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Telework Resource Guide

Remote Work Toolkit for SCHEDULERS

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**Remote Work Resource Guide for PSCs**

The Department of (\_\_\_\_\_) has developed a formal telework policy and training program to help support managers and staff in developing mutually beneficial temporary remote work arrangements. The telework arrangement established by our department proposes occasional or regular work from home or an alternative work site other than the hospital premises. This guide combines multiple resources along with updated guidance from hospital leadership and human resources. The following are the best practice guidelines to follow when implementing a telework arrangement.

**Remote Work Set-up:**

1. Environment –
	* A position that must be suited for telework arrangement where the teleworker can do the assigned work off-site without sacrificing patient privacy in the home environment.
	* Dedicated workspace free from interruptions/distractions (example an office with closed door so others in the home/area cannot interrupt).
	* Access to an encrypted device or equipment/services needed to perform the job, whether provided by you or your department. (For example, computer and internet and phone service.)
	* Accessible during established working hours by phone, email and/ or Teams.
	* Proper arrangements in place for home-based, dependent care or external responsibilities to ensure the ability to complete assigned work during telework hours.
	* The dedicated workspace must be clear of any remote assistance devices or smart speakers (Siri, Google home etc.) to avoid any compromises to HIPPA compliance guidelines.
	* Control patient privacy while printing documents or bringing document back home.
2. Connectivity-
	* High‐speed internet access at telework location (at employee’s expense, unless guided otherwise).

**Remote Work Equipment:**

Below are the recommended elements

1. Hardware –
* MGB laptop and/ or encrypted personal device (along with peripheral equipment such as monitor, mouse, keyboard, connection cables and docking station)
* CVO Routers (Practices with ACD)
* Cisco Phones
* Headset (Recommended for Jabber)
* Webcam (or laptop camera)
* other peripherals (printer, fax, scanner)

1. Software / System setup –
* Epic Setup/ Access
* VPN Access
* Voice over Internet Protocol (VoIP) Software such as Jabber
* Virtual conferencing software such as: Zoom/ WebEx
* Office 365 (including MS Teams, SharePoint)
* Cisco App (example Contact Center Agent Web - PHS)
* eFax
* Kronos Time-Keeping – For all new non-exempt employees, managers must put in a Kronos setup request via email to their respective HR Business Partner. The Business Partner then submits their request, and the process takes a week for the employee to be able to use Kronos on their desktop.

**Remote Work Training and Compliance:**

Employees who will telework are required to

1. Attend training for teleworkers
2. Complete [telework training in HealthStream](https://www.healthstream.com/HSAPP/CoursePreEnrollment?courseId=02fa10a6-3162-e111-ac09-001517135511&courseVersion=5)
3. See ["How to" tip sheets/visual guides](https://partnershealthcare.sharepoint.com/sites/mghmgpoambmanage/Shared%20Documents/Business%20Operations/Remote%20Work%20for%20Schedulers/MGH%20Telework%20Resources/Telework%20Manual_How%20To%20Tipsheet.pdf) for how to connect equipment and log into system, phones, etc.
4. Receive flu shot and vaccines in compliance with the hospital policy

**Remote Work Management:**

1. Managers to attend [telework management training offered through the MGH Leadership Academy](https://leadershipacademy.massgeneral.org/members/Telework.htm).
2. Managers are required to enroll in the “[MGH Telework for Managers Course](https://www.healthstream.com/HSAPP/CoursePreEnrollment?courseId=e49c7b51-571a-e311-9749-001517135212&courseVersion=2)" in HealthStream.
3. Manager to complete a telework agreement with the teleworker. The agreement will be retained in the Human Resources employee file.
4. The employee must meet all job requirements. If the manager believes the teleworker is not performing as agreed in the accepted proposal, the manager will inform the teleworker of this fact and allow them to adjust performance accordingly. If the performance is not corrected, the manager may use corrective action and/ or may terminate the teleworking arrangement.
5. The employee must follow their regular schedule, any alternate work schedule is only with advanced approval from the manager.
6. Employees must discuss interstate moves with their manager. Changes in legal residence require a review of taxes, licensure (where applicable), the ability to work remotely/onsite and to ensure critical home communications are received.
7. If for any reason the job responsibilities for the teleworking employee change so that the employee’s physical presence is always or partially required at MGH, the manager will

inform the teleworking employee and set a future date when the teleworking arrangement will alter or terminate, according to guidance from Human Resources.

1. The manager defines specific work expectations, quality checks and monitor productivity of telework employees. The manager provides the same career development opportunities, communication, feedback on work, and the same opportunities for special projects, networking activities and participation in meetings as for full-time office employees.
2. An employee working at home is expected to continue to maintain all performance standards including quality, productivity and customer service standards.