



OpenLab

Process Manual



University Health Network,
200 Elizabeth Street,
Rm GNU403
Toronto, Ontario, Canada
M5G 2C4,
www.uhnOpenLab.ca

OPENLAB IS A DESIGN AND INNOVATION SHOP
DEDICATED TO FINDING CREATIVE SOLUTIONS
THAT TRANSFORM THE WAY HEALTH CARE IS
DELIVERED AND EXPERIENCED.

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OPEN LAB MANIFESTO

THIS IS **YOUR** HEALTH SYSTEM

STOP THINKING THAT SOMEBODY ELSE IS GOING TO FIX THE PROBLEM

ALL THE WORLD'S

A LAB. IT HAS ALL THE TOOLS YOU NEED. DESIGN FOR THE HESSENESS OF THE REAL WORLD. THAT'S WHERE INNOVATION HAS TO LIVE.

TAKE THE USERS'

KNOW THE EXPRESSED AND UNEXPRESSED NEEDS. THE AVERAGE USER IS JUST A SPECIAL INTEREST CATEGORY.

PERSPECTIVE.

BEWARE OF YOUR OWN EXPERTISE.

INVITE THE OUTSIDE IN.

ENCOURAGE UNCONVENTIONAL MASHUPS OF PEOPLE AND IDEAS.

INNOVATE RESPONSIBLY.

DON'T REINVENT THE WHEEL. SIMPLICITY SPREADS.

1 Introduction

1 INTRODUCTION

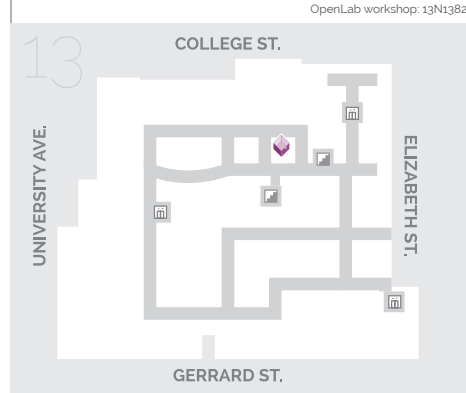
Please fill out the OpenLab Contact Info and submit to Christine Fernandes with a copy to Kendra Delicaet for safekeeping in case of contact emergencies.

We encourage you to reach out to your fellow peers here at the OpenLab and engage in what we call Speed Dating where you allocate 15 minutes to get to know each individual. Feel free to e-mail or use doodle.com to help facilitate this process. This will help you get familiar with your surroundings in addition to learning about the projects each person is currently engaged in.

1.1 OPENLAB OVERVIEW

OpenLab is dedicated to studying how to improve the entire process of care for patients with multiple problems. Its purpose is to engage our patients and clinicians to identify problems with current healthcare practices and develop solutions for addressing them. Innovative research and evaluation in a real clinical environment will allow our clinicians to utilize the latest technology to improve patient care. Key linkages with groups such as the Ministry of Health and the SIMS Partnership will ensure patients from across the city and the province will benefit from the innovative research conducted through the OpenLab.

2 General Information

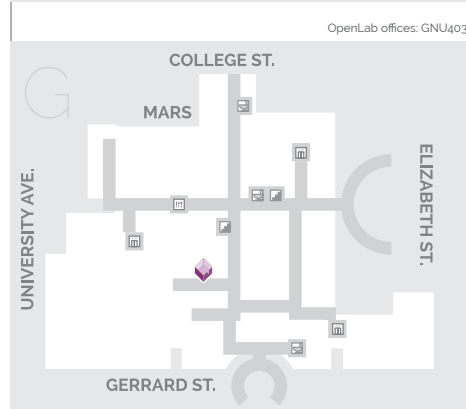


2.1 LOCATION OF OPENLAB

2.1.1 OPENLAB WORKSHOP:
Toronto General Hospital
200 Elizabeth Street
13N1382
Toronto, Ontario M5G 2C4

2.1.2 MAILING ADDRESS AND STAFF OFFICES:

Toronto General Hospital
200 Elizabeth Street
GNU403
Toronto, Ontario M5G 2C4



2.1.3 WEBSITE:
www.uhnOpenLab.ca

2.2 OPENLAB PHONE NUMBERS:

2.2.1 HOSPITAL MAIN NUMBER

416-340-4800

2.2.2 MAIN FAX NUMBER

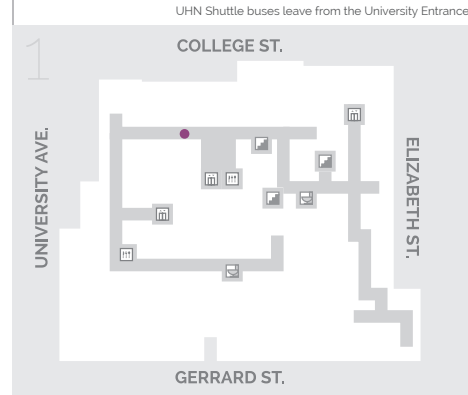
416-595-5826

- OpenLab ext. 5472
- Help Desk Number ext. 4357
- Voice Mail Retrieval ext. 5000

- Managing Director ext. 6796
(Kendra Delicaet)

- Administrative Coordinator ext. 8534
(Christine Fernandes)

- Security ext. 4111
- Facilities ext. 6161
- Employee Service Line ext. 5995



2.3 UHN SHUTTLE

A free shuttle runs between Toronto General Hospital (● University Avenue entrance) and Toronto Western Hospital (Leonard Street entrance). Valid UHN employee badge must be presented.

Departing from Toronto Western Hospital
6:00 pm - 8:00 pm

Departing from Toronto General Hospital ●
6:15 pm - 8:15 pm

3 Office Tools

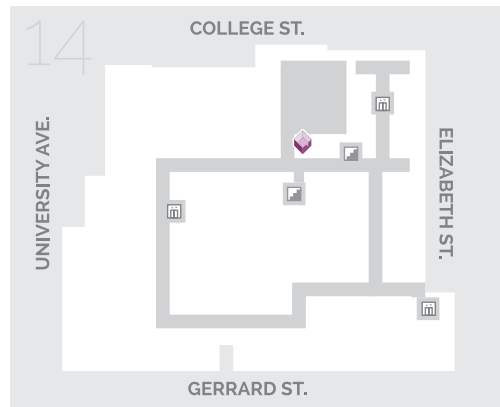
3.1 OUTLOOK E-MAIL

Your e-mail account will be set up prior to your start date and is typically set up as the following: `firstname.lastname@uhn.ca`. All OpenLab and UHN work related communications particularly sensitive patient health information (PHI) should be used by your UHN e-mail account only. In order to log into your UHN e-mail you will be assigned a T-Account number. This is not the same as your HR employee number. Please note that you will have to change your password every 3 months. In the event that you are locked out of your e-mail account please call the UHN Help Desk (Ext 4357) to reset your password.

You will also have the ability to access your UHN e-mail off UHN premises by accessing the www.uhn.ca website, clicking on the "For Staff" link located on the top middle right corner, clicking on "UHN webmail" under UHN Employee Access, and entering your username (T-Account) and your corresponding password.

E-mail is scanned for viruses, SPAM, chain mail, hate crime content, sexual content and profanity. Any incoming, outgoing or internal e-mail that contains any of above content will be blocked. The receiver and Technical Support receive notification of the blocked e-mail.

OpenLab meeting room: KWCR14EN204



3.2 OUTLOOK CALENDARING AND TASKS

The calendar feature in Outlook can be used to schedule meetings and note other important items. Please keep your Outlook Calendar current so others can tell when you are available for meetings and schedule accordingly.

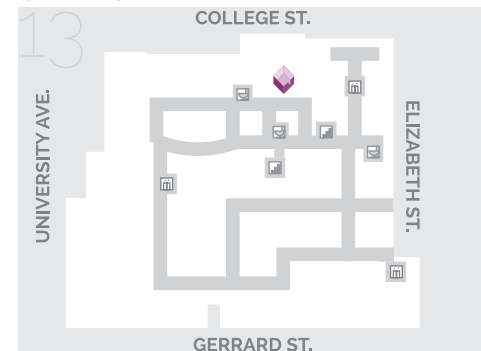
3.2.1 SCHEDULING

For scheduling meetings with the OpenLab Directors and/or reserving the OpenLab Workshop on the 13th floor, please email chrstine.fernandes@uhn.ca

3.2.2 MEETING LOCATION

When scheduling meetings that include attendees from outside the OpenLab facility please remember to include the address of the meeting location as well as the meeting room. Please note that meetings are usually held in the OpenLab Workshop 13N1382 & KWCR 14EN204 – if these rooms are unavailable you can reserve another location via UHN's room booking service by emailing roombookings@uhn.ca

OpenLab workshop: 13N1382



4 ID Badges & Network Access

4.1 ID BADGES/CARDS

An OpenLab staff member will complete the online Photo ID Request Form (see FORMS on the UHN Corporate Intranet) and submit it to the Photo ID e-mail address to have the card issued. Once the form is submitted it will need to be authorized by the Managing Director of the OpenLab. You will receive a copy of this authorization at which time you can go to a Photo ID Location for processing. For locations and schedules, go to Security Operations.

4.1.1 UHN ID CARD POLICY

All University Health Network (UHN) staff, medical students, residents, nursing and allied health students, contractors, permanent on-site retail vendors, volunteers and visitors (hereinafter referred to as "cardholder") must wear official photo identification (ID) cards while on UHN premises in a work-related capacity. Only one card is permitted to any staff member or other person as listed above at any one time. A replacement card will not be issued to staff if a previously issued card has not been confirmed as returned to Security Operations.

ID cards must be in the possession of the cardholder at all times. Cardholders must take their cards home with them when they leave UHN, as access to UHN is restricted at times. All photo ID cards identify the cardholder's full first name, full last name, job title and department of

employment. While the employee's last name must be provided, for safety purposes employees may request not to have their last name included on the printed ID card.

Upon resignation or termination, all cardholders, as listed above, must surrender their ID cards to their managers, who will send them to Security Operations for recycling. Managers must be vigilant in notifying Security Operations of any ID cards not received from terminated or resigning employees to ensure that ID card access permissions are invalidated. Managers, who do not forward cards of resigning or terminated staff, contractors, etc., may be held responsible for unauthorized use of ID cards.

4.2 NETWORK ACCESS

Each new staff member will receive a UHN T-Account. A network access form (NARF) will be completed by OpenLab Administrative Assistant and sent to the OpenLab Managing Director for approval in order for the new staff member gain access to a UHN email account. (Please see 3.1)

5 Facility

5.1 FACILITY PROBLEMS OR MAINTENANCE

If there is a facility problem or need for maintenance, please contact Christine Fernandes or facilities at ext. 6161.

5.2 OFFICE DOOR KEYS

Entrances to OpenLab offices are by pass card. Your card will be programmed by security to allow entrance to the 13th floor access door and the GNU403 work space.

5.3 PAPER/CARDBOARD RECYCLING

OpenLab has blue recycle containers located at several places throughout the floor and offices. Please remove all paper clips, binder clips, and sticky notes before recycling. Recycling is picked up every day. Please recycle whenever you can. In the staff offices, there are separate recycling receptacles for plastics and paper. However, in the OpenLab Workshop on the 13th floor, the one blue bin can be used for all recyclable material (paper, plastic, metal cans etc.)

5.4 CONFIDENTIAL MATERIAL/SHRED

Confidential/sensitive material should not be placed in the recycle containers, as the recycle service does not shred the materials. Confidential/sensitive material in large volumes can be placed into the

grey containers called Shred-It located on 14EN copy area and on 13 and 14 EN Wards. All materials placed into these containers are shredded by a third party service company.

It is preferable to shred confidential/sensitive materials in small quantities on a regular basis rather than letting it accumulate. Please remove all paper clips, binder clips, and sticky notes before shredding.

5.5 TRASH

Each cubicle/office has a trashcan for general trash. Trash is picked up after business hours Monday through Friday. If you are working over the weekend, please take any trash that is perishable or may become offensive as it will not be picked up until Monday night.

6 Mail Service

6.1 INCOMING MAIL

All incoming mail to the OpenLab is received by the Administrative Support Staff and distributed to the appropriate staff member. If you are subscribing to receive mail, please use the mailing address listed on page 3 of this manual.

6.2 INTEROFFICE MAIL

If you need to send mail to another office or UHN site, you can send the item through inter-office mail. All inter-office mail must be placed in a brown service envelope. You will need to indicate the recipient's name, division, and location. Once addressed the envelope can be placed in the mailbox outside the OpenLab offices or, if the material is confidential in nature, given to Christine Fernandes for posting on the 14th floor which has a more secure location. If you need assistance addressing the inter-office envelope or finding mail barcodes, please consult Christine Fernandes.

7 Office Equipment & Supplies

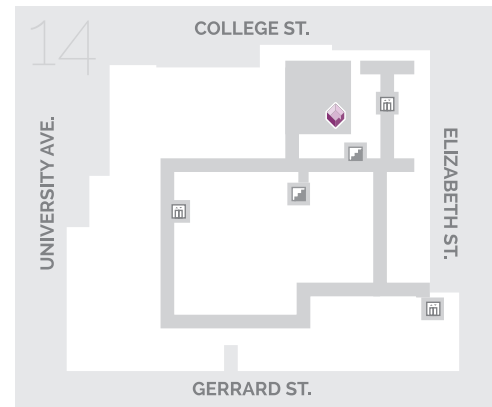
7.1 COPIERS, PRINTERS & FAX MACHINES

There is a network printer in the OPENLAB offices GNU403. The networked printers can be mapped if you're using a UHN desktop or laptop by using: Add Printer menu item, then choose "Add a Network Printer option", and select the printer with the address TGH - NU - G - 403 - 01.

Please note that this network printer does not support double-sided printing, therefore use this printer only for up to 3 pages, or if you specifically need to print only on one side. For printing double-sided pages (manual), the OpenLab USB connection printer (Brother DCP 70-40model) is appropriate. The Brother printer can also scan, print, and copy.

You can also use the network printer located on 14EN-208A by using: TGH - EA - 14 - 216 - 01. This machine does support 2 sided printing. All machines are for business purposes only. Please call the Technical Support/Help Desk (416 340-4357) if you need assistance mapping to a printer or have difficulty printing.

printer located on 14EN-208A



7.1.1 COLOUR PRINTER - CANNON

There is a color printer for documents that require color. Please do not use this printer if your document does not require colour. This printer (Cannon) is located in the 13th Floor staff office on GNU403. Please note the colour Cannon printer only supports 1 sided printing and can also scan documents.

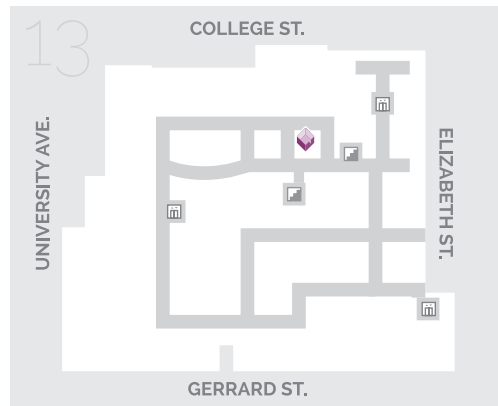
7.1.2 FAXES

There is one fax machine (4in1) available for use by OpenLab. The fax machine is in the 14EN copy area. Fax number 416-595-5826

7.1.3 COPIER/PRINTER/FAX USAGE AND MAINTENANCE

Christine Fernandes is responsible for ordering toner cartridges. Staff should refill empty paper trays as needed. Printer toner cartridges are recycled; please place the empty cartridge in the bag and box from the new cartridge and leave near the recycling for pick up.

Colour printer: GNU403



7.2 OFFICE SUPPLIES

Your desk should already be equipped with the basic office supplies (pens, notebook, etc.). Please see Christine Fernandes for additional or missing supplies. Supplies are for OpenLab business use only and not for personal use. Special needs should be discussed with the OpenLab Managing Director. Please see the attached OpenLab Office Supply Request form.

7.3 TECHNICAL SUPPORT/HELP DESK

Assistance with computer problems is available from the SIMS Help Desk. Please contact SIMS by calling the Help Desk at ext.4357.

8 New Employee Resources & Additional Info

8.1 UHN INTRANET

The UHN intranet can be accessed when connected to the UHN network or remotely at www.uhn.ca, clicking on "for staff", and clicking on "Corporate Intranet" located under UHN Employee Access.

The UHN Intranet is host to a number of valuable resources and information at your disposal including things such as UHN Research Ethics Board (REB) information, directory, forms, virtual libraries, and employee tools such as file portal, employee discounts/perks, and employee self-service (ESS) where you can access your paystub and so much more. You will learn more about this at your UHN Orientation. Please also utilize UHN community in order to access general information about places to eat, maps of all hospital sites, parking, and shuttle bus schedules. You can also check the UHN paid holidays schedule [here](#).

8.2 AVAILABLE TRAINING MATERIALS

Please see the following list of key training resources available that may prove useful for your training and knowledge (please note you must be connected to the UHN network to access each link):

Coordinated Approval Process for Clinical Research (CAPCR) web-based application system by which researchers can obtain all the approvals required to conduct human subjects' research at the University Health Network

DOWNLOAD	DOWNLOAD	DOWNLOAD	DOWNLOAD
Electronic Patient Record (EPR)	MS Office Training	Clinical Message – Sign-out tool for GIM patients for TGH and TWH.	UHN eLearning Educational Classes - username is your UHN + your employee id # and your temporary password is password1

8.3 NEW EMPLOYEE CHECKLIST TO DO'S

Please attend the following sessions once you have started employment:

- Attend Occupational Health and Safety Department Health Review (within first two weeks of employment)
- Attend New Employee Welcome session (within the first month of employment)
- Attend Fire Safety session (once annually)
- Attend WHMIS session (once annually)
- Attend UHN Research Orientation (if applicable) held monthly, every second Tuesday from 9 a.m. to 1 p.m. in room 8-11 of the Hydro Building

8.4 OPENLAB MEETINGS

On a regular basis the OpenLab engages in weekly operational rounds held in OpenLab Workshop 13NU1382 every Tuesday from 12-1pm. There are also monthly OpenLab Innovation rounds held monthly on Thursdays from 12-1pm.

From time to time we also hold Skill Swaps where an individual will contribute knowledge in a specific area that would benefit the group. Please feel free to reach out if you have an exciting topic, knowledge of expertise, or skill you would like the group to learn!

You can also follow all upcoming events on the OpenLab website or on twitter.

8.5 FLUID SURVEYS

For those who may want to conduct and distribute electronic surveys for a research project or for anything else please utilize our subscription to Fluid Surveys. The username is OpenLab@uhn.ca and the password is teamhealth.

8.6 INSTALLING THE BRAND TYPEFACE

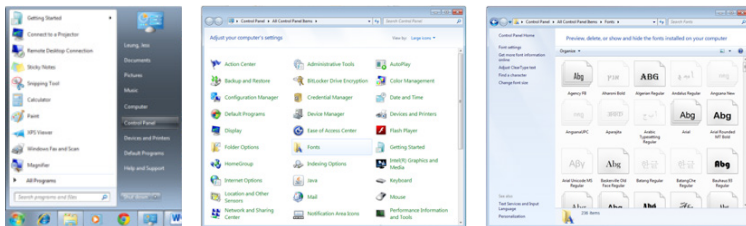
DOWNLOAD

WINDOWS

- 1 Click Start > Control Panel > Appearance and Personalization > Fonts
(Some versions of windows skip directly from Control Panel > Fonts)
- 2 Click file > Install New Font
(If you don't see the File toolbar, press Alt)
- 3 In the Add Fonts dialog box, under Drives, click the drive where the font that you want to install is located.
- 4 Under Folders, double-click the folder containing the fonts that you want to add.
- 5 Under List of fonts, click the font that you want to add, and then click Install.

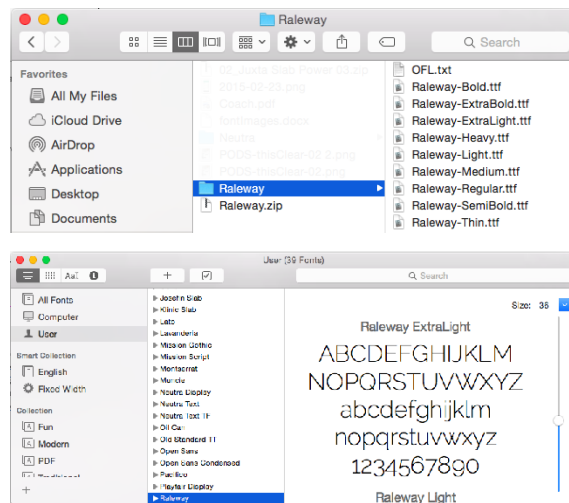
Raleway Typeface

OR Select Raleway font files from the downloads folder and drag them into your open Fonts folder.



MAC


- 1 Open Finder > Applications > Font Book
- 2 Open the Raleway folder in Finder.
- 3 Drag and drop the Raleway folder into Finder.





8.7 GOOD EATS




The following is a list of OpenLab food favourites around the office:

DRINKS

- 01 Jimmy's**
84 Gerrard St. W.
- 02 Mercatto**
 101 College St.
- 03 Starbucks**
585 University Ave.
- 04 Tim Hortons**
2 Locations within
Toronto General
Hospital
1 Location within
the MaRS building

-  **Kosher Options**
-  **Vegetarian Options**

EATS

- BB Bahn Mi Boys**
399 Yonge St.
- HM Hasty Market**
 1300 Simcoe St.
- Ka Kaiju**
384 Yonge St.
- 02 Mercatto**
 101 College St.
- SR Sansotei Ramen**
179 Dundas St. W
- FM SickKids Hospital:
Farmer's Market**
555 University
Ave. Driveway
Every Tuesday:
8am - 2pm
Summer Months
to October
- ST Something to Talk
About**
78 Gerrard St. W
- UH Urban Herbivore**
 Urban Eatery at
the Eaton Centre

