MASSACHUSETTS GENERAL HOSPITAL

SOCIAL SERVICE

Policies and Procedures for
Time-Keeping, Absence, and Sign-Out
Revised April 2015

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Time-Keeping Policy

- The workday is 8:30 a.m. – 5:00 p.m., unless another schedule has been negotiated with your Clinical Director/Manager.

- The Social Service Department uses two official mechanisms for capturing your time worked: timesheets and the KRONOS terminals. Both are considered legal documents/systems; you are held accountable for the accuracy of what you record.

- Staff who are part-time may not switch regular days off:
    - To make up for a sick day
    - To compensate for a holiday
    - For personal issues

- Earned Time (ET) is used for time taken off.

- If you want to take time off in excess of your ET bank, your request will be considered by your Clinical Director/Manager in accordance with Human Resource policies.

- In the interest of equity, vacations need to be discussed with your Team and Clinical Director/Manager keeping flexibility in mind. Popular days or weeks may need to be rotated.

- All ET requests must be approved by your Clinical Director/Manager.

Your pager must be signed-out to the colleague who is covering for you in your absence, whether you work part-time or full-time. You cannot cover for yourself on days you are not in the Hospital.

See Page 8 for Sign-Out Procedures

Pager Status Policy

Policy

While you are in the hospital your pager status should be "In Hospital - On Page." On weekends/holidays and after 5:00 pm your pager status should be "Not Available." Your pager status should also contain a standardized pager note. (Please see Standardized Pager Notes Below)

During a scheduled or an unscheduled absence and for part-time staff, on days that you do not regularly work, your pager status should be "Calls being taken by Page ID: (covering social worker's page id number)" until 5:00 pm when it should revert back to "Not Available."

Special Considerations

> **ED Staff:** While you are in the hospital your individual pager status should be "In Hospital – On Page." At the end of your shift and on holidays, your individual pager should be changed to "Calls being taken by pager ID: 26803." Note: You do not need a standardized paging note because 26803 is always covered by an available Clinician.
>
> **On-Call Staff:** Follow the Departmental policy, and on the evenings you are On-Call, your pager status should be "Out of Hospital On-Page" from 11:00 pm – 8:30 am.
>
> **On-Site Staff:** Follow the Departmental policy, including for the days that you work On-Site.

Standardized Pager Notes

Your status should always contain a note outlining your availability. This will optimize staff's ability to access the appropriate social worker at all times.

> **Standard Work Hours:** Available M-F 8:30 am – 5:00 pm; after 5:00 pm and on weekends/holidays, please page the On-Call/On-Site Social Worker at pager 26803.
>
> **Part-Time:** Available Wed 1:00 pm – 5:00 pm, Thurs and Fri 8:30 am – 5:00 pm; after 5:00 pm and on weekends/holidays, please page the On-Call/On-Site Social Worker at pager 26803.

Adding a Note to Your Pager Status

1. Open the Partners Telephone Directory by clicking on the "Partners Applications" button, >Utilities >Partners Telephone Directory

2. In the upper right hand corner home page, click on the last option in the list: "Go: Directly to my entry (requires Partners network logon)" **Or**, type your Page ID number or name in the box and >"Search"

3. Once at your Partners Telephone Directory entry, >blue box to the right entitled, "Change Pager Status"

4. Click on Add/Edit Note
5. Enter and Save Note

Example from the Telephone Paging Directory

Name:	Scheck, Lisa
Page ID:	22673
Status:	In Hospital - On Page
Paging Note:	Available M-F 830am-500pm; after 500pm and on weekends/holidays, please page the On-Call/On-Site Social Worker at pager 26803.

Changing Your Pager Status

There are detailed directions on how to Change Your Pager Status on page 8 within the "Sign-Out Procedures" section of this manual (Time-Keeping, Sign-Out, and Absentee Manual).

You can choose to:
1. Change your status daily or
2. Create a recurrence via Pager Status Calendar

Setting a Recurrent Status via Pager Status Calendar

For additional information and examples please see link:
http://ppd.partners.org/ppd/calendar.pdf

1. Open the Partners Telephone Directory by clicking on the "Partners Applications" button, >Utilities >Partners Telephone Directory

2. In the upper right hand corner home page, click on the last option in the list: "Go: Directly to my entry (requires Partners network logon)" **Or**, type your Page ID number or name in the box and >"Search"

3. Once at your Partners Telephone Directory entry, >blue box to the right entitled, "Change Pager Status"

4. In the upper right hand corner, click on "Create Recurring Status." Follow this procedure:

1. **Start Date/End Date:** Today's date
2. **Status**: In Hospital – On Page
3. **Revert to**: Not Available
4. **Recurs**: Weekly
   Tip: check off the days of the week that you work
5. **Recurrence Ends**: Choose a date in the future
   Tip: put the end of the year so that you only have to renew your recurrent status once a year
6. **Email me when series ends?**: Yes
7. **Save**

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Occasional Time-Off Policy and Procedure

Policy:
Your Clinical Director/Manager needs to know any time you are going to be away from work during your normally scheduled working hours.

Procedure:
Notify (preferable by email) your Clinical Director/Manager with the time you plan to be away from work (e.g. coming in late, leaving early, midday appointments from which you will return to work) and the name of the Social Service Department colleague who will be covering for you. This also applies to any personal appointments at MGH.

This procedure is meant for occasional needs only, e.g. car pick-up from repair place that closes before 5 pm, an occasional doctor's appointment during the day, etc. Please address any questions you may have to your Clinical Director/Manager.

Absence Procedures

Unscheduled Absence (including Jury Duty)

- Call 617-726-2643 **before 8:00 a.m**. and leave a message each day you will be out. Distinguish between what type of day you are taking (unscheduled, jury duty, or other).

- Contact your Clinical Director/Manager and the colleague who will be covering your work for the day to hand over any pertinent information about your work.

- Change your Voice Mail Greeting to reflect your absence and provide contact information of the colleague(s) covering for you.*

- Sign-out your Pager to the colleague who will be covering for you.*

- If you have internet access to your Partners Outlook E-mail, activate your Out of Office Assistant.*

- When you return to work, enter your hours as unscheduled on the correct day(s) of the time sheet.

Scheduled Absence

- Confer with your Team to get initial approval and arrange coverage.

- Submit 'Earned Time Request Form' to your Clinical Director/Manager for approval and signature.

- Change your Voice Mail Greeting to reflect your absence and the contact information of the colleagues(s) covering for you.*

- Sign-out your Pager to the colleagues(s) who will be covering for you.*

- Activate your Out of Office Assistant on your Partners Outlook E-mail.*

- Update the covering colleagues(s) regarding any outstanding patient/family issues, this includes informing ED, On-Call and On-Site staff, and Administrator On-Call about any cases you anticipate may require off-hours intervention.

*Please see pages 8, 9, and 12 for procedures and approved scripts. Also, please be sure that the coverage information in your Alternate (temporary) Voice Mail Greeting, Out of Office Assistant, and Pager Sign-out is consistent. For example, your Voice Mail Greeting should refer callers to the same colleague for social work assistance as your Pager and Out of Office Assistant. Pagers are **not** to be signed-out to Support Staff.

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Sign-Out Procedures

Please be sure that the coverage information in your Alternate (temporary) Voice Mail Greeting, Out of Office Assistant, and Pager Sign-out is consistent. For example, your Voice Mail Greeting should refer callers to the same Social Work colleague for social work assistance as your Pager and Out-of-Office Assistant. Pagers are **not** to be signed-out to Support Staff.

Changing Your Pager Status

1. While you are in the hospital your pager status should be "In Hospital - On Page." On weekends/holidays and after 5:00 pm your pager status should be "Not Available." Your pager status should also contain a standardized pager note. (Please see Standardized Pager Notes from Pager Status Policy)

2. During a scheduled or an unscheduled absence and for part-time staff, on days that you do not regularly work, your pager status should be "Calls being taken by Page ID: (covering social worker's page id number)" until 5:00 pm when it should revert back to "Not Available."

The easiest way to change the status of your Pager is via computer using the Online Partners Telephone Directory. If you do not have computer access, you may change the status of your Pager via telephone, or via Hospital page operator.

Via Computer Using the Online Partners Telephone Directory

1. Open the Partners Telephone Directory by clicking on the "Partners Applications" button, >Utilities >Partners Telephone Directory

2. In the upper right hand corner home page, click on the last option in the list: "Go: Directly to my entry (requires Partners network logon)" **Or**, type your Page ID number or name in the box and >"Search"

3. Once at your Partners Telephone Directory entry, >blue box to the right entitled, "Change Pager Status"

4. In the box to the right of "Change paging status to:" scroll down to "7- Calls being taken by Page ID:"

5. In the box to the right of "Duration of this change:" >"Effective immediately; no end time," **Or** "Specify a start and end time" >"Continue"

6. In the box to the right of "Page ID:" type in your covering Social Worker's pager number. If you do not know it, >"Name/Page ID look-up"

7. Once the pager number of the Social Worker covering for you has been entered, fill-in the boxes entitled "Start Date," "Start Time," "End Date," and "End Time"

Via Telephone

Alternatively, to change the status of your Pager via telephone: **Call 617-724-5800**, follow the prompts to enter your Page ID number, choose the appropriate option from the list:

To sign-out your pager to the Social Worker who is covering for you:

1. Dial **617-724-5800**
2. Enter your Page ID number
3. Press 3 to change status
4. Enter your Password (same as your Page ID number) followed by **#**
5. Press 7 to enter the Page ID number of the person covering for you
6. Choose accordingly: set a timed or an indefinite status

Via Page Operator

You may also call 617-726-2000 and ask the Hospital's Page Operator to change the status of your pager.

Changing Your Voicemail – CISCO UNITY

Greeting Script

In order to have consistency throughout the Department, the following is the approved voicemail Alternate (temporary) greeting. Please pay particular attention to how you direct callers (i.e., to your pager if you have more than one colleague covering for you or to a specific colleague).

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*Please listen to this message. You have reached the voice mail of [**your name**] in the Social Service Department at Mass. General Hospital. I will be out of the Hospital [**date(s) you will be out**].*

 If you need social work assistance in my absence (**Choose one of the following**):

> a.   **If you will be covered by <u>more than one colleague</u>**: *call 617-726-2000 and ask the page operator to page beeper number [**your page ID number**.]*

> b. **<u>If you have one person covering</u>**: *please contact [**name of colleague covering for you and contact information**]*

*Or you may leave me a message after the tone and I will return your call after my return to the Hospital on [**date you will return**]. Thank you.**

* Outpatient Mental Health Social Workers should add: *If this is a psychiatric emergency, please go to the nearest Emergency Room.*

Note:

1. In Voice Mail Greetings and Out of Office Assistant Auto Reply text and paging status, please **do NOT** refer the caller or reader to Social Service Department Support Staff to identify your coverage.
2. Please do not **use phrases** such as**, *if you have an "immediate," "urgent," or "emergent" need please contact…, etc.*** The reason for referral does not have to be an emergency to warrant a timely response by a covering colleague.

Setting-Up Voicemail Greetings (Standard & Alternate)

Please Read:

You have a choice of two methods to change your out-going message or "greeting": change your Standard greeting or create an Alternate greeting.

Change Standard greeting- Pro: simpler process than creating an Alternate greeting.
Con: you need to remember to re-record your Standard greeting on your return.

OR

Create an Alternate greeting- Pro: you can set an end-date after which the system will revert to using your standard greeting, so that you do not need to remember or spend the time to re-record your greeting on your return. **Con:** it is a little more complicated to set an expiration date and set up.

Instructions for both methods follow.

Changing Your Standard Greeting

1. Dial **8-5000** or **7-0777** from your desk (From outside the office: Dial **(857) 238-5000**)
2. Press *
3. Enter your mailbox ID (10 digit phone extension) followed by #
4. Enter your PIN and then press #
5. Press 4 - 1
6. Press 1 to rerecord your Standard greeting
7. Press # to complete the recording

Remember to repeat this process (to indicate you are available) as soon as you return!

Creating an Alternate Greeting (Temporary Voicemail Greeting)

Alternate greeting will automatically expire on the day and time you specify, and return to your Standard greeting.

1. Dial **8-5000** (From outside the office: Dial **(857) 238-5000**)
2. Press *.
3. Enter your mailbox ID (your 10 digits phone number), followed by #
4. Enter your PIN; followed by #
5. Press 4 – 1 – 2
6. You are prompted to enter end dates; Press 1 for End Date Options
   A. **Use the buttons to indicate the number of days** you want to use the alternate greeting.
      i. If you want the Alternate Greeting to expire:
         • at the end of today, Press 0
         • tomorrow, Press 1
         • in two days, Press 2
         • three days, Press 3; etc.
      ii. Enter the time to the minute, example 122 for 1:22
      iii. Press 1 for AM
      iv. Press 2 for PM
      v. Press 1 for Correct
      vi. Press 2 to Change

   OR

   B. **Enter the expiration date/time**
      i. Press 9. You will be prompted to:
         • Enter the month as a number from 1-12 followed by #
         • Enter the day in the month as a number 1-31 followed by #
         • Enter the time to the minute example 122 for 1:22
         • Press 1 for AM
         • Press 2 for PM

7. Your Alternate greeting, if any, plays.
8. Press 1 to record/rerecord the Alternate greeting.
9. Press # when you are done recording.
10. **If you are recording an Alternate Greeting in advance**, press 2 to turn off Alternate greeting and hang-up.
    • When you are ready to use your Alternate greeting, repeat steps 1-6 then hang-up

Setting up Email "Out of Office Assistant" Auto Reply Text

1. Open your Microsoft Outlook email
2. Click on "Tools"
3. Click on "Out of Office Assistant"
4. Type your message in the first text box (see sample Auto Reply Text below)
5. To activate the Out of Office Assistant, click on the button beside, "I am currently Out of the Office" (Note- the default setting is "I am In the Office"; the text you type will only be sent in response to emails received if you activate the Out of Office Assistant. You can type your auto reply text in advance of the time you will be out of the office. As long as you click "ok" the text will be saved, and you can go back in to the Out of Office Assistant when you are ready to activate it and click on "I am currently Out of the Office")

Auto Reply Text:

In order to have consistency throughout the Department, the following is the approved email "Out of Office Assistant" message. Please pay particular attention to how you direct individuals (i.e., to your page number if you have more than one colleague covering for you or to a specific colleague with coverage information).

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*I will be out of the Hospital [**date(s) you will be out**].*

If you need social work assistance in my absence (**Choose one of the following**):

  a.   **If you will be covered by <u>more than one colleague</u>***: call 617-726-2000 and ask the page operator to page beeper number [**your page ID number**.]*

  b. **If you are covered by <u>one colleague</u>:** *please contact [**name of colleague covering for you and contact information]***

*I will respond to all emails after my return to the Hospital on [**date you will return].** Thank you**

* Outpatient Mental Health Social Workers should add: *If this is a psychiatric emergency, please go to the nearest Emergency Room.*

Note:

1. You may also want to note if you will, or will not, be checking email while out of the office.

2. In Voice Mail Greetings and Out of Office Assistant Auto Reply text and paging status, please **do NOT** refer the caller or reader to Social Service Department Support Staff to identify your coverage.

3. Please do not **use phrases** such as**, *if you have an "immediate," "urgent," or "emergent" need please contact…, etc.* The reason for referral does not have to be an emergency to warrant a timely response by a covering colleague.