

GUIDE TO SERVICES

Child Care

The following are available (for costs, contact each center directly):

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

Medical School – Phyllis Bodel Childcare Center: 688-3829

Early Childhood Education Program – 688-2512

Computers (CCSS)

Training: 688-3017

Help Desk: 688-HELP

Counseling

Employee Assistance Program (EAP): 688-2256

Religious Ministries: 688-2151

Dining Facilities

Cafeterias are located on the first floor of the East Pavilion and second floor of the New Haven Unit. The Atrium Café is located on the first floor of the YNH Children's Hospital. There also are canteens located on the first floor of the East Pavilion, second floor of the New Haven Unit and basement of the New Haven Unit.

Emergency Loan Fund

The House Staff Office can provide residents and fellows emergency loans up to \$500 interest-free for duration of your training. At the end of training, the loan starts accumulating interest at 6% a year, and is due and payable at the end of three years. Because the available funds are limited in amount, loans will be made on the basis of need. For information and application forms, contact the House Staff Office.

Facilities Group, 688-6688

Environmental safety (spills, malfunctioning equipment)

Equipment repair and removal

Cleaning and trash removal

Temperature control

Gift Shop (located in YNHH Atrium), 688-2462

Cards, gifts, newspapers, magazines, snacks, etc.

Health Services

Occupational Health, 688-2462

Holidays

New Year's Day

Martin Luther King Jr. Day

Good Friday

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Day

Hospital Directory, 688-4242**Hospital Emergencies, Dial 119****Human Resources**

Medical Benefits: 688-2401

Retirement Benefits: 688-8254

Infection Control, 688-4634

INTERPRETERS

Volunteer Services, 688-7523

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.

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 for House Staff

A House Staff lounge, located on EP 2-703, is available to residents 24 hours a day. It offers coffee and other beverages, snacks, television, a refrigerator and computer access.

Mailroom, 8-2351

The YNHH mailroom, located in the basement of the West Pavilion basement, is open

Monday – Friday, from 1:00-4:45 p.m. Services include selling stamps and mailing small packages.

Meal Allowance

Contact Food & Nutritional Services, 688-2410

House officers required to be on call overnight receive a meal allowance for the number of nights on-call from July–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.

On-Call Rooms

On-call rooms are assigned to each service. The floors and numbers of these rooms can be obtained from your department. For more information, contact the House Staff Office.

Parking Office

688-2623

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 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.

Parking Escort Service (to and from parking areas, 24 hours a day): 688-2500

Patient Directory, 688-4177

Patient Relations, 688-3430

Payroll, 688-2068

Checks are issued biweekly in 26 equal periods (which 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: House Staff 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 it to the House Staff Office.

Pay stubs and live checks are mailed to home addresses

Federal and state withholding tax: Forms W-4 and CT W-4 determine how much federal and state withholding tax will be withheld from your paycheck. Failure to submit fully completed, signed and dated forms will result in withholdings at the highest tax rate. The House Staff Office cannot assist you completing these forms. 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, 688-2500.

Photo ID

Yale-New Haven Hospital photo ID cards must be displayed by House Staff to get into most areas of the hospital. For information, call 688-6094. Yale School of Medicine photo ID cards are required for access to the Cushing Library and all Yale University recreational facilities. For information, call 785-4286 or 785-3518

Physician Referral Service, 888-343-2722

Recreational Facilities

The major facilities of the Payne Whitney Gym are available to residents for a specific fee. Other athletic facilities, such as the Ingalls Rink, Yale golf course and tennis courts, are also available for a fee. Further information may be obtained by calling 432-1444 or by visiting 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, 688-6688

Scrubs

Residents are provided with scrubs and surgical attire for use in 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, 688-2500

Shuttle Services

Call the YNHHS Parking Office (688-2623) or individual services for schedules.

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

Yale Shuttle Service, 432-9790

Yale Minibus Nighttime, 432-6330

VA Shuttle Service, 934-6600

Yale-New Haven Hospital Shuttle

Every 15 minutes between WHVA and 333 Cedar St.

To railroad station, 100 South Church St., and other medical center buildings

Tax-Sheltered Annuities, 688-2401

Fidelity reps are available bimonthly on-site for consultation.

TB (PPD) Shots

Occupational Health, 688-2462

Telephone Repair, 688-4700

Transportation

Metro Taxi: 777-7777

Yellow Cab: 777-5555

CT Transit: 624-0151

Tweed Airport: 946-8283

Bradley International Airport: 860-292-2000

Amtrak: 800-638-7646

Metro North: 800-638-7646

Shoreline East: 800-255-7433

CT Limo: 800-472-5466

Travel Agency

Medical Center Travel, Clinic Building, 101 Tompkins East, 688-6538

Voter Registration

Community & Government Relations, 688-2503