

Section VII: GUIDE TO SERVICES

ATMs (Bank of America)

- Clinical Building, near employee entrance to Human Resources
- South Pavilion, behind the Chapel

BANKING SERVICES

Bank of America

Free Checking with Direct Deposit

Clinic Building (CB)

821-7272

M-T-W-F 8:30-3:30

Thurs. 8:30-5:00

Yale-New Haven Credit Union

Clinic Building Basement (#80)

688-2350

M-W-Th. 8:30-3:30

Tues. 8:00-12:00

Fri. 7:00- 4:00

CHILD CARE

The following are available (for cost, contact the Center directly):

Hospital: Day Care Center (three months to five years): 688-5246

Medical School: Phyllis Bodel Childcare Center: 688-3829

Early Childhood Education Program: 688-2512

COMPUTERS (CCSS)

Training: 8-3017

Help Desk: 8-HELP

COUNSELING

- Employee Assistance Program (EAP): 8-2256
- Religious Ministries: 8-2151

DINING FACILITIES

Cafeterias are located on the first floor of the East Pavilion, and second floor of the New Haven Unit. There is also the Atrium Café, which is located in the Children's Hospital first floor. Hours when the cafeterias are open are as follows:

East Pavilion

Mon.-Fri. 6:30–2:30, 5:00–9:00

Sat, Sun 6:30-9:00

Atrium Café

Mon.-Fri. 9:00-5:00

Closed weekends and Holidays

New Haven Unit (2nd Fl. Clinic Building)

Mon.-Fri. 8:00-3:00

Closed weekends and Holidays

To obtain the menu for the day, call 5-MENU

There are also canteens located on the first floor of the East Pavilion, second floor of the New Haven Unit, and basement of the New Haven Unit.

EMERGENCIES (Hospital), dial 119

EMERGENCY LOAN FUND

- House Staff Office M-F 8:00-5:00 8-2259

The House Staff Office can provide up to \$500.00 interest free for duration of training.

At the end of the training the loan starts accumulating interest at 6% a year and is due and payable at the end of three years. Since the available funds are limited in amount, loans will be made on the basis of need. For application forms contact the House Staff Office.

ESCORT SERVICE, 8-2500

- Open 24/7
- To and from parking areas

FACILITIES GROUP, 8-6688

- Environmental safety (spills, malfunctioning equipment)
- Equipment repair and removal
- Cleaning and trash removal
- Temperature control

GIFT SHOP (Atrium), 8-2462

- Cards, gifts, magazines

HEALTH SERVICES

Occupational Health, 8-2462

- M-F: 7:30-4:30
- PPDs
- On-the-job injuries

HOLIDAYS

- New Years Day
- Martin Luther King Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

HOSPITAL DIRECTORY, 8-4242

- Department extensions
- Employee extensions

HOUSING

Yale-New Haven Hospital does not provide Housing or subsidy for housing.

HOUSE STAFF OFFICE

- M-F 8:00-5:00 (Voice) 8-2259 (Fax) 8-5599

HUMAN RESOURCES

- M-F: 8:30-5:00
- Medical Benefits: 8-2401
- Retirement Benefits: 8-8254

INFECTION CONTROL, 8-4634

INTERPRETORS

Volunteer Services, 8-7523

INTRANET

<http://intranet.ynhhs.org>

- HR Policies & Procedures
- Mandatory (computer) training
- Maps & Directions
- Safety Manual

LAB COATS

Incoming house staff are given three monogrammed (YNHH logo) lab coats at the beginning of their training. Laundry services are not provided.

LIBRARY FACILITIES

The Yale Medical Library, located in the Sterling Hall of Medicine, is open throughout the year, seven days a week (except Christmas Day.) Hours are:

M-T	8:00a.m.-12:00midnight
Fri.	8:00a.m.-10:00p.m.
Sat.	10:00a.m. - 7:00p.m.
Sun.	11:00a.m.-12:00midnight

LICENSES

Since medical licenses are not required of most residents to perform hospital assignments while in training, the Hospital will not assume the expense of licenses to practice

medicine in the State of Connecticut. Residents are covered under the State of Connecticut Intern/Resident Permit to Work.

LOAN DEFERMENTS

Loan deferments are certified on the basis of internship/residency status as required by law. All loan deferment forms should be brought to the House Staff Office for verification and signature. Processing time for deferment forms is 48 hours, although a one-week turnaround time is typical during the busy season of June-August.

LOUNGE, HOUSESTAFF

A lounge, located on EP 2-703 is available to residents 24 hours a day. It provides residents with TV, brewed coffee, food provided every night, refrigerator, CCSS terminal.

MAILROOM, 8-2351

- West Pavilion basement
- Stamps sold and pkgs.(<1 lb.) mailed, M-F: 1:00-4:45

MEAL ALLOWANCE

Food & Nutritional Services M-F 8:00-4:30 8-2410

House officers required to be on-call overnight receive a meal allowance for the number of nights on-call from July to June. House officers will use their YNHH ID in the cafeterias to swipe for “on-call” meals. The bank of “on-call” dollars is set up in a declining balance account and cannot be carried over from year-to-year.

MOVING EXPENSES

Yale-New Haven Hospital does not provide moving expenses or subsidy for moving

ON CALL ROOMS

On call rooms have been assigned to each service. The floors and numbers of these rooms can be obtained from your department. If you have any questions regarding which on call rooms are assigned to your service, call the House Staff Office, Ext. 8-2259.

OFFICE OF GRADUATE MEDICAL EDUCATION

- M-F 8:00-5:00 8-1449

PARKING OFFICE,

- 8-2623
- M-F: 7:00 - 5:00

Secure on-site parking in the Air Rights Garage is provided to House Staff at a subsidized rate through weekly payroll deductions. It is the responsibility of the house staff to call the Parking Office at Ext. 5-2623 on the day you leave for a rotation and the day you return to avoid having parking deducted while you are away. The minimum period to turn off parking is one month but it need not start on the first of the month. House staff are cautioned that parking on side streets is at their own risk and strongly discouraged.

PATIENT DIRECTORY, 8-4177

PATIENT RELATIONS, 8-3430

- Patient Rights

PAYROLL

- 8-2068
M-T-Th-F, 9:30-4:00
- Checks are issued biweekly in 26 equal periods. These periods include Saturdays, Sundays, and Holidays. Payroll dates are from Sunday through Saturday. If a regularly scheduled payday lands on a weekend or holiday, the payday will move to the prior business day.
- Direct Deposit: Housestaff are encouraged to utilize direct deposit as the method for receiving payroll. Direct deposits are in your savings/checking account on payday. To set-up or change your current direct deposit, complete a change form, attach a voided check, and bring to the Housestaff Office, TMP-209.
- Pay Stubs and Live Checks: are mailed to home addresses
- Federal and State Withholding Tax: The W-4 and CT W-4 determine how much federal Connecticut withholding tax will be withheld from your paycheck. Failure to submit a signed, dated, and fully completed form will result in tax withholdings at the highest tax rate. The Housestaff Office may not assist you completing this form. For questions, consult with a tax professional or colleague.
- Change of Address: e-mail your address change to cherylann.guliuzza@ynhh.org. This will update all your payroll and benefits.

PERSONAL PROPERTY

The hospital assumes no responsibility for the loss of personal property or valuables. All lockers and closets in on-call rooms should be kept locked. Thefts should be reported to the Security Services, 8-2500.

PHOTO I.D.

Yale-New Haven Hospital (YNHH Photo I.D. cards are required to be displayed by housestaff and are the only way to get into most areas of the hospital)

- 8-6094
- East Pavilion, 1st fl.
- M-F: 8:30 – 2:00

A photo identification card is required for each member of the House Staff.

Yale University School of Medicine (YSM photo I.D. cards are **required** for use in the YSOM library and all Yale University recreational facilities)

- 5-4286 or 5-3518
- Sterling Hall of Medicine, IE 41
- M-F: 8:30-11:45 and 1:00-2:00

PHYSICIAN REFERRAL SERVICE

1-888-343-2722

RECREATIONAL FACILITIES

The major facilities of the Payne Whitney Gym are available to residents for a specific fee (same as Faculty and Staff). Other athletic facilities such as the Ingalls Rink, golf course and tennis courts are also available for a fee. Further information may be obtained by calling 432-1444 or visit the Ray Tompkins House (Tower Parkway and Dixwell Avenue).

RELIGIOUS OBSERVATIONS

Although the practice of religious beliefs, including the observance of religious holidays, is important to many trainees, the GME office policy is that top priority must be given to maintaining adequate patient care. Whenever possible, schedules should be changed to accommodate residents' religious beliefs. But any such adjustments are contingent upon acceptable patient care coverage alternatives and must be cleared with the appropriate training program director (or designee).

SAFETY (Environmental)

Facilities Group, 8-6688

SCRUBS

Residents are provided with scrubs and surgical attire for use of designated clinical and laboratory areas. Scrubs and surgical attire are hospital property and may not be taken from the hospital. Removal from hospital premises will be grounds for disciplinary action.

SECURITY SERVICES

- M-F, Open 24/7, 8-2500

SHUTTLE SERVICE

Parking Office, 8-2623

The following services are available free of charge with a Yale ID:

Yale Shuttle Service	M-F	7:20 - 6:00	432-9790
Yale Minibus Nighttime	M-Sat.	6:07- 1:00	432-6330
VA Shuttle Service	M-F	6:00 - 6:30	934-6600
Yale-New Haven Hospital Shuttle	M-F	6:00 - 6:06	

- Every fifteen minutes between WHVA and 333 Cedar St.
- To railroad station, 100 South Church St., and other Medical Center Buildings

STAMPS

- Machine: Clinic Bldg. basement
- Over-the-counter: See Mailroom

TAX SHELTERED ANNUITY, 8-2401

- Fidelity reps available bi-monthly onsite for consultation
- Enrollment forms in HR

TB (PPD) SHOTS

Occupational Health, 8-2462

TELEPHONE REPAIR, 8-4700**TRANSPORTATION**

- Metro Taxi: 777-7777
- Yellow Cab: 777-5555
- CT Transit: 624-0151
- Tweed Airport: 946-8283
- Bradley Airport: 1-860-292-2000
- Amtrak: 1-800-638-7646
- Metro North: 1-800-638-7646
- Shoreline East: 1-800-255-7433
- CT Limo: 1-800-472-5466

TRAVEL AGENCY

Medical Center Travel, 8-6538

- M-F: 8:30-4:30
- Clinic Building, 101 Tompkins East

VOTER REGISTRATION, 8-2503

Community & Government Relations