

POD HELP LINE

Mission

Provide adequate support and resources to address all vaccination needs/inquiries, allowing MSHS PODs to focus on the essential work of COVID-19 vaccination administration.

Needs Served

As we begin administering COVID-19 vaccines to our staff, we know questions and/or the need for resources may arise. In order to make sure that all needs and questions are addressed in a timely and efficient manner, we are happy to offer POD HELP LINE, a centralized source for all POD-related inquiries (Email: PODHELPLINE@mountsinai.org. | Office: (646) 605-5748).

Hours of Operation

Mon-Fri: 9am-5pm (adjusted based on POD hours)

Components

- Emergency Management and IT staff providing ongoing support to the PODs (based on need)
- Dedicated POD Help Line (Phone & Email)
- Curated Call Scripts & FAQs
- Daily Data Tracking & Reporting
- Curated List of MSHS Experts/Scopes

Process

- When a question or need arises, staff can email us at PODHELPLINE@mountsinai.org or call us at (646) 605-5748.
- Once the request/inquiry is received, PAS identifies and documents the need.
- PAS obtains further guidance by connecting to specially selected subject matter experts.
- PAS provides a response, resources, and/or resolutions to the requestor.
- PAS documents into database and reports to leadership via daily evening wrap-up call (review issues and improve process).



MSHS Experts

A daily resource list shall be obtained from each of the following areas indicating a single point of contact to address needs and resolve concerns.

Designee Responsibilities:

When a need or issue is identified within your scope, please provide a timely response or solution. If others in your area need to assist, please serve as the link back to the POD Help Line until there is resolution.

Scopes:

- Ambulatory Operations
- Pharmacy
- Infectious Disease
- Material Management
- Support Services (environmental/engineering)
- Security
- Human Resources
- IT
- System Leadership
- Marketing/Press
- Command Center
- Others as needed case by case