

New Postgraduate Trainee Handbook 2025-2026

London Health Sciences Centre St. Joseph's Health Care London

Welcome to postgraduate training at London Health Sciences Centre (LHSC) and St. Joseph's Health Care London (St. Joseph's)!

You'll be onboarded at both organizations. While most tasks are similar, some differences (like ID badges and parking) will be detailed in this document.

This document will provide comprehensive information related to the following:

- **Hospital Requirements:** Pre-training tasks.
- **Hospital Computer Systems:** Setup guide.
- **First Day Preparation:** Parking, ID badge, scrubs, etc.
- **Pay and Benefits:** Documentation, paystubs, benefits, etc.
- **Additional Information and Contacts:** Policies, programs, contacts, etc.

London Health Sciences Centre encompasses the following sites:

- 54 Riverview Ave
- 746 Baseline Road
- **Byron Family Medical Centre**
1228 Commissioners Road West, London, ON
- Community Mental Health
- **Fowler Kennedy (Western University)**
1151 Richmond Street, London, ON.
- **Kidney Care Centre (Westmount)**
785 Wonderland Road South, London, ON.
- **University Hospital**
339 Windermere Road, London, ON.
- **Victoria Hospital**
800 Commissioners Road East, London, ON.
- **Verspeeten Family Cancer Centre**
800 Commissioners Road East. London, ON.
- **Victoria Family Medical Centre**
60 Chesley Avenue, London, ON.

St. Joseph's Health Care London encompasses the following sites:

- **St. Joseph's Hospital**
268 Grosvenor Street, London, ON.
- **Mount Hope Centre for Long Term Care**
21 Grosvenor Street, London, ON.
- **Parkwood Institute – Main Building**
550 Wellington Road, London, ON
- **Finch Family Mental Health Care**
550 Wellington Road, London, ON
- **St. Joseph's Family Medical and Dental Centre**
346 Platt's Lane, London, ON.
- **Southwest Centre for Forensic Mental Health Care**
467 Sunset Drive, St. Thomas, ON.

Disclaimer

The information contained in this handbook was gathered from a variety of existing publications. It is intended as a guide, not as an official document. You should verify policies with the appropriate authorities prior to taking any action. We welcome your contributions and corrections for our next edition.

Please Note

Some links within this document will not be accessible until you have received your Corporate ID as they are located on the organization's intranet; these items will be denoted with an asterisk "*". Information about your Corporate ID can be found on page 7 of this document.

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Hospital Onboarding Requirements

Please complete all the requirements noted below before your hospital start date. Missing any, including those from the PGME Office at Schulich, will prevent you from participating in clinical activities, receiving payment, and progressing on time.

Pre-Training Requirements:

1. View and Electronically Sign the Hospital Position Letter in the Schulich Hub

Log into the [Schulich Hub](#) using instructions received from the PGME office. If you already have an account, use your Western username and password. Here you can review and sign your Hospital Position Letter.

Note: Once signed, the letter will disappear from the Hub, and a confirmation email will be sent to Medical Affairs.

2. Professional Liability Insurance

Dentistry Residents

Obtain professional liability coverage from the [Royal College of Dental Surgeons of Ontario \(RCDSO\)](#); enter your RCDSO number where indicated in the [Schulich Hub](#).

All Other Residents

Obtain professional liability coverage from the [Canadian Medical Protective Association \(CMPA\)](#); enter your CMPA number where indicated in the [Schulich Hub](#).

3. Complete Health Review with Occupational Health

Complete the [Health Screen form](#) and email it, along with supporting documents, to Occupational Health at ohss-medicalaffairs@lhsc.on.ca. If a follow-up is needed, a representative will contact you directly.

4. Privacy eLearning and Agreement

Complete the Privacy eLearning and Agreement using the link and login details from your hospital onboarding package or email reminders.

Monitor Onboarding Requirements

You can easily track your mandatory requirements on the [Schulich Hub](#). Just click the PGME Registration tab and check your outstanding requirements under “Registration Status”.

N95 Respirator Fit Testing

All trainees must hold a valid N95 fit testing certificate for one of the mask types accepted by the hospitals (valid for 2 years); types are subject to change based on availability, please contact [Occupational Health](#) for more information.

View N95 Respirator Fit Testing sessions:

LHSC

Please contact glenda.kobe@lhsc.on.ca for more information.

St. Joseph's

View the [N95 Mask Fit Testing Information page](#) on the Occupational Health and Safety intranet for information related to drop in testing sessions held at St. Joseph's

Advanced Cardiac Life Support (ACLS)

ACLS requirements vary based on your program and training level.

PGY 1 & 2

ACLS is required for **all** PGY1 and PGY2 residents, except those in Paediatrics (PALS required).

PGY3+

ACLS is required for all PGY3+ residents in the programs listed below.

<ul style="list-style-type: none"> • Anesthesia • Cardiology • Critical Care Medicine (except those in the CIP program) • Dentistry (OMFS) • Emergency Medicine • Geriatric Medicine 	<ul style="list-style-type: none"> • OBGYN (GREI – PGY6/7) • Family Medicine - Enhanced Skills • Internal Medicine (General) • Nuclear Medicine • Psychiatry (up to PGY6) • Respiriology • Radiation Oncology
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Cost

The cost of attending ACLS training is covered for those who are required to be certified (based on the table above).

If ACLS is not required for your program and/or training level, you can still attend a course, but it will be at your own cost.

Registration

Log into [MyEducation \(ME\)](#)* using your Corporate ID and password, then select **Browse Catalog** to search and register for ACLS.

- For new or expired ACLS certification, register for a 2-day Provider Course in ME(MyEducation).

- For expiring ACLS certification, register for a 1-day Recertification Course in ME(MyEducation).

Pre-requisite: Basic Life Support (BLS) Certification

Valid Heart and Stroke Foundation of Canada BLS certification is required before you can attend ACLS training. BLS certification is only valid for one year, and the cost of BLS is not covered by the hospital like ACLS is. BLS sessions are available at the same location and day as ACLS; Register and pay for the BLS course separately via [Mosaic Medical](#).

You are welcome to take ACLS elsewhere, but it must be accredited by the Heart and Stroke Foundation of Canada or the American Heart Association.

Course Cancellations

If you cancel your registration less than 14 days before the course starts, or no-show, you will be charged the full cost of the course.

Continued Training Requirements (Reapplication)

All continuing residents and clinical fellows need to renew their University and Hospital training before July 1st. This renewal is effective at all sites of the London Health Sciences Centre and St. Joseph's Health Care. Not renewing on time will delay the continuation of your training program.

To renew resident or clinical training, please ensure the following:

- Return the signed Letter of Appointment to the PGME office at Western University within 21 days of receipt.
- Complete the online registration form and pay the annual registration fee in [the Schulich Hub](#)
- Complete the online application for hospital application by the specified deadline.
- Renew your application and pay dues to CPSO.
- Renew your application and pay dues to CMPA.

If you don't finish the registration process before July 1st, you will be pulled from service, which will affect your pay.

Hospital Computer Systems

Medical Affairs will request the following access on your behalf:

- Hospital Corporate ID (includes Outlook email)
- Cerner PowerChart (Electronic Health Record)
- AGFA PACS

Additional program-specific access will need to be requested by your program administrator.

Corporate ID

Your hospital Corporate ID lets you access resources like Outlook email, OneChart, MyEducation (ME), the intranet, ePay, and more. The Corporate ID and password will be emailed to you closer to your start date. Complete the Privacy eLearning and Agreement listed under Hospital Onboarding Requirements as soon as possible as your login details cannot be provided prior to the Privacy component being completed.

Forgot your Corporate Password?

If you forget your password, contact the ITS Help Desk by phone at 519-685-8500, ext. 44357 (4-HELP). Passwords cannot be changed by email; you must call the Help Desk.

Change your Corporate Password

1. Set up DUO Multi-Factor Authentication (see section below)
2. [Access VMWare Horizon](#)
2. Within the Corporate Desktop, change your password using: [Corporate Password Change](#)

DUO Multifactor Authentication (MFA)

LHSC and St. Joseph's use DUO MFA to secure access to corporate applications. DUO Mobile is an app for your smartphone or tablet that provides easy, one-tap authentication via push notifications.

Setup Instructions:

1. Install the "DUO Mobile" app on your iPhone or Android device; it can be found in your device's app store.
2. Log onto your work or home computer and navigate to the [authenticator website](#) using your favorite browser.
3. Follow the on-screen prompts until you see "Enrollment Successful" and select "Push Notification".

Horizon Remote Access

Horizon is used to securely access hospital resources from outside of the hospital network via a personal computer. While using Horizon, your computing device is part of the hospital's network and as such is accountable to all corporate policies and standards.

- Visit <https://login.lhsc.on.ca> and select to either use Horizon:
 - **On the web by** clicking on VMware Horizon HTML Access, or
 - **Install** the VMware Horizon Client on your device
- If you already use Horizon elsewhere, add the hospital server by clicking "new server" and entering *login.lhsc.on.ca*.

Outlook Email

Please keep in mind that your hospital email will only be active during your training at LHSC and St. Joseph's and will be deleted when you leave.

Outlook is secure and confidential, use it for all confidential business, patient, staff, or affiliate information. Important organizational information will be sent to your Outlook email; check it daily to avoid impact on your hospital privileges.

Setting Up Outlook Email

From Home

Enroll your corporate ID with DUO MFA (details above), even if you have already done this with Western. Access Outlook via [Office.com](#) using your Corporate ID and password, then verify it with DUO.

Within the Hospital

On a hospital device, search Outlook in the search bar and login with your Corporate details.

Forward Western Email to Outlook Email

Your Western email account (uwo.ca) is outside the secure hospital network and therefore cannot be used to transmit confidential business, patient, staff, or affiliate information. To simplify account management, forward your Western email to your hospital Outlook email; use [Schulich Email Forwarding](#) to set this up.

Note: You cannot forward Outlook email account to another account.

Cerner PowerChart

Cerner PowerChart is accessed through OneChart Electronic Health Record using your Corporate login.

Prior to accessing patient records, you are required to complete mandatory Cerner Journey training remotely via the Cerner portal, additional details below. If you are in Windsor or at a regional site, this training can be done closer to your London rotation.

Cerner Learning Journey (Online Patient Care Systems Training)

This mandatory training is completed virtually via the Cerner Learning Portal. You will receive an email from Inservice Registration with login instructions to your hospital email account.

The training includes individual activities and may take up to 4 hours. You don't need to finish all the activities at once, but if you exit before completing one, you'll need to restart it when you return.

[Cerner Learning Portal tips.](#)

AGFA PACS and OneView

OneView provides imaging access for Southwestern Ontario (Windsor, Grey Bruce, Hamilton, Niagara) and regional PACS sites.

Instructions for PACS access will be sent to your hospital email (if applicable). For OneView access, contact the Help Desk at extension 44357 or [by email](#).

WiFi Access

LHSC and St. Joseph's offer a range of WiFi connection options, including Eduroam. Eduroam provides roaming wireless access for students, staff, and faculty at partner institutions. Select 'eduroam' from available networks and log in with your home institution email (@uwo.ca). For connecting issues, contact your home institution, not to the hospital Help Desk.

For information regarding all hospital Wi-Fi options, visit the [ITS intranet](#)*.

Dragon Medical One (DMO)

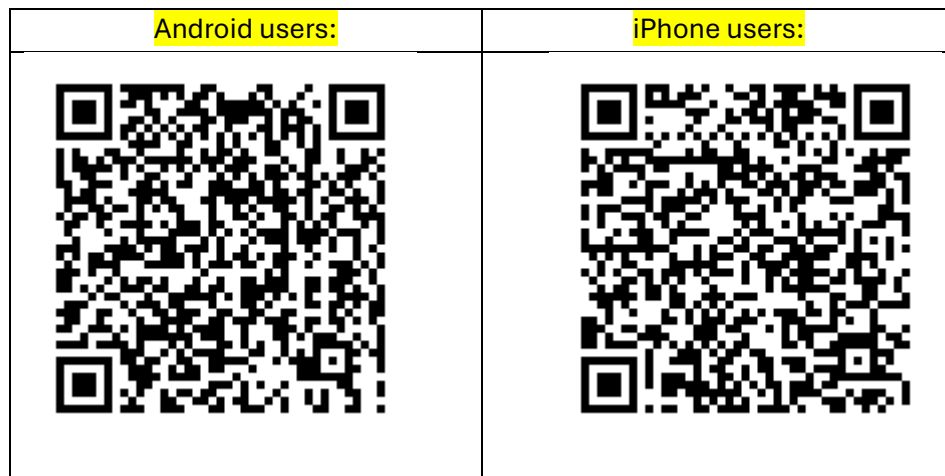
Dragon Medical One (DMO) is a cloud-based speech recognition software designed specifically for healthcare professionals. It enables users to dictate patient notes and clinical documentation directly into OneChart with high accuracy and speed. DMO helps streamline the documentation process, allowing clinicians to spend more time with patients. The software is tailored to medical terminology, improving efficiency and ensuring that the language used is appropriate for the healthcare context.

PowerMic Mobile and PowerMic 4 are both voice input devices that integrate seamlessly with Dragon Medical One, enhancing the speech recognition experience.

PowerMic Mobile is a mobile app that transforms smartphones or tablets into a microphone for DMO. The app connects to the software via Wi-Fi, providing a flexible, wireless solution for voice input in clinical environments.

PowerMic 4 is a physical, handheld, wired microphone designed for use with DMO. It offers superior sound quality, a customizable interface, and dedicated buttons for easy voice control.

Your DMO account will be ready to use on your start date. You will login with your OneChart username, there is no password required. If you wish to use PowerMic Mobile, please download the app from the App Store or Google Play Store and then scan the respective QR code.



Additional DMO learning and support:

- [Dragon Medical One \(DMO\) - Learning Materials](#)
- [OneChart Mobile Applications Support Request](#)

For More Information Related to Hospital Computer Systems

- Review the [ITS Website](#)*
- Call 4-HELP at 519-685-8500, extension 44357.
- Email [Help Desk](#).

Support Specialists are available to assist you 24/7/365. (Password resets cannot be completed via email, you will need to call the number above.)

MyEducation (ME)

Required eLearning and course registrations are completed in the [MyEducation \(ME\)](#) learning management system, accessible once you receive your Corporate ID.

Ensure all eLearning modules are completed within 30 days of your start date and maintain compliance throughout your training.

Required eLearning:

- You will find all assigned learning on the ME home page under "Current Learning".
- All modules are mandatory, taking about 15 minutes each on average.
- Select "Launch" beside the course name to start. Learning will appear in a new window; follow the instructions to complete the module. Pay close attention to instructions related to closing out the module, for example, if it asks you to click the word "Exit" be sure to click the word "Exit" (as opposed to clicking the "X" in the upper right corner).

Instructor Led Course Registrations (ACLS, Crucial Conversations etc.):

- Sign into ME and select Browse Catalog (on the top bar); search by role and click on the course to register.

For ME assistance, contact:

- LHSC: [Qi Hui](#) | Operational Specialist, ext. 75115
- St. Joseph's: [Alison Clemens](#) | Education Associate, ext. 67037

Happy learning!

First Day Preparation

This section will provide information to help obtain your ID Badge, Parking, Scrubs, etc.

Hospital ID Badges

You'll need an ID badge for each organization if your training takes you to their sites (outlined on the cover page of this document). If your training is only at an LHSC site, you won't need a St. Joseph's badge, and vice versa. Your ID badge will also be used to swipe into parking garages/lots (if you sign up for monthly parking).

LHSC ID Badges

LHSC ID Badges can be obtained by attending GO2HR to have your photo taken:

- Victoria Hospital GO2HR Office: Room E1-500
- University Hospital GO2HR Office: CLL-102

Trainees starting July 1st: You will receive an email with information regarding the date and time you can pick up your ID Badge from GO2HR.

Off-Cycle Trainees: No scheduling is required, simply attend the GO2HR office during business hours.

You may need to present your hospital appointment letter to get your badge, so have it ready. Please drop off your Life Insurance Enrollment Form, if applicable (referenced in the Pay and Benefits section of this document) in person when you get your ID Badge as this form must be handed in as a hard copy in person.

For door swipe access to secured locations, a signed ID badge request form is required.

St. Joseph's ID Badges

If you will be training at a St. Joseph's site, please email a photo to SecurityServices SecurityServices@sjhc.london.on.ca two weeks prior to your first rotation there. Security will email you to confirm when your ID badge is ready to be picked up.

The photo must meet the following requirements:

- Image to capture from shoulders up
- Face and shoulders straight-on to the camera
- Contrast to the solid colour background (preferably Grey, Black or blue)
- Unaltered, matching current appearance
- Eyes open and clearly visible
- .Jpg format

Please include the following information in your email to Security Services:

- **Your Full Name:** (First and Last)
- **Position:** (Resident or Clinical Fellow)
- **Department:** (IE: Surgery, Urology, Emergency Medicine, etc. DO NOT use abbreviations.)
- **Site:** (Which Building you will be working in (Parkwood Main, Southwest Centre, Finch Family Mental Health Care, St. Joseph's Hospital, Mount Hope, Family Medical)).

Beep: Urgent Messaging System (formerly Pocket Pager)

The hospital's urgent messaging system, Beep, uses mobile phones to replace physical pagers and can be configured for SMS, Teams Chat, Cisco Jabber, phone call, and email.

Trainees will automatically get a Beep account; to login, use your Corporate ID and password.

To find your Beep number:

- Visit beep.lhsc.on.ca*.
- Log in with your Corporate ID and password.
- Click on your name in the top right corner to view your profile and Beep extension.

Physical pagers are still available if you would prefer, please contact Pager Management via email to request one:

- PagerManagement PagerManagement@lhsc.on.ca
- PagerManagement SJHC PagerManagement.SJHC@sjhc.london.on.ca

For more information, check the [Information Technology Services \(ITS\) website](#)*.

Dictation and Transcription

To use the dictation system, you'll need a personal and confidential user ID number. After completing your Cerner Journey training, please contact Transcription Services to arrange your ID number:

- Email [LHSC Transcription Services](#)
- Email [St. Joseph's Transcription Services](#)

View the Transcription Services websites for instructions, turnaround times, and tips and tricks:

- [LHSC Transcription Services](#)*
- [St. Joseph's Transcription Services](#)*

Scrub Suits

Per hospital policy, scrubs must stay in the hospital; please return them to the machines for laundry after every shift. The process to obtain scrubs varies between LHSC and St. Joseph's.

LHSC

At LHSC, new scrubs machines have been installed that are accessed with a valid LHSC ID (no separate scrub card is required). Complete the [Scrub Access form](#) to request scrubs access through Linen Services. View the [Linen Services](#) website for more information.

St. Joseph's

Step 1. Go to the Business Office, Room B0-068 (extension 64239) to pay the \$50.00 deposit for a scrub card; keep your receipt to collect your refund.

Step 2. Take your deposit receipt to Environmental Services (A0-012 ext. 66021) and fill out their form to obtain the scrub card.

Upon your departure from St. Joseph's

To obtain a refund, please visit the Guest House and Support Services, Room A0-012, to return your card and obtain your receipt; take this receipt to the Business Office, Room B0-068, to receive your refund.

Radiation Monitoring Badges (Dosimeters)

Confirm with your department/program whether a dosimeter is required. Without one, you must leave the room during x-rays.

If needed, complete the [Dosimeter Request Form](#) and ensure all eLearning is up to date. Radiation Safety will issue the dosimeter to the appropriate badge board for you.

Note: Dosimeters must stay in the hospital; leave them on the OR rack.

If you lack a SIN number (required to request a dosimeter), or need a Fetal Dosimeter, contact Radiation Safety at your primary site:

- LHSC: Radiation_Safety@sjhc.london.on.ca
- St. Joseph's: radiation_safety@sjhc.london.on.ca.

Parking

Monthly parking is provided by Precise ParkLink (PPL) and available at LHSC, St. Joseph's, and citywide (encompassing all LHSC and St. Joseph's hospital sites). Each site must be set up separately.

Site-Specific Parking

LHSC

Step 1: Obtain your LHSC ID badge from GO2HR (details in the ID Badge section above). Your photo ID badge will double as your parking swipe card.

Step 2: Visit one of the parking office locations noted below to complete the application.

Victoria Hospital Parking Office:

Visitor Parking Garage P8, Ground Floor

Monday to Friday: 8 AM to 8 PM

Saturday, Sunday, Statutory Holidays: 10 AM to 2PM

519-685-8500 Ext. 53078 or vhparking@precisebi.com

University Hospital Parking Office:

Visitor Parking Garage P4, Ground Floor

Monday to Friday: 8 AM to 8 PM

Saturday, Sunday, Statutory Holidays: 10 AM to 2PM

519-685-8500 Ext. 32446 or uhparking@precisebi.com

St. Joseph's:

Step 1: Obtain your St. Joseph's ID badge from Security Services. Details are in the ID Badge section above. Your photo ID badge will double as your parking swipe card.

Step 2: Complete the online [parking application](#); PPL will contact you directly.

Rates may change, please contact PPL at 1-844-707-0253 or SJHCParking@sjhc.london.on.ca.

City Wide Parking

City-wide parking is available if your training takes you across all hospital sites, but it can't be set up for less than 3 months.

To obtain citywide parking:

1. Get both your LHSC and St. Joseph's ID badges (these provide access to parking lots).
2. Set up parking through the LHSC process noted above. Complete the Precise City-wide application form available from Natasha Sharpe, Property Management Rep at St. Joseph's Natasha.Sharpe@sjhc.london.on.ca.
3. Email the form to:
 - Natasha Sharpe Natasha.Sharpe@sjhc.london.on.ca,
 - iPass ipassinquiries@precisebi.com , and
 - Nicole Gelderman ngelderman@precisebi.com.

It usually takes about 3 days for approval and access programming.

Note: For parking at St. Joseph's Family Medical Centre, contact Natasha Sharpe Natasha.Sharpe@sjhc.london.on.ca to request a car hang tag. Please return the tag to your supervisor at FMC or to Natasha Sharpe after your rotation.

Cancelling Parking

IPASS requires 30 days' notice via phone at (416) 243 6990 to request parking cancellations.

Safe Ride Home

This fully funded program helps manage fatigue by offering free taxi rides to and from a hospital site for trainees. You can get a ride home post-shift and back the next day to retrieve your vehicle, or a ride to the hospital before your shift and back home after.

How It Works:

1. Call Checker Limousine (24/7) at 519-659-0400.
2. Request a ride to or from a St. Joseph's or LHSC hospital site.
3. Provide the PIN to the driver, which is simply "Medical Affairs"

Stay safe and rested!

Call Rooms

A variety of call rooms, lounges, and lockers are available to trainees across London hospitals sites. Check with your [program administrator](#) for program-specific spaces and sleep room access codes.

LHSC

Common lounges and workspaces are available at Victoria and University Hospitals:

- **University Hospital:** C10-111. Access is provided by keypad using code 4325*.
- **Victoria Hospital:** C2-804. Access is provided by swipe via your LHSC ID Badge.

There are several program-assigned sleep rooms within these areas, please reach out to your [program administrator](#) for more information regarding program specific rooms.

If you have any concerns regarding call rooms at LHSC, please contact [LHSC Medical Affairs](#).

After hours emergencies: Contact Housekeeping through the switchboard.

Computer functionality issues: Call the Helpdesk on extension 44357. If the problem is not resolved, contact [LHSC Medical Affairs](#).

St. Joseph's

There are two common call rooms on E5 at St. Joseph's hospital (E5-151 and E5-153). Each of these rooms is equipped with a bed, desk, and computer connected to the hospital network. You will need to call Security on extension 44555 to request that the room is unlocked.

If you have any concerns regarding call rooms at St. Joseph's, please contact [St. Joseph's Medical Affairs](#).

After hours emergencies: Contact Housekeeping through the switchboard.

Computer functionality issues: Call the Helpdesk on extension 44357. If the problem is not resolved, contact [St. Joseph's Medical Affairs](#).

Pay and Benefits

LHSC Medical Affairs handles payments for residents and clinical fellows paid through LHSC.

St. Joseph's Medical Affairs helps set up clinical fellows paid via St. Joseph's.

If you are not sure who you are paid by, check with your [Program](#). No matter where you're paid from, submit all payroll documents promptly to avoid delays.

Submitting LHSC Payroll Documentation

Canadian Medical Residents and International Medical Graduates funded by the Ontario Ministry of Health must complete, save, and submit all required forms to Human Resources as per the Resident Payroll and Benefit Form Instructions (link coming soon!).

If you are a Clinical Fellow, please discuss your funding source with your Program Director's office.

Forms Required to be Submitted to LHSC Human Resources

- [Personal Tax Credits Return - TD1*](#)
- [Ontario Personal Tax Credits Return - TD1ON*](#)
- [Life Insurance Enrollment Form](#) You must return the original form in person. Please bring the Life Insurance Enrollment form with you when you obtain your LHSC ID badge.
- [Manulife Financial - Group Benefits Enrolment Form*](#)

Additional Resource:

- [Personal Tax Credit Return Worksheet](#)

If you have any questions regarding the completion of these forms, please contact the LHSC Onboarding Team at onboardingteam@lhsc.on.ca or by phone at 519-685-8500, ext. 34283.

Residents Sponsored by Government

If funded by your sponsoring government, you don't need to complete the forms above. You may be eligible for extended health/dental benefits and life insurance. Contact LHSC Human Resources at 519-685-8500, ext. 34321 if interested.

Benefits and Benefit Reimbursement

Enrollment in employee health and dental plans is mandatory unless you have equal coverage through your spouse. Resident benefits are managed by Manulife Financial; you will receive a prescription drug card by mail. For questions, contact the GO2HR Team at ext. 46247.

The PARO benefit booklet and reimbursement forms are on the Human Resources website.

If you are enrolled in benefits, a \$250 health care spending account will be added to your PARO plan, effective July 1, 2025. Unused balances can be carried forward for one year, but any remaining amounts after that will be forfeited. The benefit year will follow the calendar year, starting January 1, 2026.

For benefit inquiries, contact [Manulife CoverMe® health, life, travel & critical illness insurance](#). You will need the following in order to access the Manulife website:

- **MOH Residents:** Group Health: Policy 86936, Division 005, Plan F plus your hospital employee ID number (can be found on your pay stub).
- **All Other Pool C Residents:** Policy Number 15186
- **Saudi Sponsored Residents:** [Benefit details*](#)

On-Call Stipends

When will you get paid?

Please review the PARO On-Call Stipend Payment Schedule (available soon!) for a visual representation of what you will be paid for on each pay date. Please keep in mind that payment for on-call shifts worked will always be received one pay period behind payment for regular hours worked.

Reporting and Payment for On-Call Shifts Worked

Calls Occurring at London Hospitals

For on-call shifts occurring at London hospitals, you do not need to submit anything to be paid. Payments are based on the online call schedule system or schedules submitted by clinical departments to Medical Affairs.

Calls Occurring Outside of London/On Elective

If you are on an out-of-town elective or rotation, submit your call details to Medical Affairs for payment. Please complete the [On Call Claim form*](#) in full and return by email to [Call Schedules at Medical Affairs](#).

NOTE: The following information must be provided to receive payment:

- **City and hospital** where the call took place
- **Service Covered** (e.g. Anesthesia & Perioperative Medicine)
- **Type of call** (home, in hospital, converted)
- **Date** of call
- **CC your program director or preceptor** (Family Medicine residents, please CC fmpgc@schulich.uwo.ca).

Converted Calls

If you [convert](#) a home call, report it to the scheduler for payment. Find the scheduler in the [online call schedule system*](#) by scrolling through the schedules or searching for the service name. The name and extension will be on a yellow bar at the top of the screen.

Residents can view their paid on-call shifts, including dates and types, by logging into the [Human Resources Self Service tool*](#) with their Corporate ID and password; [instructions are available*](#).

If errors are found, check the on-call stipend payment schedule to see if payment has been made for the specific dates. If payment is not made, [please email Call Schedules](#) with the details.

Viewing Pay Stubs LHSC

Salaries are paid biweekly through the LHSC payroll system on alternate Fridays by direct deposit into your bank account. See the Salary Classification section of the [PARO website](#) for information about PARO dues and salary classifications.

To view your pay stub, log into the [myHR](#)* page with your Corporate ID and password. You can access three years of history.

Note: If you wish to keep paystubs for your records, you will need to print or save to your personal device as you will not be able to access the system after your residency ends.

To Request or Change HR Information

- **T2200 Tax Form:** To request a T2200 tax form for travel and CMPA expenses claim, please contact [LHSC Medical Affairs](#).
- **Employment and/or Salary Confirmation Letters:**
 - To request verification of employment status and salary, please contact [GO2HR](#).
- **Miscellaneous:**
 - LHSC: To update your home address, pose T4 questions, change automatic pay deposit information, change health benefit information (e.g. if you get married and want to add your spouse), and to change personal information, complete [the Employee Personal Information Change Form](#)* and return it as directed. For questions, please [contact HR](#).

Additional Information and Contacts

Finding Your Way Around

LHSC

University Hospital

- [Site Map](#) including parking information and bike rack locations
- [Mazemap](#) provides turn-by-turn information for navigating within University Hospital

Victoria Hospital

- [Site Map](#) including parking information and bike rack locations

St. Joseph's

St Joseph's Hospital

- [Site Map](#)

Parkwood Institute Main Building and Parkwood Institute Finch Family Mental Health Care Building

- [Site Maps](#)

GO2HR: Employee Services LHSC

To contact your Human Resources Associate (HRA), email go2HR@lhsc.on.ca, call 519-685-8500 extension 46247, visit them at Victoria Hospital in room E1-500 or at University Hospital in room CLL-102, or see them on the [Intranet](#) (Corporate login required to access).

Information Technology Services (ITS)

View the [ITS Education and Resources website](#)* for information regarding a variety of hospital computer systems and applications including DUO, Office 365, Horizon.

519-685-8500 ext. 44357 helpdesk@lhsc.on.ca

Interpreter Resources

When a communication barrier is identified, staff and affiliates will ask about the preferred language. If interpretation or an assistive device is needed, a professional interpretation service or assistive device will be used. LHSC and St. Joseph's, in collaboration with the patient/SDM/family, reserve the right to select the most appropriate interpreter/translation service.

Consider a professional interpretation service or assistive device in these situations:

- Informed consent for treatment/invasive procedures
- Assessment and history taking
- Diagnostic tests
- Patient/SDM/family education
- Discharge planning

- Treatment sessions
- Detailed technical explanations
- Treatment options
- Reporting results

See the Interpretation and Translation Services websites for more information:

- [LHSC*](#)
- [St. Joseph's*](#)

Medical Affairs LHSC

- **Glenda Kobe**, Credentialing Specialist. 519-685-8500 ext. 75113 glenda.kobe@lhsc.on.ca
(For matters related to onboarding requirements)
- **Qi (Chi) Hui**, Operational Specialist. 519-685-8500 ext 75115 Qi.Hui@lhsc.on.ca
(For matters related to on-call stipends and MyEducation)
- **General Email** medical.affairs@lhsc.on.ca

Medical Affairs St. Joseph's

- **Alison Clemens**, Education Associate. 519-646-6100 ext. 67037
alison.clemens@sjhc.london.on.ca (For matters related to onboarding requirements and MyEducation).
- **General Email** sjhc.medaffairs@sjhc.london.on.ca

Medication Abbreviations

Serious adverse patient outcomes, including death, have resulted from using certain abbreviations, symbols, and dose designations in medication documentation. Some abbreviations carry a higher risk of misinterpretation, increasing the risk of harm to patients. To address this, London Health Sciences Centre and St. Joseph's Health Care London have adopted policies to eliminate unsafe medication abbreviations in all documentation.

Examples of Unsafe Medical Abbreviations from the ISMP "Do Not Use" List:

STOP USING	WRITE OUT
U or IU	unit
OD, QD	daily
QOD	every other day
OS, OD, OU	left eye, right eye, both eyes
D/C	Discharge, discontinue, stop
cc	mL or millilitre
ug	microgram or mcg
@	at
>	greater (more) than, over
<	less (lower) than, under
Trailing "0"	Never use a zero by itself after decimal point (Use X mg)

Leading "0"	Always use a zero before a decimal point (Use 0.X mg)
Abbreviated Drug Names	Never abbreviate drug names

For more information, please review the associated Policies:

- [LHSC Safe Use of Abbreviations Policy*](#)
- [St. Joseph's Do Not Use Abbreviations Policy*](#)

Occupational Health and Safety Services

Occupational Health and Safety Services (OHSS) provides a variety of services, such as health reviews, N95 fit testing, and workplace violence prevention.

LHSC

- Intranet [Occupational Health and Safety Services \(OHSS\) - Home](#)
- Email OHSS-MedicalAffairs OHSS-MedicalAffairs@lhsc.on.ca

St. Joseph's

- Intranet [Occupational Health And Safety - Home](#)
- Email St. Joseph's Occ Health & Safety OHSS@sjhc.london.on.ca

Residency Training Program Contacts (Directors and Administrators)

Program Director and Program Administrator contact information can be [found online](#).

Security

The Security Services teams at LHSC and St. Joseph's provide various types of support 24 hours a day, 7 days a week, 365 days of the year.

For emergencies call: 55555 (LHSC and St. Joseph's)

An emergency is defined as any situation that may be an immediate threat to the safety of yourself or another, a fire, an act of violence, observing a break in with a suspect present, a hazard in the building that may cause immediate safety concerns, a suspicious package.

When calling to report an emergency, please provide the following information:

- The site you are calling from
- Your name
- The problem or request along with as much detail as possible

The non-emergent Security lines can be called to request a security escort to your car if you are feeling unsafe. Non-Emergencies call:

- LHSC 52281
- St. Joseph's 44555

Important Information for Review

Please familiarize yourself with the following:

- [Public Hospitals Act](#)
- [St. Joseph's Vision, Mission and Values](#)
- [LHSC Vision, Purpose, and Values](#)
- [Corporate Policy Manual LHSC *](#)
- [Corporate Policy Manual St. Joseph's*](#)