



Eastern  
Health

# Orientation Manual Clinical Clerk

**PLEASE NOTE: ACCESS TO FACILITIES AND SERVICES WITHIN FACILITIES MAY BE DIFFERENT DURING COVID-19. PLEASE VISIT [WWW.EASTERNHEALTH.CA](http://WWW.EASTERNHEALTH.CA) FOR THE MOST UP-TO-DATE INFORMATION.**

## **CAFETERIA**

Each site has a cafeteria that can be accessed for specific times of the day for purchase of hot and cold food items. Debit machines are available in the cafeterias.

**General/Janeway:** Located on the 2<sup>nd</sup> floor of the General Hospital, near the main elevator bank. The cafeteria is opened from 0700-1400 Monday to Friday. In addition, there is a Tim Horton's kiosk in the Main Hallway (aka Yellow Brick Road) of the General Hospital which is opened from 0700-2100 seven days a week.

**LA Miller Centre:** Located on the main floor of the LA Miller Center. From main lobby walk straight ahead through the glass doors towards the Public Health Labs. The cafeteria is located at the end of the hallway just past the labs. The cafeteria is opened Monday to Friday from 0830-1430 and accepts only cash.

**St. Clare's:** Located on the Main Level of the building to the right of the main entrance. The cafeteria is opened Monday to Friday from 0700-1400.

**Waterford:** Located on the 2<sup>nd</sup> floor, Center Block of the building. The cafeteria is opened Monday to Friday from 0830 to 1400. There are vending machines located outside the cafeteria that can be accessed 24/7.

## **COMPUTER ACCESS**

To obtain a computer username and password, you will complete a Healthcare Technologies and Data Management's Access Form and email it to [ugme.phase4@med.mun.ca](mailto:ugme.phase4@med.mun.ca)

Your application will be approved by the Faculty of Medicine and forwarded to Eastern Health for approval and processing. When the application has been processed, your username and password will be sent to you in the email address provided on the form.

If at any time you forget your username and/or password, email Health Care Technology and Data Management at [service.desk@easternhealth.ca](mailto:service.desk@easternhealth.ca)

## **EMERGENCY PREPAREDNESS**

Site Emergency Code Plans and Binder documents can be found on the Eastern Health Intranet. This information can be found on the homepage of the intranet on the right hand side of the screen. There is a red button that will link you to the emergency code plans where you can select the site in which you are working. It is your responsibility to review the codes for your site and speak with your supervisor about the plans for your immediate work environment.

## FACILITY ACCESS

Access can be gained to the facilities via multiple entrances throughout the day. In the evening, access to facilities is limited to the Emergency Department, entrances equipped with swipe access, or by calling security to gain entry. You will be given the appropriate access as required for your site.

**General:** All entrances excluding the Emergency Department are locked from 2400-0600.

**Janeway:** All entrances excluding the Emergency Department are locked from 2400-0600.

**LA Miller Centre:** Main entrance is open from 0600-2100. After hours, please ring the doorbell to notify security that you require access. Please note: It may take up to 15 minutes for security to arrive at the door to allow you access. If you require access before that time please call security at 746-1494.

**St. Clare's:** All entrances excluding the Emergency Department are locked from 2100-0500. After hours, you can use your swipe access to enter through the single green door on the left side of the main entrance.

**Waterford:** All entrances excluding the Psychiatric Assessment Unit are locked from 2200-0500. After hours, please ring the doorbell at the main entrance off Waterford Bridge Road or entrance at the back of the hospital.

## ACCESS WITHIN THE FACILITY

Access to some secure areas of the facilities will be gained through swipe access on your ID Badge. The access you require will be added when your ID badge is processed. Other areas will require for you to sign out keys for the duration of your placement.

**General/Janeway:** There are areas within the hospital that require swipe access to enter such as the Emergency Department or ICU.

**LA Miller Centre:** You will receive keys to the Family Practice Clinic from the department manager upon arrival, if required for your placement. Release buttons and combination doors are located on units at the Veteran's Pavilion and you will be given those codes, if needed, when you meet with your supervisor. For all other locked areas, if access is required, please contact security.

**St. Clare's:** There are areas within the hospital that require swipe access to enter such as the Emergency Department or ICU.

**Waterford:** All client units and offices are locked. You will require keys to navigate through the hospital. These keys are available through the Mental Health and Addictions Leadership Office (C124) in the Center Block on the first floor of the hospital. You will require an A1 key to gain access to the inpatient units and washrooms within the facility. You can obtain your keys when you present to room C124 with your ID Badge.

For other areas for which you require access, you can sign out the keys at the time you get your A1 key.

All keys are to be returned to the Mental Health and Addictions Leadership Office (C124) upon completion of your rotation. A \$20 fee may be imposed for each key not returned.

# IDENTIFICATION BADGE

You are required to wear a photo identification badge while working within Eastern Health facilities.

You will need to complete the Identification Card/Access Form application which includes taking a photograph following the below criteria. Forward your application and photo to [ugme.phase4@med.mun.ca](mailto:ugme.phase4@med.mun.ca)

## Photo Criteria

### Head

- No head coverings other than those worn for religious beliefs or medical reasons
- Neutral facial expression or a natural smile
- Both eyes must be open and clearly visible
- If eyeglasses are worn, they must be clearly visible with no flash reflection

### Background

- Light in color without any scuff marks, holes or patterns
- Shadows are not acceptable – make sure there is no shadow on your face or body
- There should be empty space above your head

### Taking the Picture

- You must look straight at the camera with shoulders squared
- Take in landscape format
- Camera should be more than 4 feet away from the body and at eye level
- Include from your head to your stomach
- Must be taken within the last 3 months

### The Technical Side

- Photo should not be digitally enhanced – no filters
- Take the picture in color
- The photo must be in focus
- Minimum dimension of 600 x 600 pixels

The application will be approved by UGME and forwarded to Eastern Health for processing. Once ID badges are processed, you will be contacted by UGME with arrangements on where and when to pick up your ID badge.

It is your responsibility to report all lost or stolen identification badges.

## PROGRAMS AND SERVICES

Information about Eastern Health Programs and Services can be found on the Eastern Health website [www.easternhealth.ca](http://www.easternhealth.ca).

In addition, information can be found on the Eastern Health Intranet under the Program and Services tab. This information is accessible only via the internal intranet and is accessible via any computer station within a site.

## SWITCHBOARD

The Switchboard operates a locating system with a list of pager numbers and departmental telephone numbers. Only hospital personal will be paged overhead and no overhead paging occurs afterhours unless it is an emergency.

Emergency and Stat calls can be made through the Switchboard by dialing “**2000**” from any landline within an Eastern Health facility. This call will be answered immediately. This call cannot be made by using an external line such as your cell phone.

Routine calls to the Switchboard can be made from an internal landline by dialing “0”.

**General/Janeway:** The Switchboard office is not open to the public or to staff. This Switchboard will be the primary Switchboard for calls after hours and on holidays. In addition to dialing “0” you can also reach the Switchboard by dialing 777-6555/6300.

**LA Miller Centre:** Switchboard is available Monday to Friday from 0830 to 1630. Afterhours calls will be answered by the Switchboard at the General Hospital.

**St. Clare’s:** The Switchboard office is not open to the public or to staff. In addition to dialing “0” you can also reach the Switchboard by dialing 777-5000 or picking up the red phone outside of the Switchboard office in the main lobby 2nd floor of the hospital.

**Waterford:** Communications are facilitated by the Switchboard at the General or St. Clare’s hospitals.

## Parking

To inquire regarding parking permits, please connect with the Student Affairs Office at [studentaffairs@med.mun.ca](mailto:studentaffairs@med.mun.ca). As well there is information available on the Campus Enforcement Patrol website.

Please note that all Eastern Health sites, with the exception of the Waterford Hospital, require parking permits.

## SECURITY

Security is located at each site. Security is provided by Paladin Security and is available 24 hours a day.

**General:** The security office is located on Level 2 in room 2720 and can be reached by calling 777-7280/7251.

**Janeway:** The security office is located on Level 2 in room 2720 of the General Hospital and can be reached by calling 777-7280/7251.

**LA Miller Centre:** The security office is located at the main entrance by the information desk and can be reached by calling 777-6468 or pager 570-9159.

**St. Clare's:** The security office is located on the 1<sup>st</sup> floor in the Emergency department and can be reached by calling 777-5250.

**Waterford:** The security office is located in the main entrance in Center Block room C131 and can be reached by calling 777-3562.