



MASSACHUSETTS
GENERAL HOSPITAL

VOLUNTEER DEPARTMENT

Dear Prospective Volunteers,

Thank you for your interest in becoming an MGH Volunteer.

Please follow carefully the steps below. It is essential that you read this entire document carefully and completely before initiating the onboarding process.

Step 1.

Create an account using our Online System (HealthStream) by clicking the link listed on page 3 of this document.

Step 2.

When you sign on to HealthStream, you will be directed to watch our virtual orientation session. This presentation replaces the in-person orientation session. Please read each slide carefully and take notes as you proceed through the modules. There will be test questions after completing some modules before you can move on to the next slide.

Step 3.

After you have completed the virtual orientation, you will be directed to read, print and complete **FOUR** required forms to bring with you to your interview.

The forms are (please print forms 1-4 and bring to your interview):

1. HIPAA Safety and Self Test
2. Mission Credo and Boundaries Statement
3. Photography Consent
4. Occupational Health Services Medical Consent

Please also bring the following:

1. Mass General Hospital **Medical Record Number (MRN)**. Please call 866-211-6588 to obtain your number.
2. Social Security Number
3. Government issued photo ID
4. Immunization records

Step 4.

Once you have completed the forms, you will be able to schedule an interview appointment with one of our Volunteer Department staff.

**INCOMPLETE AND/OR MISSING ITEMS WILL RESULT IN
RESCHEDULING YOUR INTERVIEW**



MGH Volunteer Applicants must:

1. Create an account in our Online Learning Management System (HealthStream®).
2. Complete an online orientation.
3. Register for an in-person interview.

Please review **all** instructions below **prior** to beginning.



Please Create an Account

If you have already registered, please click [here](#) to login.

Organization Information

Institution:

General Information Required Fields are marked with a *

Last Name: *

First Name: *

Middle Name:

User ID: *

Password: *

Confirm Password: *

Password Reminder:

Email: *

Time Zone: *

Preferred Language: *

Institution Information

Hire/Re-hire Date: *

Review Month/Day:

Department: *

Job Title: *

Job Category:

Active Date: *

Note: If you have entered a valid email address, your user ID, password and login URL will be emailed to you shortly. Otherwise, you will need to remember your user ID and password. If you forget this information, please contact your administrator.

Submit

Be sure to click the submit button before you close this page!

To create your personal MGH Volunteer HealthStream® account, use this link:

<https://www.healthstream.com/hlc/login/register.aspx?organizationId=227e2e56-54a1-11db-bfa9-000423af2167&institution=7bdd3d2a-893d-e611-940a-005056b1522b>

- Enter your Last Name
- Enter your First Name (full legal)
- Enter your User ID
*It is important that you enter **your personal email address** as your user ID e.g. JD123@gmail.com.
- Enter Password
- Confirm Password
- A Password Reminder is strongly recommended. (Please refrain from using the password itself.)
- Enter your personal email (same email that you used for your User ID)
- Hire date: Prefills to current date
- Select Department: **01-Volunteer**
- Select Job Title: **01-Volunteer**
- Active date: Prefills to current date

Please make sure to click on the **submit** button at the bottom of the page after you have entered all your information.

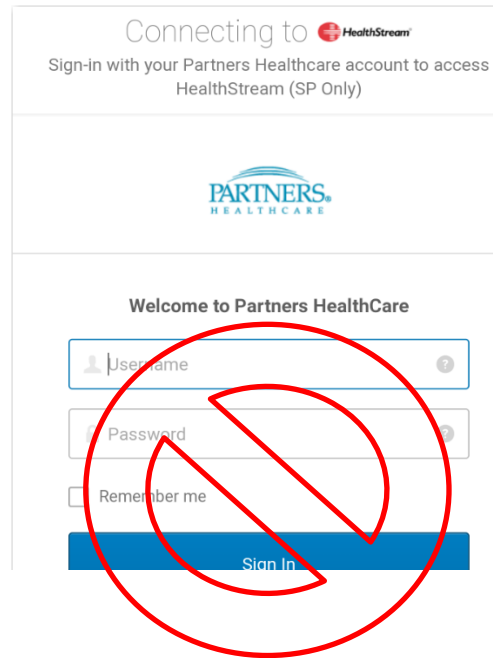
Your user ID and password reminder will be emailed to you from customer.service@healthstream.com As a security precaution, the password is not included in the email message.



After you have successfully submitted your account creation information, you will be routed to a new page that is used by Partners Healthcare employees *only*.

Please DO NOT attempt to log in.

Close the default page. You will log in using a special Volunteer Department Only link (below).



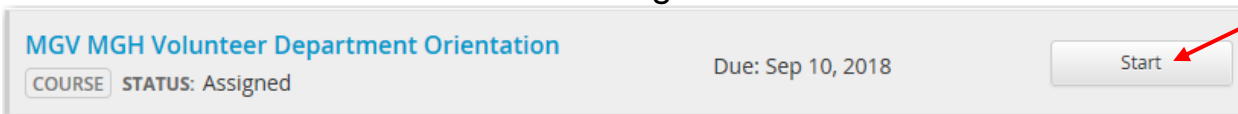
Use this Volunteer Department Only link to log in to your HealthStream® account:

<https://www.healthstream.com/HLC/Login/Login.aspx?organizationID=227e2e56-54a1-11db-bfa9-000423af2167&BypassFederation=true>



Once you have opened the Volunteer Department Only link, you may use your User ID and password to login.

On your To Do List you will see the course *MGV MGH Volunteer Department Orientation*. Click the **Start** button to begin.



The last activity is the selection of an interview appointment. Please note that the course will remain at incomplete until after you have attended your live interview.

Thank you!