

## Introduction

**Credit:** Much of the content of this guide was developed by our colleagues at The Fenway Institute with special thanks to our colleagues Connor Simonoff, a BU social work intern with The Fenway Institute, and Dana Pardee, Director of Epidemiology Projects at The Fenway Institute, for their role in its development. Subsequent adaptations were made to create this general user's guide for all staff working remotely. More department specific guidance will be made available as needed.

When working from home, we lose the daily face-to-face contact that we so enjoy at the office. Below are some tips and suggestions to help us stay productive during this time.

We're in a time of unprecedented change, chaos, and turmoil where many of us are facing anxiety, fear, frustration, sadness, and a disruption to our daily lives and routines. While we must remember that we're privileged to be able to work remotely, the adjustment process is still hard! Please remember that we are all in this together. We're all learning how to reconfigure our jobs and lives around a new set of realities. Be patient with yourself and with your coworkers. This guide will help walk you through a few tips, tricks, and tools you can use to make the process of remote work easier.

## Top Tips

1. Prepare for your day the same as always, as if you are heading into the office. This means wearing usual work attire which is especially important for holding any video telehealth patient visits (when we go-live with our pilot), and for videoing with colleagues.
2. Similarly, keep your work "site" clean and free of visual and auditory clutter. This means turning off potential noise distraction such as cell phone, pages, etc.
3. Remember, we are still providing patient care services. Therefore business hours still exist even while many staff are working remotely. Know and remember what your own work schedule is for each day and show up for work on time.
4. Test all your equipment at the start of every day, and the applications that you need to do your work (DialPad, Citrix, CPS, Outlook, etc.)
5. Inform your supervisor and your teammates that you're on-line and officially getting a start to your work day.
6. Don't skip planned meetings because "remote". All meetings will go on via Zoom, or UberConference.

7. Mute yourself when joining conference calls, and stay on mute unless you are actively speaking.
8. **As a reminder:** ALL clinical video conducted telehealth visits must be done using Fenway's Zoom platform that is being developed and scheduled to be piloted the week of the 23<sup>rd</sup>. This includes team meetings where patient care, and PHI is shared. Remember, all the same HIPAA rules regarding PHI apply to providing remote patient care.
9. Prior to conducting patient care visits either via phone or via Zoom (when made available), prepare for that patient visit by reviewing the patient's record, checking flags, etc.
10. Begin the patient care visit with a greeting and introduction, and a reminder about the time allotted for their visit with you.
11. Review the consent content with the patient and only proceed with this visit with the patient's consent.
12. **Pay attention to the Start and Stop time** for patient care visits, and treat them as if they were office visits.
13. Suggestion: use video as much as possible when joining video calls with colleagues. It helps keep the feeling of connection with the group.
14. Over-communicate with your supervisor and teammates. If you step away from your computer, put a simple "Be Right Back" in your DialPad status, for example or let your supervisor or teammates know in some other way.
15. Plan a few 10-20 minute breaks throughout the day. Get up, stretch, go for a walk around the block. Just let your team know (see above).
16. Drink water, don't over-snack.
17. Keep a To Do list for the day, make tomorrow's To Do list the last thing you do for the day.
18. Make sure you let your supervisor and teammates know when you're signing off for the day. Signing off is important, and will help you set good work boundaries!

## FAQs

### Collection of How-To Guides:

- *How to Log into Citrix from Home:* <https://fenwayhealth.org/wp-content/uploads/How-to-Log-into-Citrix-from-home.pdf>
- *How to Use a Remote Desktop:* <https://fenwayhealth.org/wp-content/uploads/Using-Remote-Desktop-RDP-to-connect-to-your-office-PC.pdf>
- *Joining a Zoom call:* <https://zoom.us/join>

- *Creating an Uberconference Call:*  
<https://fenwayhealth.org/wp-content/uploads/Starting-your-Uberconference.pdf>
- *Dialpad - Linking your Cellphone:*  
<https://help.dialpad.com/hc/en-us/articles/115003405546-Manage-your-Dialpad-Devices>
- *Dialpad - Install the App:*  
<https://www.dialpad.com/download/>
- *Dialpad - Using a Web Browser:*  
<https://fenwayhealth.org/wp-content/uploads/Accessing-Dialpad-from-Home-in-browser.pdf>
- *Office 365:*  
<https://fenwayhealth.org/wp-content/uploads/How-to-Access-and-Utilize-Office365-Applications.pdf>

## IT FAQs

- *IT FAQ Website:*  
<https://fenwayhealth.org/it-faq/>
- *Who do I contact if I have issues with my computer, Dialpad, WebEx, etc.?*  
Contact helpdesk, and let your supervisor know you're having issues.
- *What if I'm having trouble with my password/unlocking?*  
<https://fenwayhealth.org/wp-content/uploads/Reset-Password-or-Unlock-from-Home.pdf>

## Other FAQs

- *What are we doing about huddles and other all-employee meetings?*  
We will continue these virtually while everyone is working remotely, or practicing social distancing. Pay attention to and accept Outlook or Uberconference meeting invites, for example
- *Working Hours:*  
Remember, we are still providing patient care services. Therefore business hours still exist even while many staff are working remotely. Know and remember what your own work schedule is for each day and week, and how your work schedule supports the overall business hours of Fenway. Showing up on time, and working your full schedule remains an expectation. Flexibility on either end (morning and evening) is solely based on supervisor discretion and approval.

# Home Office Setup

## Set up a Home Office

### *Physical Space*

Find a quiet space at home that allows you to work with minimal distractions. Try to have that place be a dedicated “work zone” to better establish a routine and work mindset. Remember to practice good ergonomic posture even at home! Don't spend all day on your bed or the couch as these positions can be taxing to your back. Try to use a mouse, keyboard, and monitor when possible as laptops often are not ergonomically designed. The Ergonomics Guy on YouTube has wonderful videos on breaking down how to set up a variety of work spaces:

<https://www.youtube.com/channel/UCijQcb7nck8-T2XvCfAmcNw>

### *Setting Expectations*

Set expectations with other people in your house (family, roommates, kids) about when they can and cannot disturb you and try to stick to a schedule. Consider using “in a meeting” or “do not disturb” signs to let people in your house know that you shouldn't be interrupted. Communicate early and often with other folks in the home to set expectations. Also, be sure to communicate with your supervisor if you have challenging at-home circumstances like kids home from school!

## Technology

### *Testing 1, 2, 3...*

Take some time practicing with your technology and logging in to necessary applications (Citrix, Webmail, Zoom (when we go live) etc.). Set up Dialpad on your cellphone or keep the application open on your computer to make sure you don't miss important communications. If you have issues with WiFi, let your supervisor know. Let your supervisor or Helpdesk know if you run into any issues with technology. Explore the beginning of this document for how-tos and help guides.

### *Data Security*

Data security must always be kept in mind when working from home. Never leave your laptop unattended, do not allow others to access your laptop, and do not work in an area where others can view your screen. If accessing PHI or secure files, log in to your Desktop remotely via Citrix.

## Virtual Meetings

### *Prioritize Face-to-Face Communication*

Video conference is highly recommended whenever possible. Even for quick calls, jump on a UberConference video call to have the conversation face-to-face. Moving forward, add a Zoom, , or UberConference link to all meeting invites.

### *Practice Good Virtual Meeting Etiquette*

When joining a call or a video chat, announce yourself by saying hello and your name so that people know who has joined. Then, put yourself on mute for the duration of the meeting unless you need to speak/participate. When using video chat, a headset/headphones is strongly recommended as it can cut down on feedback and the echo effect. Also, be sure to sign on to meetings a few minutes early so that you can ensure your technology is working correctly.

### *Meeting Leaders: Special Considerations*

If you're leading a meeting, take special care to adjust how the meeting is lead to make it run smoother virtually. Distribute an agenda ahead of time. You can also share it on screen, but knowing the order of the meeting is crucial for the group. Establish a single method of how to determine who will speak next. For example, Zoom has a "raise your hand" feature and a chat box. Some teams may ask people to type a single character (like a ! or a ?) in the chat box to indicate that they want to speak. Overlapping chatter on virtual meetings is extremely challenging and is common since it isn't possible to read the body language of the rest of the group to determine who is planning to jump in next. Consider putting your zoom meeting view on "Gallery" instead of "Speaker" to be better able to see everyone's faces/bodies and tune into their body language more. If doing a free-flowing check-in or check-out in your meeting, make sure to call on each person one at a time so that no one gets lost or talks over each other.

## Patient Care Visits

Prior to conducting patient care visits either via phone or via Zoom (when made available), prepare for that patient visit by reviewing the patient's record, checking flags, etc. Conduct the visit in a location that ensures patient confidentiality and privacy. Begin the patient care visit with a greeting and introduction, and a reminder about the time allotted for their visit with you. Review the consent content with the patient and only proceed with this visit with the patient's consent. Pay attention to the Start and Stop time for patient care visits, and treat them as if they were office visits.

## Workflow Adjustments

### *Communicate, Communicate, Communicate*

When you're working from home, overcommunication is key. Tell your coworkers when you're taking a break, going for lunch, or when you are working on something or finished with something. Establish with your team what the best way for communicating these things are: should it all be routed through the team leader? Will a chat message on Dialpad work? Are emails the best way to go? Without the visual cues of a file handed off to a colleague, hearing a coworker make a call to a participant/client, or seeing people coming and going from the office, you will have no idea what people are currently working on. Establish a way to communicate these needs and don't be shy about OVER communicating at first.

### *Practice Flexibility, But Also Set Up Routines*

It's good to be flexible as we're getting into the groove of this new remote work thing, so be sure to cut your colleagues a bit of slack here and there. But it's also best to remember that most humans thrive upon routines and so setting in place new workflows, routines, rituals, and processes is actually very important when working remotely.

### *Think Through Common Workflows*

Not every workflow will work as well remotely. As a team, set aside some time to think through your weekly tasks and the workflows associated with them. What will work and what won't? What needs adjusting? As much as possible, assign specific tasks to specific people so that there isn't any confusion.

### *Remember to Engage Socially*

Social interaction in small doses is an important part of the work day. Consider doing a virtual team lunch where people can eat together via video chat. Or, engage folks by doing a "Picture of the Day" where the whole team either wears their fanciest shoes, strikes a pose, or something else fun. Fancy Fridays or other theme days are great as well. Encourage your team to check in about how they're doing at least once a week and to let their pets join conference calls when possible. Try to have a channel or group chat space (or time) for "watercooler" conversation to provide the same drive-by socializing that happens at the office.

# Opportunities for Support & Creativity

## Self-Care

### *Practice Basic Self Care*

Remember to practice basic self care. Drink water, eat nourishing food, get adequate rest, move your body, brush your teeth, shower, take your medications, and take care of yourself mentally. You know, the basics! It's important in times of change to consciously remind yourself to do these things.

### *Practice Deeper Self Care Too!*

It's also important in stressful times to make sure we are taking care of ourselves more deeply. Put on your own oxygen mask first, so to speak! Make sure you are taking time for mindfulness, meditation, and holistic activities that nourish you like crafts, nature walks, or music.

## Team & Community Care

### *Take Care of Each Other*

Make sure that you take the time to check in with your coworkers one-on-one and see how they're doing. This is a challenging time for many of us and we all carry different things. Have patience with each other during this stressful time! Remember to think about self-care as a team. What can you do as a group to help an employee who is struggling? How can your group develop emotional buddy systems for venting and processing? Think creatively!

### *Zoom Out and Look at the Big Picture*

Try to center your clients and the community as much as you are able to as a team. What can your team do to help those in need? Does your group have any special talents that you can offer? Can you use your social media to offer messages of hope and resilience? What do your clients need right now? Do other teams at Fenway Health need something that you can offer?

## Misc

[How to Work From Home](#)

[Five Ways Science Shows Us How To Work Better Virtually](#)

[8 Essentials to Get the Most Out of Working From Home](#)