



Mental Health &
Addiction Resource Guide
for BMCHS Employees

Boston Medical Center
HEALTH SYSTEM

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Support Available to Employees

BMCHS EMPLOYEE ASSISTANCE PROGRAM (EAP) (888.628.4824)

The EAP provides employees and their families with confidential short-term counseling and referral services. They cover a wide range of concerns including mental health, alcohol/substance use disorders, smoking cessation, depression and anxiety. They also provide addiction and mental health assessments and are available 24/7. More information and assessments are available at guidanceresources.com (Username: LFGSupport, Password: LFGSupport1).

EMPLOYEE RESILIENCE TEAM (RESLIENCE@BMC.ORG)

The Employee Resilience Team provides direct care and support for employees across BMCHS.

- **Short Term Individual Support** for work-related stress and resiliency.
- **Care Navigation** to Behavioral Health Benefits for long-term counseling & Social Support Resources such as housing, food, and family issues.
- **Crisis Intervention and Emotional Debriefs for Adverse Events:**
pager: **8010**.

They can be reached by email: resilience@bmc.org, phone: **617.414.4357**, or pager: **8010**.

HEADSPACE

Headspace provides access to on-demand guided meditation videos and educational content that can be used as a personal guide towards less stress, more focus, and better sleep. With guided exercises and structured courses, Headspace will help you start your day motivated and end your day grounded. To sign up, visit <https://work.headspace.com/bmc/member-enroll>.

DAYLIGHT

Daylight is a digital therapy program designed to help you build your resiliency so you can feel better when facing life's tough challenges. It was created with evidence-based research and uses Cognitive Behavioral Therapy to teach you ways to manage your daily stress, worries and anxiety, based on your specific needs. Register at www.trydaylight.com/bmc.

SLEEPPIO

Research shows people who suffer from chronic sleep problems have more difficulty managing emotions, are at double the risk of developing depression and respond less to treatment for mental health disorders. The sleep experts at Sleepio can help you get the best sleep possible. This six-week personalized sleep program uses Cognitive Behavioral Therapy (CBT) to teach you techniques to get your sleep schedule, thoughts, lifestyle and sleep environment into shape. Discover your Sleep Score and how to improve it at www.sleepio.com/bmc.

RESTORE RESILIENCE

This program provides digital and 1:1 coaching support around building a strong foundation for overall health, improving diet and creating an exercise/movement commitment. It helps guide employees through healthy, new routines, with a primary focus on managing stress, and improving sleep. Sign up by visiting my.restorehealth.com/signup/rh_resilience/bmc_resilience/.

PAUSE A MOMENT (PAM)

PAM provides healthcare workers with free and confidential personalized tools to help with stress and stress injury symptoms. More information is available in this video at https://youtube/vclHsWO3_Q. Access PAM on a desktop computer, tablet, or smartphone anytime. To get started, visit <https://pam.stanford.edu/> and register with code 719.



SPIRITUAL CARE

Chaplains have an appreciation for the reality of human fragility and understand the feelings of uncertainty and anxiety that you may be experiencing. As members of the hospital's interdisciplinary team, they are trained to respond to your spiritual, emotional and religious needs. The chaplains are available for immediate support and pastoral counseling. Contact Jennie Gould (pager **4578**).

BMC DOMESTIC VIOLENCE PROGRAM

This program provides support and resources for employees and patients with suspected or known domestic violence situations. Contact Joanne Timmons at **617.414.5457** or visit www.bmc.org/domestic-violence-program for more information.

SMOKING CESSATION

The BMC Tobacco Treatment Center has developed a special program just for employees. This program takes an individualized approach with a Tobacco Treatment Specialist who will work with you to create a quit plan and help you on your tobacco-free journey. There will be confidential and personalized 1-on-1 sessions that can be scheduled at a time convenient to you. Your participation in this free program will not be documented in EPIC and will be kept confidential. Call **617.638.7665** (SMOK) to sign up.

SAFE DISPOSAL OF UNUSED MEDICATION

To prevent unused medication from getting into the wrong hands or harming the environment, it is important to safely dispose of them. At BMC, unused medications may be disposed of in the medication disposal receptacles located in the Shapiro, Crosstown, and Yawkey Pharmacy patient waiting areas. Additional information is available at www.fda.gov/drugs/disposal-unused-medicines-what-you-should-know/drug-disposal-drug-take-back-locations.

Support if You Are Enrolled in a BMCHS Medical Plan

HEALTH PLANS, INC. (844.926.2262)

Regardless of which plan you're enrolled in, HPI members may visit any mental health/substance use disorder provider that is part of the Optum Behavioral Health network through HPI. Referrals are not required. To find a provider, visit www.healthplansinc.com/bmc or call HPI directly. If you're having difficulty finding a provider that meets your needs, you may contact the Employee Resilience Program at resilience@bmc.org, phone: **617.414.4357**, or pager: **8010** for Navigation Assistance.

DOCTOR ON DEMAND

HPI plan members can receive convenient and confidential behavioral health visits through online video chat with licensed practitioners. Conditions treated include depression, anxiety, addiction, trauma and loss.

You can select a mental health appointment with a psychologist or a masters level therapist for talk therapy for 25 or 50 minute sessions. You may also schedule an appointment with a psychiatrist for an initial assessment and medication management including prescribing/renewing prescriptions (45 minutes). Subsequent 15-minute follow-up sessions are available for ongoing medication management. Medications that the psychiatrist prescribes can be called in to a local pharmacy, including BMC.

To get started, download the app on your phone or tablet, or visit doctorondemand.com/health-plans-inc. Create your account and enter insurance ("Health Plans, Inc.") and complete the necessary information. The cost of each visit for is just \$7.

LYRA HEALTH

Lyra Health provides expanded access to mental health coaching, therapy, and medication management via live video, messaging, phone, or in-person care. Additional mental health care through self-guided exercises are also available. The regular copays apply to provider visits. To get started, visit bmc.lyrahealth.com and use Learning Code “#bmchs123”.

LIFE AND HEALTH COACHING

If you are living with high levels of stress, you are putting your entire wellbeing at risk. Stress affects your emotional equilibrium as well as your physical health. While you cannot avoid all sources of stress in your life, you can develop healthier ways of responding to them. With this program, a Health Coach will help you identify the causes of stress in your life and work with you to develop effective techniques to manage it so you can relieve the pressure and regain control. You may enroll at enroll.trestletree.com. For information, call **866.234.4635**.

ACUPUNCTURE TREATMENT FOR ADDICTION/SMOKING CESSATION

As part of your BMC medical plan coverage, a BMC Family Medicine acupuncturist can help treat your addiction through the NADA (National Acupuncture Detoxification Association) protocol. NADA involves the placement of up to 5 needles into specific sites on each ear for 30-45 minutes. To schedule an appointment or to learn more about the NADA protocol, call **617.414.6264**.

NALOXONE NASAL SPRAY RESCUE KIT

Naloxone (the generic name for Narcan) can prevent an opioid overdose fatality. Kits are available without a prescription to all BMC employees. If you are enrolled in our group medical plan through Health Plans Inc., Naloxone is processed through the insurance for a zero dollar copay at a BMC pharmacy. Naloxone can be carried in case you encounter a potential overdose situation. To request a kit, fill out the online form: hub.bmc.org/departments/pharmacy/outpatient-and-retail-pharmacy-services/resources-employees. Upon receiving the kit, a pharmacist is available to provide a demonstration for proper administration.

Support if You Have a PCP at BMC

BMC PRIMARY CARE

If you have a behavioral health concern, your primary care provider can be your first step in receiving care. Additionally, many BMC Primary Care Providers have a subspecialty in Addiction Medicine. As part of the OBAT program, they can provide treatment for addiction during regular office visits. For a listing of these providers, visit hub.bmc.org/employee-center/employee-wellbeing/mental-health-sud-support or contact the OBAT Care Coordinator at **617.414.4123** for navigation support.

BMC DEPARTMENT OF OUTPATIENT PSYCHIATRY

Psychiatrists, Nurse Practitioners and Clinical Social Workers are available for services including therapy, counseling, psychotherapy support groups, and psychopharmacological treatment for adults, adolescents and children. To schedule an appointment, call **617.414.4238**.

BRIDGE CLINIC

The Bridge Clinic is an urgent psychiatric clinic located within Adult Outpatient Psychiatry. Bridge Clinic providers are able to provide urgent mental health evaluation, urgent psychopharmacology support as well as urgent therapy support, while also helping patients transition their ongoing behavioral health care to the most appropriate service for their needs. For more information about Bridge Clinic, call **617.414.5470** or visit www.bmc.org/programs/bridge-clinic.



GRAYKEN CENTER FOR ADDICTION

The Grayken Center for Addiction at BMC offers multiple programs to support addiction treatment. For a full listing visit www.bmc.org/addiction, or call **617.638.5500** to schedule an appointment with an addiction specialist.

Referral Programs

Rapid ACCESS: Connects patients with substance use disorders to available treatment at BMC and in the community. Their team consists of recovery coaches, licensed social workers, and recovery support navigators.

Faster Paths: Triage patients into the right inpatient or outpatient medical care; provides medical and psychiatric examinations to match patients with the right level of care; and ensures access to prescribed medications.

Treatment/Support Programs

SOFAR: The Supporting Our Families through Addiction and Recovery program is based in the pediatric primary care clinic and provides ongoing support for families to enhance child development, as well as support for recovery, with access to specialty care and social services.

CATALYST: This primary care based program is for adolescents and young adults. Treatment plans may include medications, psychotherapy, assessment for co-occurring psychiatric disorders, monitoring with urine drug testing, contingency management and assistance with navigating the school and employment systems.

Project RESPECT: An OBGYN program that provides treatment for pregnant women and their newborns with substance use disorder.

Partnership for Drug-Free Kids (844.319.5999): Parents in MA can receive personalized help from parent support specialists whose own families have experienced addiction. The support provides strategies to increase chances of recovery and lead to better outcomes for those struggling with substance use. Visit graykenaddictionsupport.org.

How to Take Time Off for Treatment/Care

LEAVE OF ABSENCE

You may qualify for time off from work for the treatment of mental health and/or substance use disorders on an intermittent or continuous basis. As soon as you become aware of your need to be out of work, speak with your manager and contact Lincoln Financial. This should be done at least 30 days prior to the start of your anticipated leave date. Be sure to have the following information:

- Doctor/provider's name, phone number, address, fax
- Manager's name, phone number, and email
- Your expected last day worked
- Your employee ID or Social Security Number

Leave Request Process

- Talk to your manager. You do not need to share the reason for your leave or any medical forms, as this information is private.
- Contact Lincoln to notify them of your upcoming leave. Call **844.869.3474** or file a claim at www.MyLincolnPortal.com.
- First time users can register using Company Code: "BostonMC"
- Follow the directions from Lincoln on filing for state leave, such as PFML in Massachusetts. If you live outside of MA, visit your state's website to determine if your state has a similar program.



For Massachusetts PFML

- Call **833.344.7365** (M-F, 8am to 5pm)
- Online: www.mass.gov/paid-family-and-medical-leave-benefits
- Employer Identification Numbers (EIN): **BMCHS/Clearway: 04-3314093**
WellSense: 04-3373331.

BMCHS POLICIES

All BMCHS policies can be found in the Policies and Procedures section of The Hub. If you need time off for treatment or are in recovery, you have certain rights for protected time out of work or needed accommodations, as described in the following Human Resources policies:

- **FMLA:** This policy provides information on taking either a continuous or an intermittent leave of absence to treat your substance use disorder.
- **Reasonable Accommodation:** This policy states that BMC will make good faith efforts to accommodate the physical and mental limitations of qualified employees with a disability to enable them to perform the essential functions of their job.

To ensure a safe and productive work environment for all employees, patients and visitors, the following Human Resources policies address BMCHS's expectations for employee workplace behavior.

- **Substance Use Disorder:** This policy describes BMCHS's practice on supporting employees with a substance use disorder and includes a list of resources available to support them.
- **Employee Conduct:** This policy provides guidelines and examples of unacceptable conduct including drug and alcohol use and its potential impact on your employment.
- **Drug and Alcohol:** This policy explains that use of drugs and/or alcohol while on the job, working impaired, and/or possessing, selling, distributing or diverting drugs is prohibited. It also states that if you voluntarily disclose your substance use disorder before job performance is affected, you may be eligible for protected time off for treatment. The disclosure is only needed as part of your application for a leave of absence.

Please Note: WellSense employees can find these policies in the WellSense Employee Handbook located on the WellSense intranet page.

Getting Ready for Your First Therapy Visit

It's common to feel anxious about seeing a therapist for the first time. Knowing what to expect ahead of time may help you feel more prepared for your first visit.

How do I know if therapy is right for me?

You don't need to have a diagnosed condition to benefit from speaking with a therapist. Sometimes experiencing a specific event such as the loss of a loved one or a traumatic encounter can prompt a desire to seek therapy. Other times you may just notice that you're feeling different than you normally feel.

How long does each therapy session last?

Sessions typically last 50 minutes to 1 hour. Providers may offer sessions in person, by phone, and/or virtually.

How many sessions should I have/how often will I be going?

This varies from person to person. Discuss this with your therapist.

How do I prepare and what should I expect during my first visit?

On the first visit, the therapist will gather information about your personal and mental health history and answer any questions you may have. You will work together to clarify why you're seeking therapy and what you'd like to get out of it - this is called goal-setting.

How do I get to know a therapist/What questions can I ask?

Before you meet with a therapist consider reading their bio online. They will usually list specialties, types of therapy they use, as well as general information about their approach and style.

What should I look for in a therapist?

Take some time to find a therapist who you feel you connect with - the more comfortable you feel, the more likely you are to get the most out of your time together.

Community Resources and Support Programs

GROUP SUPPORT PROGRAMS

Available community resources and support programs include Alcoholics Anonymous (www.aa.org), Al-Anon Family Groups (al-anon.alateen.org), Narcotics Anonymous (www.nerna.org) and SMART Recovery (www.smartrecovery.org). A comprehensive list of resources is available on the Hub at hub.bmc.org/departments/nursing/substance-use-disorder-council/resources.

EMPOWERING LOVED ONES OF PEOPLE WITH ADDICTION

This is a free educational program for family members, partners, and friends of people who use substances problematically. This drop-in group offers is taught by professionals in addiction medicine who have been personally impacted by a loved one's substance use. The class meetings via Zoom on the 2nd and 4th Wednesday of every month from 7:00 – 8:30 PM ET. To sign up, email EmpoweringFamilies@bmc.org or text **FAMILYGROUP to 22828**.

POLICE ASSISTED ADDICTION RECOVERY INITIATIVE

Participating police departments have created a simple, stigma-free entry point to addiction treatment when people need help. Their objective is ease access to treatment and recovery programs to prevent and reduce overdose deaths. Visit their website to see if your town participates: paarius.org/our-partners.

SUICIDE PREVENTION LIFELINE (DIAL 988)

The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals. Visit suicidepreventionlifeline.org.

MA SUBSTANCE USE HOTLINE (800.327.5050)

The Helpline is a public resource for finding substance use treatment in Massachusetts. Helpline services are free and confidential. Their trained Specialists will help you understand the treatment system and your options. Visit <https://helplinema.org> for more information.

RIZE MASSACHUSETTS

RIZE Massachusetts is an independent nonprofit foundation working to end the opioid epidemic and reduce its devastating impact on people, communities, and our economy. RIZEMA created a toolkit with information about the rights and available resources related to recovery pathways, housing, education, employment, and more. For additional information, visit www.rizema.org.

SCREENING TOOLS

Screening tools are a quick and easy way to determine whether you are experiencing symptoms of a mental health or substance use disorder.

Mental Health

- www.mentalhealthamerica.net/mental-health-screening-tools

Alcohol/Substance Use Disorder

- <https://auditscreen.org/check-your-drinking>
- www.drugabuse.gov/ast/s2bi
- alcoholtreatment.niaaa.nih.gov/FAQs-searching-alcohol-treatment#topic-what-is-alcohol-use-disorder-and-its-symptoms
- www.bmc.org/research/alcohol-treatment-research/signs-problems



The Importance of Employee Patient Privacy

At Boston Medical Center Health System, we place the highest priority on a patient's right to privacy, and this extends to our employees who receive their care at BMC. We are committed to providing our employees and patients with exceptional care and forming a relationship that is built on trust. This means that we respect an employees and patient's right to privacy and will endeavor to protect the confidentiality of the health information shared with us. We have detailed policies and procedures in place to safeguard employee and patient rights to privacy. Our Privacy Office, Information Security team and Health Information Department is available to provide information on how we protect employee and patient information. Please email PrivacyOfficer@bmc.org or call our anonymous Compliance Hotline 800.586.2627 with any questions.

Contact Us:

Human Resources Service Center

Phone: 617.638.8585

Email: HRConnect@bmc.org

Web: internal.bmc.org/employee-center

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