



Office of  
Clinician Support

# A safe place to talk

## THE OFFICE OF CLINICIAN SUPPORT CAN PROVIDE HELP WITH THE FOLLOWING:

- › Patient and family concerns
- › Adverse medical events
- › Challenging family interactions
- › Patient deaths
- › Chronically ill children
- › Work setting concerns
- › Communication problems
- › Disruptive behaviors
- › Personality conflicts
- › Hospital system problems
- › Personal concerns
- › Hospital stress and burnout
- › Depression or anxiety
- › Family issues
- › Substance abuse problems



## Hospitals are complex environments.

Taking care of sick patients, especially children, can be very demanding and emotionally draining. Academic pressure, hospital regulations and differences among staff can also contribute to workplace stress.

The Office of Clinician Support is a safe place to talk. Even a few minutes can help reduce your level of distress. The Office of Clinician Support can be a first step.

### WHAT IS THE OFFICE OF CLINICIAN SUPPORT?

The Office of Clinician Support (OCS) provides a safe, alternative communication channel for anyone who does clinical work with patients. The OCS is for all hospital clinicians and trainees. The program assists clinicians with any problem they may be having, whether it be work-related or personal.

### WHAT DO WE DO?

The OCS typically hears concerns about situations that interfere with productive work and/or home life. Concerns may involve a colleague, supervisor, co-worker, a family member, or a friend. The OCS offers an unbiased and impartial perspective place to voice concerns, evaluate situations, organize thoughts and decide what is important according to a clinician's specific circumstances. The OCS also helps identify other resources that may be useful. The OCS assures confidentiality and is independent from the hospital administration so that the clinician has a "safe place to talk".

### IS IT CONFIDENTIAL?

Confidentiality of all parties is closely respected and information is shared only in unusual circumstances. In these circumstances, such as a threat of serious harm to self or others (including staff, patients, and families), information will only be shared with those who need to be informed. Clinicians will be notified when there is a need to share information.

### WHAT ABOUT HELP FOR DEPARTMENTS, PROGRAMS OR UNITS?

Stress reduction is an important OCS goal. Consultation is provided to program directors around a wide range of concerns, from "outside the hospital" problems to practical management of hospital matters. OCS staff is available to participate in program orientations, unit meetings, and department retreat. They are also available to facilitate crisis meetings where urgent intervention is needed.



### HOW ARE APPOINTMENTS MADE?

Call the OCS Coordinator, Liz Robinson at 617-355-6705 or send an e-mail. Arrangements will be made for you to meet with one of the OCS staff at a convenient time, usually within 24 hours. If preferred, clinicians and trainees should not hesitate in directly contacting David R. DeMaso, MD, 617-355-6724, Lauren Coyne, RN, LICSW, at 617-355-6747, or Devon Carroll, APRN, 617-355-6690.



### WHEN IS THE OFFICE AVAILABLE?

Support is available seven days a week. During normal business hours, voicemail and email are checked regularly and messages are returned promptly. If you need help outside of business hours, please call the main OCS line (617-355-6705) which will provide instructions on whom to page.



### WILL CLINICIANS RECEIVE A BILL?

All clinicians and trainees are seen on a timely basis for one to three sessions at no charge, with referrals made to outside professionals as needed.

### OCS STAFF

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