



The MetroHealth System New Employee Resource Guide



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General Contacts				
Department	Phone	Email	Fax	Location
AFSCME Care Plan	216-781-6420			
AFSCME Union Office	216-778-5847			Main Campus
Employee Health Clinic	216-778-5365		216-778-3990	Main Campus
Epic Cadence Training		Cadence_Training@metrohealth.org		
External Education	216-778-2685			Main Campus
Information Services	216-957-3280			
Interpreter Services	216-778-5452			
MetroHealth Police Dept.	216-778-3000			Main Campus
Nursing Education		NEPD@metrohealth.org		Main Campus
OPERS	800-222-7377			
Parking Office	216-778-4600			Main Campus
Payroll	216-957-3449	Payroll@metrohealth.org	216-957-3449	Old Brooklyn
Steel Valley Credit Union	216-778-4169			Main Campus
Human Resources Contacts				
Create a ticket in the HR Service Desk at https://metrohealth.giva.net , or:				
Compensation	440-592-1347			Brooklyn Heights
Employee Assistance Program (EAP)	216-778-5098		216-778-2300	Main Campus
Employee Relations	440-592-1015		216-778-8905	Brooklyn Heights
HR Shared Services & Employee Benefits	440-592-1020	HRSharedServices@metrohealth.org		Brooklyn Heights
Talent Acquisition	216-778-4134			Brooklyn Heights
Talent Management	216-957-3240	Learn@metrohealth.org		Brooklyn Heights

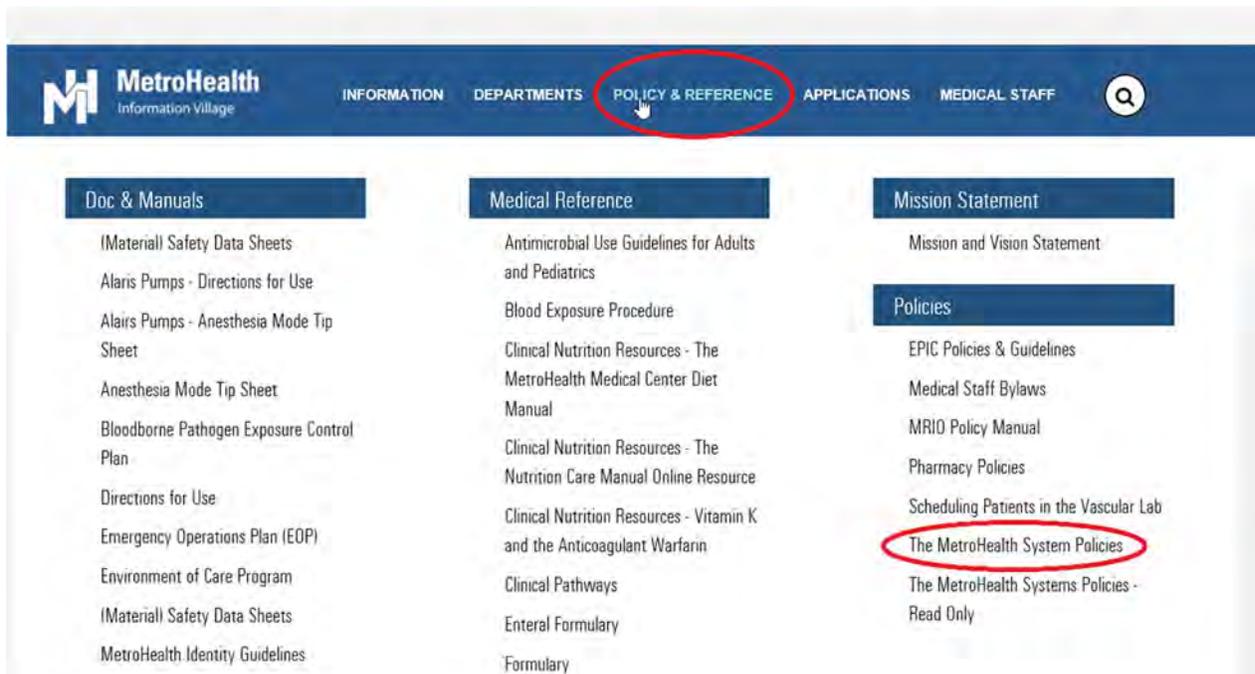
MetroHealth Information Village

The MetroHealth Information Village, known as “the MIV,” provides announcements, updates and department information. Follow the directions below to access the MIV.

1. Log in to any MetroHealth computer using your network username and password.
2. Click on the Internet Explorer icon on the bottom of the screen.
3. In the address bar, type MIV and hit enter.
4. If required, enter your email address and network password.
5. If looking for information related to a specific department such as forms or contact information, select Departments at the top of the page.
6. Start by visiting the following department pages:
 - a. Information Services MIV Site
 - i. Visit the Information Services SharePoint Site to request services such as new hardware, software or reports, office moves, or changes to existing services:
 1. GIVA Service Management – Use the GIVA Service Management Tool to request reports, hardware and software
 2. Security Requests – Use the Security Request Form to obtain a new system security, modify existing system security, or disable system security for your staff. System security includes network logins, e-mail accounts, shared folder/group access, application access and permissions, requests for remote access, etc.

Accessing MetroHealth System Policies

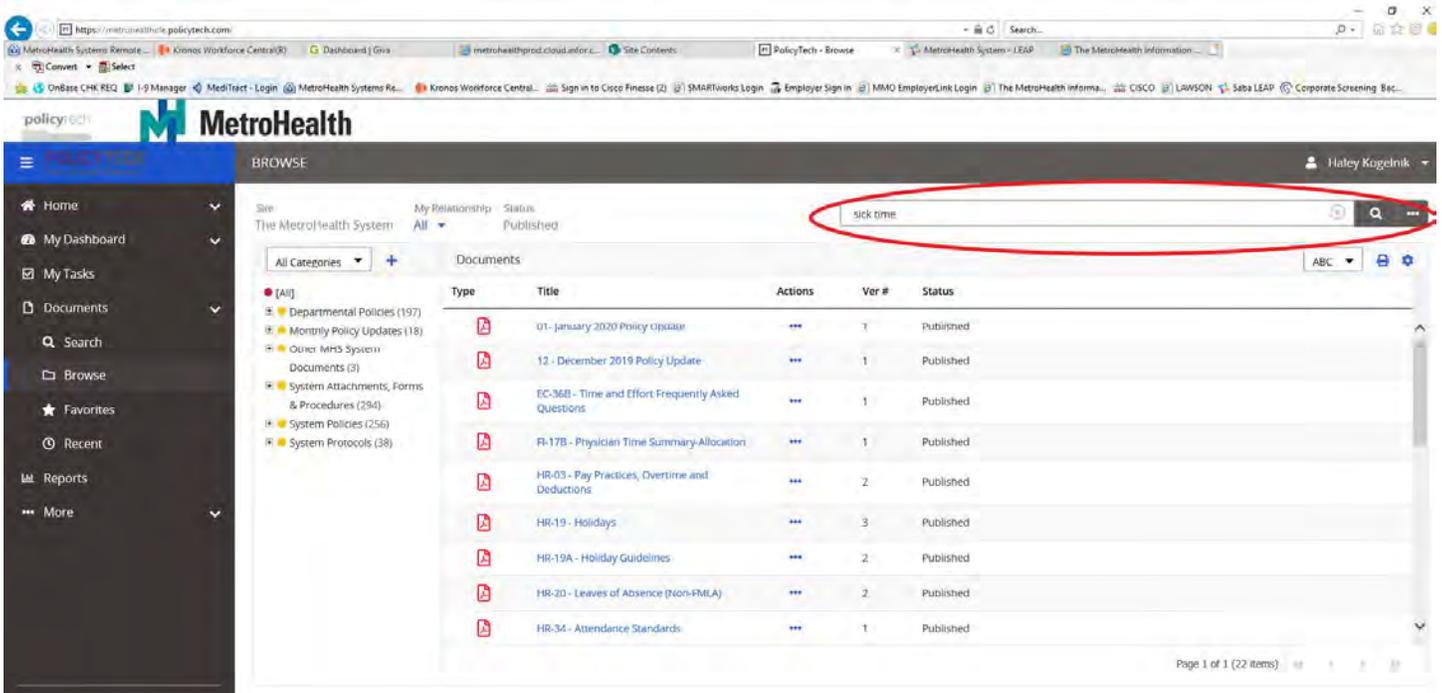
1. Once on the MIV, select ‘Policy & Reference’ at the top.
2. Next, select ‘The MetroHealth System Policies’ under Policies.



The screenshot shows the MetroHealth Information Village website navigation menu. The 'POLICY & REFERENCE' menu item is circled in red. Below it, the 'Policies' sub-menu is visible, with 'The MetroHealth System Policies' also circled in red.

Doc & Manuals	Medical Reference	Mission Statement
(Material) Safety Data Sheets	Antimicrobial Use Guidelines for Adults and Pediatrics	Mission and Vision Statement
Alaris Pumps - Directions for Use	Blood Exposure Procedure	Policies
Alaris Pumps - Anesthesia Mode Tip Sheet	Clinical Nutrition Resources - The MetroHealth Medical Center Diet Manual	EPIC Policies & Guidelines
Anesthesia Mode Tip Sheet	Clinical Nutrition Resources - The Nutrition Care Manual Online Resource	Medical Staff Bylaws
Bloodborne Pathogen Exposure Control Plan	Clinical Nutrition Resources - Vitamin K and the Anticoagulant Warfarin	MRI Policy Manual
Directions for Use	Clinical Pathways	Pharmacy Policies
Emergency Operations Plan (EOP)	Enteral Formulary	Scheduling Patients in the Vascular Lab
Environment of Care Program	Formulary	The MetroHealth System Policies
(Material) Safety Data Sheets		The MetroHealth Systems Policies - Read Only
MetroHealth Identity Guidelines		

- Next, Policy Tech will open. Any policy can be searched by name or number within the search bar.



Accessing MyHR

Use MyHR to view and edit profile information such as address, phone numbers, emergency contacts, W4, benefits, and more. To access MyHR:

- Login to any MetroHealth computer using your network username and password.
- Access the MIV, by typing "MIV" into the address bar, then hit enter.
- Once on the MIV page, click on the "My HR" icon.



- Click Continue to Sign In on the next screen. DO NOT change the default information.
- From here you can view and make changes to personal information and benefits.

Accessing the HR Service Desk

The HR Service Desk offers a central point of contact for all HR needs such as benefits, tuition reimbursement, attendance and leave policies, etc. By creating a ticket in the HR Service Desk, your question or request will be redirected to the team that can provide you with the requested information. The HR Service Desk can be accessed both on and off the MetroHealth network and can also be accessed from a mobile device. To access the HR Service Desk:

On the MetroHealth network:

1. Login to any MetroHealth computer using your network username and password provided by HR.
2. Follow steps 1-4 from the MIV information to access the MIV if it does not automatically appear upon opening Internet Explorer.
3. From the MIV homepage, select the 'Requests' icon.



4. Select Human Resources.



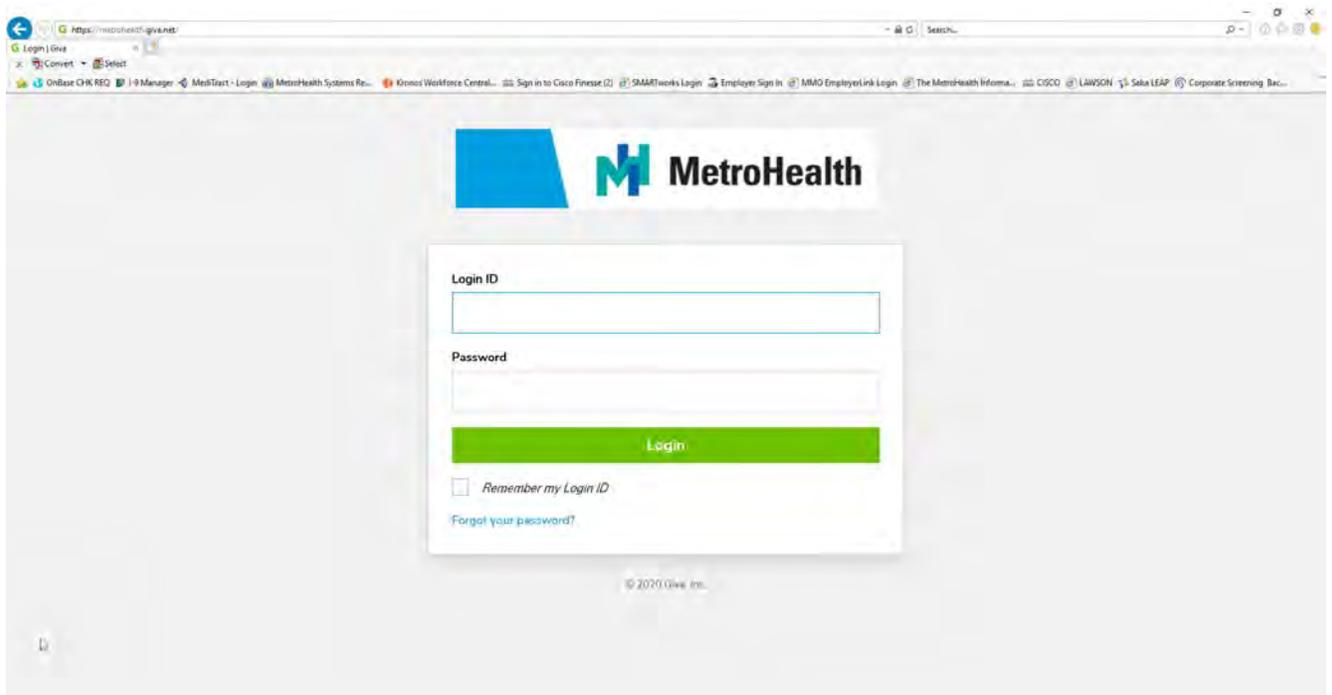
5. You will be redirected to Giva.

Off the MetroHealth network:

1. Visit <https://metrohealth.giva.net>.

Both options:

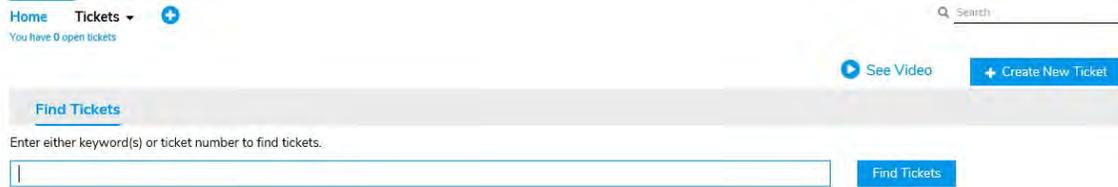
1. Once you have been redirected to the Giva site, login. Your Login ID is your employee ID number.
2. Your password format as a new hire is the first four letters of your last name in CAPS plus the last four digits of your social security number.



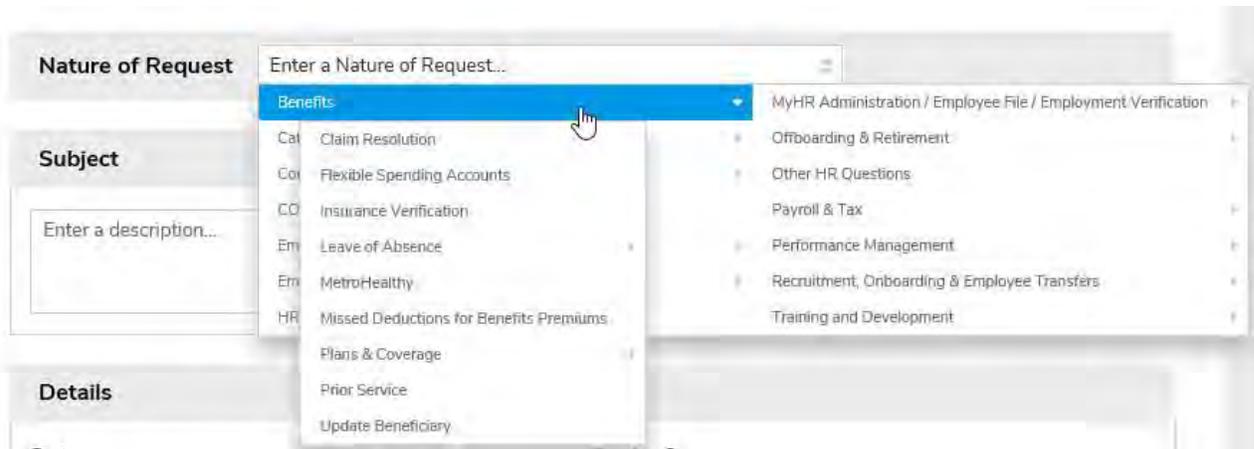
3. Ensure you are in the Human Resources instance of Giva by going to the top right and selecting the 'Human Resources Service Desk.'



4. Select the blue box which says 'Create New Ticket.'



5. Select your nature of request based on the topic of your question or request. If you are unsure of what category to select, please call HR Shared Services (see Contacts page).



6. An HR team member will reach out to you with the requested information.