January to obtain a pass for February. Likewise, cancellations must be received within the same timeframe. Passes are not available to employees with weekly or monthly payroll parking deductions. Enrollment is done online through the PeopleSoft Employee Self Service function. See page 15 for detailed enrollment instructions.

Carpools and vanpools

Carpools of three or more can receive MGH preferential parking and can also travel in the HOV lane on Route I-93 south. Vanpools (8-15 people) registered with MGH receive preferential parking and free marketing support. For more information, call Commuter Services or visit the Police and Security Website.

Guaranteed Ride Home

Many employees drive to work because they are afraid of being stranded at work and unable to respond to a family emergency. Commuters who are registered with the A Better City Transportation Management Association (ABC-TMA) through the hospital are given free rides by taxi or car rental in case of an emergency, unexpected overtime or no transportation available within a half hour to get them. This program can be used up to six times in a six-month period.

Bike to work

For those who prefer to bike to work, the bike cage is a locked facility that is located on Parkman Street in front of the Wang Parking Lot. Employees can obtain access to the bike cage by registering at the Parking Office and paying a one-time \$10 charge. Showers to freshen up after the ride and lockers to store helmets and other attire during work also are available.

Parking

Wang Building, Room 232 | 617-726-8886 | <https://www.massgeneral.org/police/parking>

Parking is restricted to patients and visitors during normal business hours. A limited amount of employee parking is available in the areas surrounding the Main Campus for those who must drive to work. See the Parking and Commuter Services page on the Police and Security Website for information on availability.

Handicapped parking: Spaces are located on the first and third floors of the Fruit Street Garage and Parkman Street Garage. There is a \$75 fine for anyone who parks there illegally.

Shuttle Service: Free shuttles run to and from all of the surrounding lots and garages. Schedules are available at <https://www.massgeneralbrigham.org/patient-information/shuttles#schedules-of-our-shuttles>

HEALTH AND WELLNESS

The Clubs at Charles River Park

10 Whittier Place | Phone: 617-726-2900 | www.clubsatcrp.com

Massachusetts General Hospital offers The Clubs at Charles River Park to provide enhanced health and fitness benefits to its employees. The health club is a full-service fitness center located behind the hospital. The Clubs' features include:

- A wide range of cardiovascular and state-of-the-art strength training equipment
- Group fitness classes including pilates, yoga, group cycling and Zumba
- Outdoor pool
- Indoor lap pool and Jacuzzi
- Orientation session with a personal trainer included in cost of membership
- Men's and women's steam room, sauna and locker rooms
- Complimentary towel service
- Cabanas and outdoor café open during the summer months

All benefits-eligible MGH employees or MGH-based Mass General Brigham employees can join The Clubs at a special hospital-subsidized rate of \$49 per month or \$11.29 per week. A 10-visit option also is available for \$6.69 per week or \$29 per month. For added convenience, the rate is automatically deducted from employees' paychecks. Personal lockers are available and may be rented for an additional fee.

Hours of operation: Monday through Thursday, 5:30 a.m. to 10 p.m.; Friday, 5:30 a.m. to 8 p.m.; Saturday and Sunday, 8 a.m. to 6 p.m. Note: Check the website for any changes to the hours of operation.

Be Fit

www.mghbenefit.com

Be Fit is the MGH employee wellness program, jointly sponsored by The Clubs at Charles River Park and MGH Nutrition and Food Services. The 10-week program focuses on helping participants to be physically fit, eat right, and live a healthy lifestyle. Employees from different departments within the hospital compete with each other as they make their commitment to Be Fit.

Since its inception Be Fit has guided more than 230 employee teams – and more than 4,700 employees – to a healthier lifestyle by teaching participants how to eat healthier and exercise more with the guidance of nutritionists and personal trainers.

Each participant signs a letter pledging to attend a 30-minute group meeting, team weigh-in and group rally on a weekly basis. Additional commitments include following healthy eating habits outlined in the group meetings and performing no less than 30 minutes of moderate physical activity five days per week. To help reinforce the commitment, participants are given passes to the health club and a complimentary meal from the cafeteria each week.

Choose Well, Eat Well

Choose Well, Eat Well is a rating system designed by MGH Nutrition and Food Services. It was created to help you choose foods recommended by the United States Department of Agriculture's dietary guidelines. We rate the food and beverages in our cafeterias as green, yellow or red.

Choose Well, Eat Well is simple to follow. Choose green items often. Choose yellow items less often. An item marked red indicates there is a better choice with a green or yellow option.

Choose Well, Eat Well suggests that you select the green items as much as possible. Green foods and beverages contain fruits, vegetables, whole grains and/or lean proteins. They are also calorie controlled and do not contain high levels of unhealthy fat.

EMPLOYEE PERKS AND DISCOUNTS

The MGH Perks program is an informal benefit program that offers employees discounted rates to organizations, companies and retailers in the Boston area and nationwide. Our goal is to offer an informal, low-cost program that meets the personal and professional interests of our employees. As we have a no-solicitation policy, every company involved in our Perks program is carefully screened to meet standard criteria.

With an MGH ID badge, staff, employees and volunteers may receive discounts on services such as mobile and cellular phones services, wholesale club memberships, car rental, stationary and invitation stores, moving companies, movie and museum passes, hair styling and day spas. The discounts also include theater shows, TD Garden performances, reduced rates on tickets to several amusement parks and much more.

The Perks program communicates discounts/offers to employees through a weekly email. The latest offerings also can be found on Ask My HR: www.askmyHRportal.com.

For answers to general questions, send an email to mghperks@partners.org or call 617-643-7666.

Onsite Ticket Sales

Select tickets can be purchased by payroll deduction or personal check at the following locations. Cash is not accepted. All employees must show an MGH or Mass General Brigham ID badge.

Employee Access Center, MGH Main Campus: Bulfinch 107, 55 Fruit St.

Monday through Friday: 8:00 a.m. to 4:30 p.m., closed Thursdays 8:30 to 9:30 a.m. and MGH holidays.

Charlestown Navy Yard, West Lobby Security Desk, Building 149

Thursdays: 2:00 p.m. to 4:00 p.m.

Assembly Row, Cashier's Office: Third Floor – 399 Revolution Drive, Somerville

Monday through Friday: 8:00 a.m. to 11:00 a.m.

The General Store Frequent Shopper Card

The hospital's Ladies Visiting Committee operates The MGH General Store, The General Store at Yawkey and the MGH Outfitters. Preferred Customer Cards can be purchased at a one-time charge of \$10. Preferred Cards enable you to receive a 10 percent discount on most purchases. During special sales, Preferred Card members receive the 10 percent discount on top of already discounted merchandise.

CHILD CARE SERVICES

Visit www.massgeneralbrigham.org/for-employees/child-care to learn more about all child care services.

The MGH Children's Center

3 Thirteenth St., Charlestown | 617-726-5437

The MGH Children's Center serves benefits-eligible employees of Massachusetts General Hospital, Mass General Brigham Corporate, Mass General Brigham member hospitals and community. The Center is located in the historic Charlestown Navy Yard and housed in the old Captain's Quarters. It is licensed to serve infant, toddler and preschool children. The Center is open Monday through Friday, 6:15 a.m. to 5:45 p.m., 52 weeks a year excluding holidays.

The Children's Quarters at the MGH Institute of Health Professions

36 First Ave., Charlestown | 617-726-6010

The Children's Quarters at the MGH Institute of Health Professions serves benefits-eligible employees and students of the Institute, benefits-eligible employees of Massachusetts General Hospital, Mass General Brigham corporate, Mass General Brigham member hospitals and the Charlestown community. The Center is located in the Catherine Filene Shouse Building, home of the MGH Institute of Health Professions and is licensed to serve infant, toddler and preschool children. The Center's hours of operation are Monday through Friday from 6:15 a.m. to 5:45 p.m., 52 weeks a year, excluding holidays.

The MGH Backup Child Care Center

55 Fruit St., Warren Lobby, Suite 130
617-724-7100

The MGH Backup Child Care Center provides emergency child care services to benefits-eligible MGH employees and patients and benefits-eligible Mass General Brigham employees with children 2 months to 12 years of age. The Backup Center cannot care for children who are ill. The tuition rate for the Backup Center is \$6 per hour. A two-hour minimum is required for all reservations.

The hours are Monday through Friday, from 6:30 a.m. to 5:45 p.m.. Each child may use the MGH Backup Child Care Center for up to 20 days per fiscal year. Utilization will be monitored and made available to participating services. If, due to unusual circumstances, there is a need for more days of care, a request may be made to the Site Director, who will confirm any exceptions with the service liaison.

HARVARD UNIVERSITY EMPLOYEES CREDIT UNION

Bulfinch Building, 1st Floor | 617-495-4460
www.huecu.org

One of the many great benefits of working for MGH is that you and your family are eligible to join the Harvard University Employees Credit Union. A not-for-profit financial cooperative, HUECU offers a full range of financial services, from low-rate auto loans and mortgages to checking and money market accounts. MGH branches of the credit union are located on the first floor of the Bulfinch Building, and in the lobby of CNY Building 149.

ANNUAL EMPLOYEE RECOGNITION EVENTS

MGH hosts more than a dozen events per year to celebrate the success of our employees. Included in these events are the following:

Ether Day

On October 16, 1846, MGH surgeons were the first to use ether as an anesthetic during surgery. This historic date has always been one of celebration here at the hospital, and is our annual opportunity to recognize employees for their years of service. Each year on the Friday closest to October 16, a campus-wide celebration is held under the Bulfinch Patio Tents, and employees celebrating 5, 10, 15, 20, 25, 30, 35, 40, 45, 50, 55 and 60 years of service are recognized for their commitment to the organization and presented with a gold pin. An off-campus dinner is held a week later for those celebrating milestone anniversaries of 20 years or more.

Annual Summer Picnic

Held yearly at the end of June on the Bulfinch Lawn, the Summer Picnic is an all-MGH event, hosted by the hospital president, David F.M. Brown, MD. In addition to food and drink, the event offers games and activities for those of all interests.

Holiday Receptions

Hosted by Dr. Brown, these receptions – typically held in early December on the Main Campus and at the Charlestown Navy Yard – provide an opportunity to celebrate the holiday season with your colleagues.

Administrative Support Staff Day

Held annually in April, this invitation-only event recognizes those who work in administrative secretarial, clerical/office support roles.

Nurse Recognition Week

Held each May, this week-long celebration recognizes all MGH nurses with a series of on and off-campus events.

Operations Support Staff Day

Held annually in June, this invitation-only event recognizes more than 4,500 of our workers in service/operations support type roles. A luncheon is held in the afternoon and an evening shift dinner event is held from 4:30 p.m. to 6 p.m..

Latino Heritage Month Celebration

Held every fall, in partnership with the Committee on Latino Initiatives, this event is a celebration of Latino culture.

Manager/Supervisor Luncheon

Held every fall in conjunction with an MGH Leadership Meeting, the invitation-only luncheon recognizes those in manager/supervisor roles.

Physician Assistant Reception

Held annually in October. Recognizes the hospital's physician assistants.

Veterans Day Breakfast

An annual invitation-only celebration of MGH employees who have served in the armed forces, or have immediate family members currently doing so. For information about these and other employee events, email MGHHREvents@partners.org or call 617-643-7666.

ANNUAL EMPLOYEE AWARDS

Pamela J. Ellis Award

The Pamela J. Ellis Memorial Secretarial Award was established in memory and recognition of the outstanding performance and values of Pamela J. Ellis, who served as executive secretary at the MGH between 1992 and 1996. The award, first given in 1997, honors MGH secretarial staff who exhibit similar, remarkable qualities in their work. The award is given at the annual Administrative Support Staff Luncheon, held each April.

Ricardo Diaz Award

The Ricardo Diaz Memorial Award was established in memory and recognition of Ricardo Diaz, who served in several jobs in Environmental Services and Buildings & Grounds at the MGH between 1991 and 2003. Mr. Diaz was a dedicated, hardworking and selfless team player. He was sensitive to the needs of others and was respected and admired by all who knew him. The award is given annually during the Operations Support Staff Day event in June.

Ernesto Gonzalez Award

In 2005 the MGH instituted this award for outstanding service to the Latino community and recognized Ernesto Gonzalez, MD, for his contributions to Latino patients and families at MGH and surrounding communities. The award is given to an MGH employee who has significantly contributed to improving the experience of Latino patients, families, visitors and/or employees within MGH or community at large.

YMCA Achievers

The YMCA Achievers Program, (formerly the Black Achievers Program), recognizes multicultural employees for their professional and community-based achievements and links them to the city's youth as role models. Awardees are honored at the annual YMCA Achievers gala in the spring. Each year, MGH nominates employees for this award, and honors them during the hospital's annual Martin Luther King Jr. celebration.

Bowditch Awards

The Bowditch Prize was established in 2000, when the MGH Board of Trustees received a grant for an annual prize recognizing efforts to improve patient care while reducing costs. Those considered for the award are nominated by their peers. The top idea is selected by a committee, and the winners receive a \$5,000 cash prize.

Pillars of Excellence Awards

Held in conjunction with the Mass General Brigham Employee Programs team, the Pillars of Excellence Awards are a yearly opportunity for MGHers to recognize their colleagues for a job well done. Nomination information is distributed in the fall, through employee email and paper publications. The ceremony is held in April.

EMPLOYEE GROUPS, CLUBS AND ACTIVITIES

No matter your interest, there is an employee group, club or activity that you will enjoy.

MGH Candlepin Bowling League

Formed in 1949, the MGH Bowling League is still rocking and rolling! The League meets weekly, in season, at a local bowling alley. For more information on the League and its tradition of friendly competition, visit <http://mghbowling.partners.org/Home.html>.

MGH Basketball League

If you are interested in playing in the MGH Basketball League, email Larry Washington at llwashington@partners.org. The League is open to both men and women and you must, be an MGH or Mass General Brigham employee to play.

MGH Softball League

Runs April through September. The league is open to any MGH employee interested in some competitive softball. Contact Jim Burns at jburns7@partners.org.

MGH Running Club

Informal and organized running activities for runners of all abilities. For information, please email running@partners.org or visit <https://mghrunningclub.wordpress.com>.

In addition, the following clubs are also open to all employees:

Toastmasters General Club

<https://thegeneral.toastmastersclubs.org/>

Established in 2014, the Toastmasters General Club provides a supportive and positive learning experience in which members are empowered to develop communication and leadership skills, thereby resulting in greater self-confidence and personal growth.

Toastmasters International is a non-profit educational organization that teaches public speaking and leadership skills through a worldwide network of meeting locations.

MGH Music Ensemble

<http://mghmusicensemble.weebly.com/>

MGH Music Ensemble is an employee-run organization dedicated to bringing music to patients, families and staff. Musicians come from all fields of medicine and research, and bring either instrumental or choral talents.

MGH REAL - Raising Environmental Awareness League

MGH REAL is a volunteer group focusing on sustainability issues throughout the hospital. For additional information, or to join the league, please email realenvironmental@partners.org.

Young Professionals Group

www.Facebook.com/mghypg

The MGH Young Professionals Group is committed to fostering a cohesive, multi-departmental community for early career professionals within MGH by providing opportunities for career development, mentorship, social engagement, recreation and community service.

DIVERSITY INITIATIVES

Association of Multicultural Members of Partners (AMMP)

www.massgeneral.org/ammp

AMMP is a volunteer organization of employees from the MGH, Brigham and Women's Hospital, Mass General Brigham System and its entities, who are committed to the advancement, retention, recruitment and development of multicultural professionals into leadership roles at all levels and areas of the Mass General Brigham organization.

The MGH Lesbian, Gay, Bisexual and Transgender (LGBT) Employee Resource Group

www.massgeneral.org/lgbt

Serves to educate the MGH community about LGBT health issues and to create an environment that is supportive of LGBT employees, patients, families, friends and allies.

MGH Employees with Disabilities Resource Group

The Massachusetts General Hospital Employees with Disabilities Resource Group (EDRG) serves to establish a venue and a voice for members of the MGH community to ensure that MGH is safe, accessible and welcoming. The EDRG provides an opportunity for MGH colleagues to share successes and challenges and learn from one another.

Chinese Staff and Scientists Association

Email: CSSA@partners.org

The MGH Chinese Staff and Scientists Association's mission is to further the excellence of MGH, strengthen the friendship between the hospital and China and enhance the potential of all members.

Committee for Latino Initiatives (CLI)

Email: mghhispaniclatino@partners.org

Guided by the needs of Latinos at MGH and neighboring communities, the CLI creates, modifies and implements initiatives to include and increase participation of Latinos in new and existing programs. We strive to preserve and share the unique values of our Latino heritage while fostering supportive relationships with the MGH community and the various multicultural and diversity groups. Our work ensures direct participation of Latinos as part of the MGH mission to "improve the health and well-being of the diverse communities we serve."

MGH Military Veteran Partners (MVP)

Email: MGHVETPartners@partners.org | <https://apollo.massgeneral.org/mvp/>

MGH MVP is an interdepartmental group dedicated to providing education, opportunities for career growth and development, dissemination of information, and the organization of activities for veterans and non-veterans in support of the MGH veteran community.

Center for Diversity and Inclusion

Bulfinch 123 | 617-724-3831

www.massgeneral.org/cdi

The Center for Diversity and Inclusion (CDI) aims to increase the number of physicians and scientists from underrepresented ethnic backgrounds at all levels within the MGH and facilitate their career development. The CDI is integrally involved in residency training program recruitment of underrepresented minority physicians to multiple specialty and sub-specialty services. The CDI also sponsors national and local outreach programs that target underrepresented minorities at different levels of their education and expose them to the many resources for training in the sciences here at MGH.



Patient Care Services Diversity Committee

The committee designs programs and activities that educate Patient Care Services staff about providing culturally competent care, developing skills necessary for working in a multicultural team environment and to promote the recruitment and retention of a diverse staff. The result of these efforts will be improved patient outcomes and increased patient and family satisfaction. The committee is also responsible for the planning and implementation of educational programs and celebratory events that highlight practice competence and the contributions to the organization of a highly diverse staff caring for a multiethnic, multilingual and multicultural patient population.

For more information, please contact Carmen Vega-Barachowitz, at cvegabarachowitz@partners.org or The Institute for Patient Care at pcsipc@partners.org.

The Committee on Racial and Ethnic Disparities

In 2003, the MGH Committee on Racial and Ethnic Disparities was established by President Dr. David Brown in response to the release of the Institute of Medicine Report Unequal Treatment and Boston's city-wide racial and ethnic disparities elimination initiative. Unequal Treatment provided evidence that racial and ethnic minorities are less likely to receive routine medical procedures and experience a lower quality of health services, even when controlling for social factors (such as socioeconomic status and education) and access to care (e.g. insurance status) and recommendations for reducing racial and ethnic disparities in health care, which were adopted by the Committee as a central tenet and starting point for action.

For more information, please visit the website: <http://www.mghdisparities.org>.

The Disparities Solutions Center

50 Staniford St., 9th Floor, Suite 901 | 617-724-7658

<https://mghdisparitiessolutions.org>

The Disparities Solutions Center (DSC) is dedicated to the development and implementation of strategies that advance policy and practice to improve quality, eliminate racial and ethnic disparities.

Specifically, we are working to:

- **Create change** by developing new research and translating the findings into policy and practice.
- **Find solutions** that help health care leaders, organizations, and key stakeholders ensure that every patient receives high-value, high-quality health care.
- **Encourage leadership** by expanding the community of health care professionals prepared to improve quality, address disparities and achieve equity.

The MGH/MGPO Diversity Committee

The MGH/MGPO Diversity Committee reports to the hospital's General Executive Committee and provides strategic guidance and oversight for diversity, inclusion and health equity efforts for the institution. The committee is responsible for establishing organizational diversity goals, providing oversight and direction for diversity initiatives, developing structures for increased collaboration and providing accountability for overall performance in these areas.

SUPPORT FOR THOSE WITH DISABILITIES

The MGH Council on Disabilities Awareness (CDA) was formed in 2003 to help the hospital exceed the mandates of the Americans with Disabilities Act (ADA) in addressing the varied needs of MGH staff, patients and families, and visitors with disabilities.

It is the mission of the CDA “to support Massachusetts General Hospital in moving beyond the mandates of compliance to ensure a welcoming and comfortable environment for all individuals with disabilities. To review, recommend and raise awareness regarding ways to improve access and the overall experience for patients, family members, staff, volunteers and visitors of the hospital.” The goals of the Council are ambitious and far-reaching:

- Assess access and identify areas needing improvement.
- Provide recommendations to senior administration on ways to improve access and the overall experience of staff, patients and visitors.
- Organize educational activities to raise awareness and understanding of the experiences of individuals with disabilities.
- Co-sponsor, support and/or organize relevant educational activities, mentoring opportunities, conferences and events.

For additional information please contact Zary Amirhosseini, disability program manager, at 617-726-3370.





Learning Opportunities

HEALTHSTREAM ONLINE LEARNING

HealthStream is the Mass General Brigham online learning management system. HealthStream is a platform that supports the administration, delivery and tracking of regulatory-driven and elective e-learning courses.

HealthStream can be accessed from any the Mass General Brigham workstation by going to your **Partners Applications > Utilities > HealthStream**.

From outside of the Mass General Brigham network, go to: www.partners.org/healthstream

Your HealthStream User Name is the same as your Mass General Brigham network User Name.

Note: After entering your Mass General Brigham User Name and Password, an identity verification code will be sent by text or phone call to the phone number that you input through Password Self Service Some of the student features in HealthStream include:

- *My To Do List:* Allows you to see all of your assignments in one place along with their due dates. Your elective learning is also displayed on this page.
- *My Completions:* Enables you to see your learning history and print certificates right from your transcript.
- *Catalog:* Gives you the ability to search for courses you would like to take through self-enrollment.

To view available courses in the HealthStream catalog:

1. Click on the Catalog tab
2. Type in the course name or key words in the search box or look through the various categories.

Questions? If you have problems logging into HealthStream, contact the MGH IS Service Desk at 617-726-5085.

TUITION ASSISTANCE PROGRAM

The MGH advocates training and education for career growth and development of its employees without regard to race, color, religion, creed, gender, gender orientation, age, disability, veteran status, marital status or national origin. To help achieve this goal, the Tuition Assistance Program was established. Employees are encouraged to take advantage of educational and training opportunities, which increase their knowledge and skill in their present jobs, or prepare them for specific career goals within their departments or within the organization at large.

Regular full-time and part-time employees (20 to 40 standard hours per week) in good standing, who have completed six months of continuous service at the time of application, may apply for tuition assistance.

COMPUTER TRAINING WORKSHOPS

Mass General Brigham Information Systems Training provides hands-on computer training for standard office productivity programs, including Microsoft Word, Excel, Access, PowerPoint and Outlook. Training webinars are offered monthly for Ergonomics online ordering and the Mass General Brigham authorization system. Register in PeopleSoft.

Additional information can be found at <https://partnershealthcare.sharepoint.com/sites/phsISTraining>.



Health and Safety

OCCUPATIONAL HEALTH SERVICE

165 Cambridge St., Suite 404 | 617-726-2217

www.askmyHRportal.com (Search "Occupational Health Service")

Monday through Friday from 7 a.m. to 5 p.m..

The OHS provides routine and episodic care for work-related health issues to all employees. Services include pre-placement screening, vaccination updates, TB screening and evaluation and treatment of work-related injuries and exposures. Additional services offered by Occupational Health include blood pressure checks; physical exams for daycare employees, select Buildings and Grounds workers, Hazmat volunteers, and select drivers; medical leaves of absence certifications, and assistance and guidance for work place accommodations.

Flu Vaccination

For the safety of our patients and employees, the MGH requires that all employees, professional staff and non-employees (volunteers, students and others) receive an annual vaccination for influenza. The vaccine is provided free of charge to employees through Occupational Health Services, at employee flu clinics every fall. If you are unable to receive the vaccine because of a documented medical condition or are unwilling to receive the vaccine because of a deeply held religious belief, you will be required to apply for exemption. Search "MGH Flu" on the Ask MyHR portal (www.askmyHRportal.com) for more information.

Air Quality

The hospital environment is carefully controlled and designed to provide ventilation according to required standards for this special setting. Air quality is a complex condition that is influenced by numerous factors including but not limited to: the number of occupants in an area, any chemicals being used (even those as common as copier toner), how the space is configured and the type of activity occurring in the space. While ventilation settings are routinely monitored in most areas other factors are not as easily controlled and can affect the comfort of your indoor air.

If you are experiencing air quality concerns there are significant resources available to resolve the concern. Please use the listing below to guide you in contacting the appropriate office at MGH:

- For temperature issues (too hot or cold), stuffiness, lack of circulating air, or odors call Buildings & Grounds at 617-726-2422.
- For health effects believed related to air quality, call Occupational Health at 617-726-2217.

Ergonomics

Your comfort while you are working is important. At times, individual work environments, such as computer workstations or lab benches, are not arranged to best meet the needs of the users of the space. Ergonomics is a field that studies the interaction between workers, the design of their workspace and their job demands. If you would like to have your workspace evaluated to make certain that it meets your needs, or if you are experiencing symptoms that you feel are work-related, you can go to The Pulse website, (**Partners Application > Utilities > Partners Pulse**) and type in "Ergonomics" into the search field to find a self assessment and useful tips.

MASS GENERAL BRIGHAM EMPLOYEE ASSISTANCE PROGRAM

175 Cambridge St., Suite 320; 617-726-6976;
toll-free 1-866-724-4EAP; www.eap.partners.org

The Employee Assistance Program (EAP) promotes a healthy work environment and enhances and maintains the wellbeing of employees of MGH, making possible excellence in patient care, teaching and research. The EAP is a preventive and early intervention Work & Life resource for all employees, medical staff and their household members. The EAP provides free and confidential consultations, short term problem solving and referrals for concerns such as:

- Child Care/
Elder Care
- Relationships
- Family/Parenting
- Mental Health
- Financial/Legal
- Stress/Resilience
- Domestic Violence
- Alcohol/Drugs
- Grief/Loss
- Work/Career

The program offers Work & Life seminars on finances, parenting, elder care and balancing work and family, as well as The Mothers' Corner, a free lactation support program. The Mothers' Corner is an EAP service created for employees returning to work after maternity leave. The Mothers' Corner provides new mothers with the opportunity to continue breastfeeding while back at work. An efficient, electric breast pump is provided in private, comfortable rooms so working mothers can express their milk while at work.

Call the office or visit the EAP website for information about the Mothers' Corner locations or any EAP services.

BENEFITS

Employee Health Plans

Mass General Brigham offers two employee health plans, Partners Select and Partners Plus, both administered by AllWays Health Partners. Both plans are based on a tier system, giving you the choice of seeing Mass General Brigham-affiliated primary care physicians and specialists (Tier 1) or those affiliated with other hospitals who are part of the AllWays Health Partners network (Tier 2). Partners Plus also provides coverage when you receive care from out-of-network (Tier 3) providers.

You will pay the lowest out-of-pocket costs for your health care when you receive your care from providers and facilities in the Tier 1 network. Full cost details can be found on the Ask My HR portal (www.askmyHRportal.com).

For information about your health plan options or any Mass General Brigham benefit offering, please contact the HR Support Center at 1-833-Ask-MyHR (833-275-6947) or file an online request by visiting the Ask My HR portal (www.askmyHRportal.com).

MGH Retirement Program

The MGH Retirement Program is designed to provide retirement income that will supplement your Social Security benefits and your personal savings. The program has three parts:

- Automatic employer contributions to your Cash Balance Plan
- Employee contributions to the 403(b) Tax Sheltered Annuity Plan
- MGH matching contributions to the 403(b) Tax Sheltered Annuity Plan

Here is a brief summary of how the MGH Retirement Program works:

- MGH automatically contributes to your Cash Balance Retirement Plan after you complete one year of service and attain age 21.
- Each year the hospital credits your Cash Balance Plan account with an amount based on your age, annual pay and length of service. Credits range from 4 to 10 percent of pay.

- Your Cash Balance Plan account also will grow in value through interest credits, guaranteed to be at least 5 percent per year.
- You will be vested in the full value of your Cash Balance Plan account if you work at least 1,000 hours in each of three calendar years. Vesting means that the money put away for you will be available to you even if you leave MGH.
- If you are vested when you leave employment (or retire), depending on your account value, you may receive part or all of it in a lump sum, and the balance, if any, as a monthly benefit.
- If you are an active employee and die after you are vested but before your account is paid out, your beneficiary will receive your account balance. If you begin receiving benefits at retirement, you can choose a payment method that will provide an income for your beneficiary after your death.

For more information about the Cash Balance Plan, please visit the Ask MyHR portal (www.askmyHRportal.com) and search "Cash Balance Plan."

403(b) Tax-Sheltered Annuity and MGH match

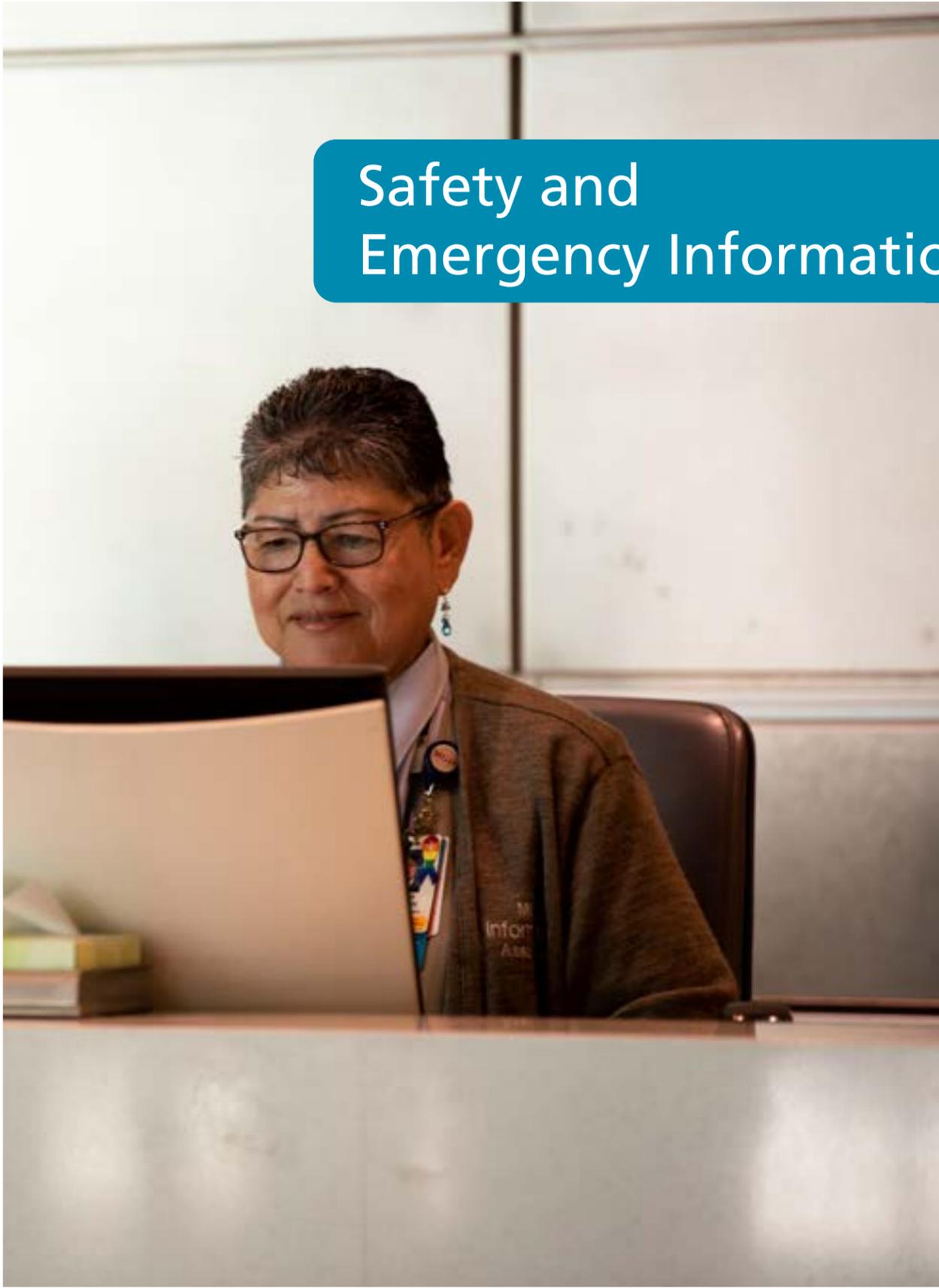
- In addition to the Cash Balance Plan, you have the option to contribute your own money to a 403(b) Tax-Sheltered Annuity.
- New employees should elect to contribute to a 403(b) within 30 days of employment. The hospital will automatically enroll those who do not select within 30 days in a default 403(b) Tax-Sheltered Annuity option, with 2% of your pay contributed. You may opt-out, or change the amount contributed or how it is invested at any time.
- If you contribute to a 403(b) plan, the MGH will match 100% of the first 2% of pay that you contribute.
- You must contribute to the 403(b) Plan to receive an MGH Match.
- The MGH Match begins after you have completed one year of employment.
- The MGH Match is directed to your 403(b)

account but does not count toward the annual contribution limit.

- You are always immediately vested in your own contributions.
- You will be vested in your matching contributions after completing three years of service (years in which you work at least 1,000 hours each).
- Federal regulations limit the amount you can contribute to retirement savings plans each year. These cost-of-living dollar limits are adjusted annually and are communicated each year during open enrollment.

For a detailed description of your 403(b) Tax Sheltered Annuity investment options, please visit the Ask My HR portal (www.askmyhrportal.com) and search "Tax Sheltered Annuity."

If you have questions about the MGH Retirement Program, please contact the HR Support Center at 1-833-Ask-MyHR (833-275-6947) or file an online request by visiting the Ask My HR portal (www.askmyHRportal.com).



Safety and Emergency Information

POLICE AND SECURITY

Wang Building, Room 232, second floor
<http://www.massgeneral.org/police>

Main Campus (24 hours): 617-726-2121

Charlestown Navy Yard (24 hours): 617-726-5400

Charlestown Health Center: 617-724-8151

Chelsea Health Center: 617-887-4300

MGH North Shore (Danvers): 978-882-6444

Revere Health Center: 781-485-6464

Between 50,000 to 70,000 people travel through Massachusetts General Hospital facilities each day. Members of the MGH Police, Security & Outside Services Department are committed to being “leaders in service and protection” in providing proactive protective services to the Mass General community.

Panic Buttons

Many work areas are equipped with a panic button. If you become suspicious or threatened by an individual or activity you can press the panic button, which will send a silent duress alarm to the Police and Security dispatch center. Your manager or supervisor can show you where the nearest panic button is located at your work location.

Emergency Assistance/The Doctor Johnson Code

When help is needed in a hurry and you do not want to alert others close by, use the Doctor Johnson Code. The Doctor Johnson Code is a duress code used to request immediate assistance from the Police and Security Department without others knowing.

Doing the following will activate the Doctor Johnson Code:

- Contact the Police and Security office at your specific work location.
- State, “I need to page Dr. Johnson” and give your exact location.
- Security dispatcher will verify that it is not a page and will ask you a series of “yes” or “no” questions.
- Security staff will be immediately dispatched to your location.
- If possible, stay on the line until help arrives.

Domestic Violence

If you are a victim of domestic abuse or you are aware of an employee or patient that is a victim, contact our Special Investigations Unit at 617-726-1474. We can provide confidential help at no cost.

Workplace Violence

The Police and Security Department offers services for preventing and reacting to incidents of workplace violence, including:

- Awareness and Prevention Training
- Risk and Threat Assessments
- Background Investigation
- Extra Security Patrols
- Covert Investigations
- Utilization of Forensic Techniques
- Liaison with Local, State, and Federal Law Enforcement Agencies

- Interviews of Possible Violent Persons
- Information and Referral to EAP, HAVEN, Human Resources, Legal and Social Services
- Arrests for Violations of Law and Restraining Orders
- Comprehensive Follow Up Investigation
- Customized Home and Workplace Security Plans
- School and Daycare Safety Plans
- Physical Security Improvements in the Workplace
- Transportation
- Travel Advisory Information
- Court Assistance

Please refer to our website for additional information related to Workplace Violence.

If you are concerned about the behavior of a person in the hospital, please notify your supervisor, the Employee Assistance Program at 617-726-6976 or Police and Security at 617-726-2121 and ask for an investigator. For emergencies, call Police and Security at 617-726-2121, 24 hours a day.

Bomb Threat

In the event you receive a bomb threat, gather as much of the information described below as possible and contact the Police and Security office at your specific work location. Receiving the Bomb Threat:

- Look at the caller ID on the telephone and record the number shown.
- Keep the caller on the line as long as possible. Ask him/her to repeat the message. Record every word spoken by the person.
- If the caller does not indicate the location of the bomb or the time of possible detonation, ask for this information.
- Listen closely to the voice of the caller to determine the sex, age, accents, or any other descriptive characteristics of the caller.
- Pay particular attention to background noises that may indicate the location of the caller.

Reporting a Bomb Threat

Report this information immediately to the Police and Security office at your specific work location and your immediate supervisor. The local Police Department will be called.

Searching for Suspected Device

Search teams will be organized and a decision where to search will be made. The most effective search teams consist of members of the security staff and people who work in the immediate area.

Evacuation

The decision to evacuate an area should be made by the administrative representative based on a threat assessment and after having consulted Police and Security officials and other members of the hospital staff.

Emergency Announcements

For many years, it was common in hospitals to use “color” codes to announce emergencies. In 2018, Massachusetts General Hospital and other Mass General Brigham institutions announced that they would forego these color codes and instead use plain language to communicate during emergency events. The new standardized language follows a national best-practice model. It is aimed to provide clear, concise and consistent messages that enable our hospital staff - and patients and visitors - to quickly understand the emergency situation and respond appropriately.

The chart below summarizes the types of emergency announcement you may hear while at the hospital:

NEW CODE Alert Type	FORMER CODE	OVERHEAD ANNOUNCEMENT <i>(when appropriate)</i>
Security Alert	Code Silver	“Security Alert, Security Alert. There is a report of a life-threatening security situation in <specific location>. Police and hospital security staff are responding. All patients, visitors, and staff are asked to secure their area and to shelter in place until help arrives.”
	Code Pink	“Security Alert, Security Alert. There is a <child, infant, newborn> missing from a hospital unit. The child is with <specific description of suspect>. If you see this individual, please immediately alert hospital staff to call MGH Police and Security.”
Weather Alert	Weather Alert	“Weather Alert, Weather Alert. There has been a report of the possibility of a tornado threatening <MGH Main Campus or other location> Please immediately seek shelter away from windows and exterior walls and await further instructions from the overhead system.”
Facility Alert	Code Red	“Facility Alert, Facility Alert. There has been a Fire Alarm Activation in <specific location>. The fire department and hospital staff are responding. Please avoid this area and await further instructions from the overhead announcement system.”
	Code Disaster	“Facility Alert, Facility Alert. Code Disaster. <Situation summary> MGH has activated the Hospital Emergency Operations Plan. Please follow your department plan.”
Medical Alert	Code Blue	“Medical Alert, Medical Alert. There is a Medical Emergency in <location>. <Insert appropriate Emergency Response Team> please respond.”

Please note the new system only applies to emergency messages communicated broadly to hospital staff, patients and public via an overhead announcement. For example, the current process for “Code Blue” (cardiac arrest or medical situation) - which does not require the general public or staff at large to take action - will remain as is.

For questions or concerns, please contact mghcdm@partners.org.

Security Escorts

Police and Security staff will provide a security escort for employees, patient or visitor who needs an escort to the garages, lots and streets surrounding the hospital perimeter. If you would like an escort, please call the Police and Security office at your specific work location.

Photo Identification Badge/Access Control Card Procedures

Hospital policy, state law and The Joint Commission require all employees to wear a photo identification badge. All employees will have their photo taken and be issued an ID upon hire. There is a \$20 replacement fee for a lost photo identification badge/access control card.

Hours: Monday-Friday, 7:30 a.m.-4:00 p.m.

For more information call 617-724-9339.

ON THE JOB INCIDENTS/INJURIES

Safety Reporting System

Any event that could harm a patient or employee should be reported through the online MGH Safety Reporting System. Online access to the system is located on any Mass General Brigham computer work station by selecting the Partners Applications > Safety Reporting MGH. If you need guidance with this system, your supervisor should be able to assist you.

You should follow the guidelines below for work related injuries or illnesses:

1. Inform your supervisor of your injury as soon as possible after the occurrence.
You must report the incident within 24 hours of the event.
2. Complete a Safety Report, indicating the following information:
 - a. date and time of your injury
 - b. brief description of how you were injured
 - c. any witnesses to your injury
 - d. who you notified of your injury
 - e. your name and the date you completed the report
3. If you need medical attention, you may contact the Occupational Health Service at 617-726-2217. If you are injured and require medical attention when the OHS office is closed, you may contact the on-call nurse practitioner by calling the page operator at 617-726-2241 or seek medical attention and call the OHS office the following day.
4. If you require further medical attention, work restrictions or time out of work, the OHS staff will manage your case and assist you in your recovery and return to work.

Needle Stick or Splash Procedure

For exposures occurring Monday through Friday, 7 a.m. to 5 pm.

1. Cleanse the punctured or splashed area with soap and water immediately in a nearby sink.
If you have been splashed in the mouth and/or eyes with blood or other body fluids, rinse/flush the affected area with water only.
2. After decontamination measures you may call or report to Occupational Health Service (OHS), 165 Cambridge St., Suite 404, 617-726-2217 immediately.
3. When you report to Occupational Health, bring the source (patient's) name and unit number, and the source's primary physician, if known.

For exposures occurring at other times than those listed on page 48.

1. Follow step #1 as listed on page 48.
2. Contact the OHS on-call nurse practitioner by calling the page operator at 617-726-2241. Your exposure will be assessed for relative risk and if it is determined to be of relatively low risk you will be instructed to report to Occupational Health during their next business day.
3. If your exposure is of higher risk, you will be provided with immediate evaluation and treatment, if appropriate, in the MGH Emergency Department.

Reportable Conditions

The following is a list of potentially infectious conditions that all employees (and non-employees) are required to report to Occupational Health Service. If you think you have a condition or illness not listed here that may be infectious, you should also report this so that an assessment of communicability can be done. This is an important step in minimizing spread of infectious conditions to coworkers and patients.

- Tuberculosis
- Meningitis
- Scabies and lice exposures and/or infections
- Measles
- German measles (Rubella)
- Mumps
- Strep throat and/or skin infection
- Staph skin infection
- Gastrointestinal illnesses (Viral or Bacteria)
- Any skin rash or lesions (Contact dermatitis) (especially important for food handlers)
- Herpes infection
- Conjunctivitis (pink eye)
- Hepatitis A, B, C, D, and E
- Pertussis
- Influenza



Policies and Procedures

ONLINE POLICIES AND PROCEDURES MANUAL

All MGH policies and procedures can be found in the ellucid Policy Manager. To access ellucid, click on the Partners Applications button on the bottom left hand corner of your Mass General Brigham workstation. From Partners Applications, scroll to and click on **Policies and Procedures**. Then click on **MGH-MGPO Policies and Procedures**.

ANNUAL REQUIRED TRAINING

Annual required training is a package of materials that all employees are expected to review and complete each year. Hospital leaders assess this training annually to ensure the content meets the hospital's needs and external requirements. Portions of annual training are required by The Joint Commission or the state Department of Health. The MGH has made annual training part of the yearly performance evaluation process for all employees. The foundation of this training is built on MGH's Standards of Behavior and the areas of General Safety, HIPAA and Infection Control.

The annual required training package is assigned via HealthStream, the hospital's learning management system (see page 37 for more information), on October 1 to all active employees, excluding those with Bulfinch Temporary Service. The training must be completed by December 31. Employees who start after October 1 will receive the training as part of their orientation process. Additional role or department specific training may also be assigned to you via HealthStream or other means.

For questions regarding annual required training, contact your manager and/or Human Resources Business Partner. Check with your supervisor for questions regarding role or department-specific training.

PRIVACY, SECURITY AND CONFIDENTIALITY

Information is critical to everything we do as a health care institution. We all have an ethical and a legal responsibility to protect information about our patients, employees and business partners and to keep it confidential. Therefore, we have policies and procedures in place to help us meet the requirements for privacy, security and confidentiality of protected health information (PHI) and other confidential information.

Policy Highlights

Access to or use of confidential information and computer systems must be limited to people who need it for the performance of MGH roles. Access is permitted only when properly authorized. Protecting confidential information is of extreme importance. Inappropriate access, disclosure, modification, or use of PHI is prohibited and violators will be sanctioned.

Your Responsibilities

You will receive information regarding MGH standards for appropriate handling of patient and other information. Your signature on the Confidentiality Agreement signifies that you acknowledge these standards and that you understand there will be penalties for not following these standards.

Information about patients, employees, medical staff, research and business affairs of the department and hospital learned while working at MGH must be kept confidential (except as permitted under state and federal law.) This policy applies to any form of information whether spoken, written or electronic.

You are expected to:

- Never share your Mass General Brigham passwords
- Log off any Mass General Brigham workstation before leaving it unattended
- Access PHI for work needs only
- Securely transport PHI
- Only take information offsite with permission from your supervisor or principal investigator (unless you require the information to provide patient care offsite)
- Encrypt all portable devices, including personal devices, if used for MGH/MGB business purposes (including checking work email)
- Portable devices include, but are not limited to, laptops, tablets, netbooks, portable USB drive, smartphones, external hard drives
- Use only your assigned work email address to conduct MGH/MGB business; you may not use personal email for MGH/MGB business• Never use social media (e.g. Facebook) to share any patient-related information

Depending on your role and job functions, you will receive additional departmental orientation on the principles of appropriately handling PHI and other confidential information.

For more information about privacy and security, see

<http://apollo.massgeneral.org/hipaa>

INFECTION CONTROL UNIT

<https://apollo.massgeneral.org/infectioncontrol/>

Bulfinch Building, 3rd Floor | 617-726-2036

The Infection Control Unit coordinates an organization-wide program to prevent and control the spread of infection among patients, employees, visitors and students.

A major initiative that is managed by the Infection Control Unit is the MGH Hand Hygiene Program. Achieving 100 percent compliance with required hand hygiene practice is an important priority at the MGH because it helps to reduce the risk of healthcare-associated infections that can be spread by the hands of health care workers. MGH uses Cal Stat, an alcohol-based handrub, as its primary method of hand hygiene because it is faster and more effective at destroying pathogens (germs that can cause infection) than washing with soap and water. All health care workers are expected to use it both before and after contact with each patient or patient environment.

Hand hygiene compliance at MGH exceeds the expectations set by the hospital accrediting body The Joint Commission. The ultimate goal is to reduce the rates of health care-associated infections and improve patient care.

For more information about the Infection Control Program, call the Infection Control Unit.

ELECTRONIC COMMUNICATIONS POLICY

Hospital personnel shall use electronic communication systems only as authorized by the hospital. Employees engaging in prohibited activities – including the violation of patient or employee privacy and/or excessive personal use – will be subject to corrective action up to and including termination.

Definitions and Regulations

Electronic communication systems include, but are not limited to email, fax, Internet, pager, cellular phone, telephone, personal computers, handheld personal devices and voicemail systems.

Prohibited activities:

- Transmission of any messages that contain derogatory, inflammatory, offensive or harassing remarks about a person's or group's sex, race, religion, national origin, disability or sexual orientation.
- Transmitting and/or downloading of sexually explicit materials, including messages, images and cartoons.
- Annoying or harassing other individuals.
- Solicitation of political, religious or other personal causes or personal business ventures.
- Distributing or storing chain letters.
- Use of Internet access to visit web sites that contain sexually explicit, racist or other material that management, in its sole judgment, considers offensive, or posting messages on such sites.
- Engaging in illegal, fraudulent or malicious activities.
- Downloading and/or transmission of software programs or any other copyrighted or trademarked materials, in violation of the copyright trademark.
- Attempting to disguise the employee's name or origin of transmission over email, Internet, fax, or voicemail.

Passwords are intended to keep unauthorized individuals from accessing messages stored on either the computer or voicemail systems. Employees should not disclose their login password(s) to any other person except for legitimate business reasons, which have been approved by the employee's supervisor.

Employees should be aware that the "delete" command does not mean that email messages are irretrievably erased from the computer system.

- Email messages are electronic communication that do not disappear, may be reproduced in written form, and are discoverable in litigation.
- Users of the Internet should be aware that messages on the Internet are subject to interception by outsiders.

Employees should not have any expectation of privacy with respect to email, voicemail, fax or other electronic communication vehicles. The hospital reserves the right to review or inspect, for legitimate business reasons, the product of any electronic communication vehicle.

Employees are expected to use electronic communication in a way that respects the confidential information of others. Staff must use special discretion in transmitting patient identifying information by electronic communication. Transmission must occur in a way that guarantees it will be seen only by a recipient who has a "need to know" the information.

When faxing confidential information, employees must use the correct fax number and ensure that the receiving fax machine is in a secure location and/or the intended receiver is available to immediately receive the fax.

If an employee is an unintended recipient of either an email or fax, the employee should contact the originator of the message without reading the content. Misuse or abuse of electronic communications may subject an employee to corrective action up to and including termination.

MEDIA GUIDELINES

Public Affairs Office

125 Nashua Street, second floor
617-726-2206

As an internationally recognized leader in health care, teaching, research and community benefit, MGH attracts significant media attention. While the Public Affairs Office is directly responsible for overseeing the hospital's media relations program, each member of the MGH community plays an important role. To assist the Public Affairs Office, we ask that you and your staff follow the guidelines outlined below:

- Refer all media calls to the Public Affairs Office at the earliest opportunity. A representative of Public Affairs is available 24 hours a day (pager #28383) through the hospital page operator 617-726-2066. The Public Affairs staff is experienced in handling a vast range of media issues and is available to assist you and your staff.
- Any patient information released to the media must be provided by the Public Affairs Office. Patient confidentiality is the highest priority. Generally, Public Affairs releases only a one-word condition – good, fair, serious or critical – in accordance with American Hospital Association guidelines and HIPAA requirements. No other information is released without the consent of the patient and/or family members.
- If you or your staff members have an existing relationship with a reporter and agree to an interview, please inform Public Affairs as soon as possible. Knowing about media activity enables Public Affairs to track and report any resulting news coverage.
- Any member of the media or any film crew or photographer coming on to hospital property with a camera of any type – still or video – must be accompanied by a Public Affairs staff member. The Public Affairs representative will obtain the necessary clearances and consents. Public Affairs must be informed and involved in advance of all shoots, including those for promotional or training videos and matters unrelated to MGH.
- Researchers should contact the Public Affairs Office as soon as they learn a paper has been accepted by a peer-reviewed journal. Public Affairs can discuss appropriate strategies for communicating the information. Such scientific publications often present opportunities for media coverage. Embargoes are always honored.
- The Public Affairs Office delivers live broadcast interviews on demand. Our in-house ReadyCam studio provides broadcast-quality audio, video and lighting allowing us to put our experts in front of the media fast. The studio is operated remotely by experienced broadcast professionals at Videolink. These services are available seven days per week, 24 hours per day. From breaking news to quick soundbites we are able to respond to the media – no matter where they are. For more information or to book the studio, please contact the Public Affairs office.



SOCIAL MEDIA

The Public Affairs, Marketing and Development offices host the official MGH accounts on Twitter, YouTube, Facebook and Pinterest. If you have stories or posts of interest for any of these social media platforms, please contact the Public Affairs Office. Employees who maintain their own social media accounts referencing their position or work at MGH should refer to the social media guidelines available online at <https://www.massgeneral.org/notices/socialmediapolicy-employees/>.

For more information about the hospital's social media program, contact the Public Affairs Office.

NO SMOKING POLICY

All smoking, including electronic cigarettes, by hospital employees and professional staff members, patients, visitors, vendors and all others shall be confined to the following designated locations for the safety, health, and comfort of all who use our facilities.

On the Main Campus (defined as the buildings within Charles, Cambridge and Blossom streets) smoking is confined to the two smoking booths. One is located on North Grove Street and the other on Blossom Street near the driveway to the Jackson loading dock.

Those at other MGH locations should adhere to local smoking policies. Where no policies exist, smoking is not permitted within 25 feet of all entrances.

Resources



BLOOD DONOR CENTER

Jackson 1 Lobby | 617-726-8177
www.massgeneral.org/blooddonor

MGH requires the most blood products in the region to treat the thousands of patients the hospital cares for each year. Approximately 75,000 units of blood and blood products are transfused annually in the treatment of surgical, medical and emergency patients at MGH. MGH collects approximately 50 percent of its blood needs through its hospital-based blood donor program. The hospital program not only supplies MGH patients with blood, but also the Shriners Burns Institute for Children, Mass. Eye & Ear Infirmary and Spaulding Rehabilitation Network.

Donations can be made at the Blood Donor Center located in the Jackson Lobby. Visit the Blood Donor Center website to schedule an appointment for whole blood donation or platelet donation.

There also are two bloodmobiles that are available to make visits to communities, businesses and schools. The bloodmobiles will travel to the majority of the state. Prior arrangements are needed.

Donating blood is an easy, quick, safe way to save a life! Just 30 minutes of your time can impact the lives of three patients here at MGH.

ORGAN AND TISSUE DONATION

MGH has been a world leader in organ transplantation since its inception. Each year, MGH clinicians use donated organs and tissues to save and heal thousands of patients. Whether it is the donation of an organ such as heart, lung, liver, kidney or pancreas, or that of tissues such as heart valves, corneas, tendons or bone - anatomical gifts have the ability to change the course of a recipient's life. It is easy to sign-up to be an organ and tissue donor. Simply register each time you apply for or renew a driver's license, or go online to RegisterMe.org to designate yourself as a donor. MGH also has a very active living donor program. Please contact mghlivingdonors@partners.org or 617-643-7193 if you're interested in learning more about becoming a living kidney donor to one of our MGH patients.

SPIRITUAL CARE

Chapel is located on Ellison 1 | 617-726-2220
www.mghpcs.org/SpiritualCare/

Spiritual Care providers offer support to patients and families of all traditions, cultures and beliefs; serving as liaisons, connecting members of the health care team, patients and families, and, if requested, clergy or other religious leaders in the community. To contact a Spiritual Care provider, ask a member of your health care team to make a referral, or call the Spiritual Care Department. Messages are retrieved daily between 7 a.m. and 7 p.m. Spiritual Care providers are onsite 24-hours per day, seven days per week, including holidays. Mass General Spiritual Care providers are accessible on all patient care floors of the hospital, including the Emergency Department, and in some outpatient areas. Spiritual Care services are free, private and confidential.

Educational Program

Clinical Pastor Education at MGH offers a welcoming and stimulating environment for learning. Spiritual Care interns improve their care giving skills, while working alongside the nation's top health care providers. Spiritual Care interns benefit from innovative education methods – such as simulation, and they share in the collaborative ministry of a diverse group of Spiritual Care providers.

Volunteer Programs

Eucharistic Ministers, Pastoral Visitors, Deacons In-training, Field Education

MGH Chapel

The MGH Chapel, located on the first floor of the Ellison Building across from the Gift Shop, is open for quiet prayer, meditation, and reflect 24 hours a day, seven days a week. You are welcome to spend time in the chapel. Check the Spiritual Care website for a schedule of services and events.

For those unable to leave their rooms, MGH offers spiritual programming on two in-house television channels:

- **Channel 16** – broadcasts meditative music throughout the day as well as the Chapel worship services.

- **Channel 17, Catholic TV, offers a variety of programming including** – Daily Mass, Sunday Mass and Bilingual Sunday Mass

MAIL SERVICES

The Mail Services Department is responsible for the business-related mail delivery at MGH. Mail Services is located on the Main Campus in Room 020 in the Gray/Bigelow Basement. General inquiries can be directed to the customer service line at 617-724-6245. Concerns or questions may be directed to Jim Burns, Linen & Mail Services supervisor at 617-726-4368, pager # 33044, or email jburns7@partners.org.

In Charlestown, Mail Services is located in Building 149. The office can be reached at 617-726-5488.

In Charles River Plaza, Mail Services is located at 185 Cambridge St. (Simches Building) on the third floor, 617-643-3213.

For an overview of Mail Services, including a listing of all department mailboxes, access to online-shipping, and resources available to you visit us online at <https://apollo.massgeneral.org/materialsmanagement/mail-services/>



NUTRITION & FOOD SERVICES

Main Office: Blake Basement 002 | 617-726-2520

www.massgeneral.org/nutrition

The department of Nutrition & Food Services is proud of its award-winning food service and hopes you will be a frequent visitor. You can enjoy breakfast, lunch, dinner, snacks, catered functions and even vending every day, 7 days a week throughout the MGH.

Locations and Services

Eat Street Café - Ellison basement

Monday to Friday: 6:30 a.m. to 8 p.m. Saturday, Sunday and holidays, 7 a.m. to 7 p.m.

This is the hospital's largest retail food area. Full service breakfast until 10 a.m. Monday through Friday. Lunch and dinner are available from 11 a.m. to close daily.

Coffee Central - MainCorridor | Open 24/7

Here you will find special blends and flavored coffees, ice coffee, ice tea, cocoa, espresso, lattes, cappuccino, frozen cappuccinos and fruit smoothies as well as an assortment of bagels, biscotti, muffins, and a variety of MGH baked goods. Also, from 8 p.m. to 4 a.m. we offer a variety of cold sandwiches/wraps, salads, chips, yogurt and fresh fruit.

149 Eat Street - CNY Building 149 | Open Monday through Friday, 7 a.m. to 5 p.m.

Full service breakfast from 7 to 11 a.m. – eggs to order, omelets, assorted breakfast meats, home fries, coffee, tea, hot chocolate, assortment of juices, as well as a fresh fruit and yogurt bar, pastries and a variety of cold cereals. Lunch begins at 11 a.m. and you can choose from a wide variety of selections – soups, salad bar, hot entrees, grill items, deli, paninis, pizza, grab & go sandwiches and salads, desserts and beverages.

Other Retail Locations

- **Coffee South:**
Located in the Yawkey Lobby
- **Eat Street Waltham Café**
Located on the first floor of Building 52, MGH Waltham.
- **Riverside Café:**
Located in lobby of Yawkey Building.
- **Tea Leaves Café:**
Located in the Wang Lobby
- **Simches Marketplace:**
Located on the third floor of the Richard B. Simches Research Center (185 Cambridge St.)

Catering

617-726-2528 or 617-726-2575

mghcatering@partners.org

We are happy to provide a full service catering operation, Monday through Friday, throughout MGH– on the Main Campus, in the Yawkey, at the Simches Research Center and Building 149 in the Charlestown Navy Yard. Our menu offers suggestions for any type of event, from the smallest gathering/meeting to a full hospital-wide function, and our food selections will satisfy all palates. We also include the coordination of linens, table centerpieces and theme events. To access Catering's online ordering system, visit Apollo, the MGH Intranet (apollo.massgeneral.org) and click on "Catering" in the A to Z Directory.

Vending

Vending is available 24 hours a day, 7 days a week. Locations include Gray Lobby, Gray Basement, Gray 4, Simches Building (3rd floor), Building 149 (CNY), and MGH Health Centers.

Tap to Pay

Tap to Pay is available to all full-time and benefits-earning MGH employees, as well as those who work for the Institute of Health Professions and Mass General Brigham. All purchases will automatically be deducted from your paycheck either weekly or monthly, depending on how you are paid. Sign up is quick and easy, just go to the Eat Street Café Administrative Office, located in the Wang Basement. Please be sure to bring your employee ID badge with you. After you have completed the authorization form, you can begin using Tap to Pay immediately. Tap to Pay is welcome at all MGH-operated food service facilities throughout the Main Campus, CNY Building 149 and 125 Nashua Street.

Gift Cards

Nutrition and Food Services offers gift cards that can be used at all of its retail locations. These cards can be purchased for any amount and are accepted at all MGH Nutrition & Food Services retail areas both on and off campus.

THE LVC RETAIL SHOPS

617-726-2227

www.mghgeneralstore.com

The mission of the Ladies Visiting Committee Retail Shops is to provide high quality, value-oriented merchandise, presented with visual impact while providing outstanding service for the customer. Proceeds from your purchase provide the LVC to fund several projects throughout the MGH community.

The General Store and Flower Shop

The General Store is located on the first floor of the Blake Tower, across from the Ellison elevators. The store is open 8:30 a.m. to 7:30 p.m. Monday through Friday and 10 a.m. to 6 p.m. on weekends and holidays. Gifts, accessories, greeting cards, gourmet foods, gift baskets, snacks, toys and stamps are available. There is also a large selection of MGH logo merchandise. The LVC provides gift wrapping for free with all purchases. Personal shopping is also available for anyone who can't make it in person and needs help finding that special item!

MGH Outfitters

MGH Outfitters is located on the first floor of the Blake Building after the Chapel. The store is open 10 a.m. to 6 p.m. Sunday through Saturday. The shop offers an extensive selection of scrubs, shoes (Dansko and Merrell), and medical accessories.

General Hair Care

General Hair Care is located on the first floor of the Blake Building around the corner from The General Store. The salon is open 9 a.m. to 5 p.m. Monday through Friday. General Hair Care is a full service hair salon for men, women, and children, offering shampoos, cuts, coloring, styling, waxing and professional hair care products.

The General Store at Yawkey

The General Store at Yawkey is located in lobby of the Yawkey Building. The store is open 8:30 a.m. to 6 p.m. Monday through Friday. Gifts, greeting cards, snacks and more are available.

Images Oncology Boutique

Images is located on the ninth floor (9B) of the Yawkey Building. The boutique is open 8:30 a.m. to 6 p.m. Monday through Friday. Images services oncology patients, offering a wide variety of wigs, hats, turbans and scarves. A certified post-mastectomy fitter is available for breast prosthesis fitting and sales, a wide variety of oncology products are available.

The General Store at North Shore

The General Store at North Shore, located at the Mass General/North Shore Center for Outpatient Care at 102 Endicott St., Danvers, is open weekdays from 8:30 a.m. to 4:30 p.m. The store features cards, gifts, accessories, snacks and toys.

MEDICAL INTERPRETER SERVICES

Gray/Bigelow 015

617-726-6966

www.massgeneral.org/interpreters

mghinterpreters@partners.org

Monday through Friday 7 a.m. to 8 p.m.

Saturday and Sunday 8 a.m. to 6:30 p.m. (with Spanish on site)

Professional medical interpreters partner with clinicians and other hospital staff to ensure that patients who are limited English proficient (LEP) or Deaf and Hard of Hearing can communicate effectively. Partnering with professional medical interpreters helps protect patient confidentiality, their right to informed consent, the accuracy and integrity of their healthcare discussions and ensures culturally competent care. Under state and federal law, as well as by regulatory mandates, patients have the right to a medical interpreter at no charge.

Medical interpreters are available 24/7/365 in person, by telephone or by video. MGH Medical Interpreter Services (MIS) is staffed by in-house medical interpreters for the following languages:

- Spanish
- Mandarin (Chinese dialect)
- Russian
- Khmer (Cambodia)
- Arabic
- French
- American Sign Language (ASL)
- Portuguese
- Haitian Creole
- Cantonese (Chinese dialect)

MIS is also served by a pool of freelance medical interpreters who provide interpretation in additional languages. Medical interpretation by telephone (via IPOPs, Interpreter Phone On Pole) is available 24/7/365 in more than 180 languages. Video medical interpretation (via VPOPs, Video Phone ON Pole) is available in specific clinical areas.

Always call Medical Interpreter Services when you need to communicate with a patient who is LEP or who is deaf or hard of hearing.

EMPLOYEE GIVING

Since our founders declared, “When in distress, every man becomes our neighbor,” the Massachusetts General Hospital has had a tradition of giving to local and global communities in need. This is why we ask employees to consider supporting both the internal MGH Fund and the external United Way of Massachusetts Bay and the Merrimack Valley. Employees are given the opportunity to contribute to one or both of these funds through payroll deduction or a one-time donation.

All gifts to the **My Giving Helps: MGH Fund + United Way** employee campaign improve the health of our patients, the families and the diverse communities we serve. MGH Fund dollars are allocated to the areas of greatest need at the hospital and are used to support initiatives that align with the four pillars of our mission: providing the highest quality patient care, advancing groundbreaking biomedical research, educating the future generation of world-class caregivers, and supporting our local and global communities.

Mass General is a long-time supporter of the United Way of Massachusetts Bay as part of our commitment to the Greater Boston community. Our local United Way funds nearly 200 human-service agencies in nearby cities and towns. More than \$0.85 of every dollar raised is distributed to those in need.

We hope you will consider making a gift to the MGH Fund, United Way or both. When you make a pledge to the My Giving Helps employee campaign, you are joining thousands of your Mass General colleagues who are making sustained investments in our hospital and community. For more information about the My Giving Helps campaign and to make a gift, visit www.mygivinghelps.org.

PHOTOGRAPHY DEPARTMENT

Bulfinch Basement, Room 045; 617-726-2237
mghphoto@partners.org | <https://apollo.massgeneral.org/photography/>

Open weekdays 8:30 a.m. to 5 p.m., additional hours upon request, closed during MGH holidays.

The MGH Photography Department offers a complete line of services, available to all MGH and Mass General Brigham employees. Customers benefit from our experienced photographic staff. With more than 90 years of hands-on experience, we are prepared to assist you with your photographic and creative arts needs. The following is a partial list of services offered. If you do not see what you are looking for here please give us a call. Personal work is always welcome.

- Studio and Location Photography (clinical, surgical, research, public relations, marketing)
- Formal Portraits, Group Photos, and Event Photography
- Passport, and license Photos
- Digital Video (HD filming, audio recording, editing)
- Custom framing, and engraving
- Mounting and Laminating
- Graphic Design
- Digital Imaging (scanning, printing, prepress file preparation, design and layout)
- Poster, Fine Art Canvas, and Vinyl Banner Printing
- Digital Printing (reports, flyers, brochures, pamphlets, survey cards)
- Slide and Print Development
- Technical Support and Training
- Mass General Archival Photo Library
- Traditional and Digital Photography Supplies

TREADWELL LIBRARY

617-726-8600 | <https://library.massgeneral.org>

Treadwell Library is a resource for the entire Massachusetts General Hospital community. We offer digital access to books, journals, web resources and a skilled library staff ready to meet your information needs. Whether you have a difficult clinical case, a research grant to write, a presentation to make, an administrative information need or a personal health issue, Treadwell Library can help you access the most comprehensive and reliable health information.

PARTNERS COLLABORATIVE MEDIA

617-643-5431 | <http://pcm.partners.org/>

Partners Collaborative Media (PCM) offers a complete range of media services and support to the personnel and affiliated institutions of Mass General Brigham, including full-range video production, videoconferencing, media encoding, web streaming, live webcast, and CD/DVD creation and duplication.

VOLUNTEER DEPARTMENT

Gray/Bigelow Basement, Room 015 | 617-726-8540
www.massgeneral.org/volunteer

The mission of the Volunteer Department is to provide support and compassionate service to patients, families, visitors and staff in a caring and respectful manner. We seek volunteers who will go above and beyond expectations to help us care for our patients and families.

The MGH volunteer community is made up of people of all ages, cultures and abilities. Many volunteers are community neighbors, employees, college students and people interested in serving the patients and families at MGH. Some have been patients themselves or had a family member treated at MGH. Many have an interest in learning more about health care environments. We have 1,400 annual volunteers with an average of 850 active volunteers who serve three hours per week.

If you are interested in becoming a volunteer, please go to our website to learn about volunteer opportunities. Day, evening and weekend volunteer shifts are available. MGH Volunteers serve a minimum of three hours per week for a four-month period.

MGH employees are welcome to volunteer, but not in the departments in which they are employed.

Useful Contacts



Benefits

1-833-275-6947

399 Revolution Drive, 2nd Floor, Somerville

www.askmyHRportal.com

The Clubs at Charles River Park Health Club

617-726-2900

10 Whittier Place

<http://www.clubsatcrp.com>

Hours: Monday through Friday, 5:30 a.m. to 10 p.m.; Saturday and Sunday, 8 a.m. to 6 p.m.

Employee Access Center – Human Resources

617-726-6338

Bulfinch Building, Room 107 (in the hospital)

ibridge@partners.org

Open to all employees:

Monday through Friday, 8 a.m. to 4:30 p.m.

Closed Thursdays 8:30 to 9:30 a.m.

and MGH holidays

Employee Assistance Program

617-726-6976

175 Cambridge St., Suite 320

<https://eap.partners.org/>

Environmental Services

To report spills and other fall hazards

617-726-2445

IS Service Desk (computer and telephone)

617-726-5085

<http://helpdeskservice.partners.org/>

Occupational Health Services

617-726-2217

165 Cambridge St., Suite 404

www.askmyHRportal.com

Search for article KB0011246

Parking and Commuter Services

Commuter Services: 617-724-6588

232 Wang Ambulatory Care Center

Parking: 617-726-8886

Fruit Street Garage

Payroll

617-726-2148

Assembly Row

Photo ID Office

617-724-9339

232 Wang Ambulatory Care Center

Police and Security

617-724-3030

232 Wang Ambulatory Care Center

Severe Weather and Emergency Conditions Hotline

866-798-8402



Frequently Asked Questions

ID BADGES

How do I get my photo ID badge?

Proceed to the Police and Security Office to obtain your photo ID badge. Their office is located on the main Mass General campus in the Wang Building, 2nd Floor, Room 232. Their hours of operation are Monday-Friday, 7:30 am to 4 pm. When your ID badge is printed, double-check that your name, title and department are printed correctly.

My name or department is incorrect on my badge, how do I fix this?

Please visit the photo ID offices as listed above for any corrections.

PAYROLL

When do I get paid?

Payday is weekly and occurs on Thursdays. If this is your first week of employment, you will be paid on the Thursday following your first week. If you would like to view your paycheck prior to Thursday, you may do so through PeopleSoft Employee Self Service. Once logged on to PeopleSoft please navigate this path: PeopleSoft HRMS Production > Self Service > Payroll and Compensation > View Paycheck

Who is my timekeeper?

You should ask your manager or supervisor upon reporting to your department. Your timekeeper is the person to whom you will report your weekly hours.

How do I report my hours?

A: If you are an hourly employee or salaried less than 20 hours, you will need to speak with your department timekeeper to learn how you will be reporting your time. This is to ensure you are paid properly. There are two electronic timekeeping systems to record your time: by swiping your badge, or by signing in at your workstation.

Whom do I contact if there is a problem with my paycheck?

You should report any discrepancies on your paycheck to your timekeeper. If your timekeeper cannot assist, please call payroll at 617-726-2148 (6-2148 from MGH).

BENEFITS

When will I be covered under my health coverage benefits?

If you are a regular status employee scheduled to work 20 hours or more per week, your benefits are effective on your date of hire or your change of status date. For example, if you change from a per-diem to regular status employee, you are benefits eligible on the effective date of this change.

I changed to a regular status employee (i.e. per diem to regular, or Bulfinch Temp to regular status), but I cannot enroll in benefits via eBenefits. What can I do?

You will need to contact your new manager to ensure that your status was updated in the PeopleSoft HR information system. Once your transfer record is updated, you will be able to enroll online within 72 hours of the update. If the problem is not resolved after this time, please contact the Benefits Office at 617-726-8133 to open your enrollment.

Do I have to submit all of my benefit elections through eBenefits at the same time?

Medical, dental, vision, life and flexible spending accounts must be submitted at the same time. You can enroll in Tax-Sheltered Annuity accounts at any time throughout the year.

What are Partners Plus and Partners Select?

Partners Plus and Partners Select are medical insurance coverages provided by AllWays Health Partners.

How long do I have to make my benefits elections in PeopleSoft?

You can make your elections anytime within 30 days of hire. However, you will be responsible for the retroactive costs for those selections. If you do not make your elections within 30 days or do not opt-out of benefits you will automatically be enrolled in the Partners Select employee-only coverage plan for the remainder of the year. You will not be able to change plans until the next open enrollment period or until you have a qualifying event. You will also contribute

2 percent per pay period toward a 403(b) Tax-Sheltered Annuity. Retirement contributions can be changed in PeopleSoft at any time.

How do I purchase a subsidized MBTA pass?

Benefits-eligible employees have until the second Thursday of every month to sign up or cancel an MBTA pass for the following month. You must enroll online via PeopleSoft Employee Self Service. Once you enroll, the enrollment will carry over every month. Should you miss the deadline, you may contact Parking and Commuter Services at 617-724-6588 to possibly purchase a pass at the discounted rate. Parking and Commuter Services will only sell the extra MBTA passes up to the business day before the last

business day of the month. The office is located in the hospital in the Wang Ambulatory Care Center, Room 232.

You should expect to pick up your first CharlieCard (link pass) or your CharlieTicket (commuter rail and inner and outer express bus passes) from your timekeeper at your department.

COMPUTER ACCESS

I was not given access to the Mass General Brigham Network and my job requires computer usage, how do I request access?

Contact your manager to have him/her grant you access to the network.

How do I access my email and PeopleSoft from home?

You may access your email by going to <https://www.partners.org/email>. PeopleSoft can be accessed by going to <https://ibridge.partners.org> – please note you must register a phone number by going to myprofile.partners.org after setting up your Mass General Brigham username and password in order to access PeopleSoft externally. If you are connecting to any Mass General email from a portable device (laptop, smartphone, netbook, etc.), the device must be encrypted. PeopleSoft Employee Self-Service may be accessed on any device regardless of encryption.

I cannot access PeopleSoft from my home computer, what can I do?

If you are unable to access the <https://ibridge.partners.org> link from home, you may access it from your workstation, or you may use one of the public PeopleSoft terminals set up at the Employee Access Center (Bulfinch 107).

Do I have to encrypt my portable electronic devices?

In order to comply with federal and state laws, Mass General Brigham (including MGH/MGPO) policy requires that all laptops/tablets used for any MGH/MGB business, to connect to any MGH/MGB resources or for storing any MGH/MGB information (including email and PeopleSoft) be encrypted.

Whom can I contact with any computer related issues?

- For PeopleSoft issues, please email ibridge@partners.org
- For HealthStream issues, please contact the IS Help Desk at 617-726-5085
- For issues regarding any Mass General Brigham applications or utilities, please verify that your manager has granted access
- For all other computer issues, please contact the Help Desk at 617-726-5085 or visit the Help Desk website



MASSACHUSETTS
GENERAL HOSPITAL

Human Resources Department
125 Nashua Street
Boston, MA 02114