



Who are MGH Social Workers?

- Master’s Level Licensed Mental Health Professionals
- Members of the Health Care Team
- For more information, log onto the Social Service web site at www.mghsocialwork.org

Social workers are available to respond to the psychosocial needs of patients and/or family members in both inpatient and outpatient settings.

The following are general guidelines for patient referral or staff consultation:

Patient/Family Coping

Assessment and support of patients coping with physical illness, trauma, mental health issues, hospitalization, end-of-life, grief

Life Stressors

Assessment and treatment of family relationship issues, caregiver concerns, mental health and substance abuse issues, social isolation, inadequate self-care, and other psycho-social concerns

Cultural Considerations

Consultation and support to patients, families, and staff regarding the cultural differences that impact care

Decision Making

Collaboration with patients and family regarding treatment goals and/or plan of care

Safety Concerns

Evaluation of suspected abuse or neglect of any elder, disabled person, or child or suspected intimate partner violence

Social Support/Community Resources

Referrals to support groups, public benefits, mental health providers and agencies, and other community programs

Who may consult a Social Worker?

- Anyone may consult a social worker.
- An Inpatient Consult Order or Ambulatory Referral Order for Social Work is required.
- You may ask the Operations Associate on the patient’s unit for the name of the social worker or call Social Service at **(617) 726-2643**. For urgent social work consults during evenings, nights and weekends, the on-call social worker may be paged (#26803).

Please refer the following issues to these departments:

- Discharge Planning..... (617) 726-3665 --- Case Management
- Insurance Issues..... (617) 726-2191 --- Patient Financial Services
- MGH Parking..... (617) 726-8886 --- MGH Parking Office
- Oncology Only:** Transportation, Temporary Lodging,
Support Groups..... (617) 724-0295 --- Oncology Resource Specialist