

OFFICE OF

# Clinician Support

A safe place to talk.

Hospitals are complex environments. Taking care of sick patients, especially children, can be very demanding and emotionally draining. Academic pressure, hospital regulations and differences among staff can also contribute to workplace stress. The Office of Clinician Support is a safe place to talk. Even a few minutes can help reduce your level of distress. The Office of Clinician Support can be a first step.

## OCS STAFF

David R. DeMaso, MD, Director  
617-355-6724 | david.demaso@childrens.harvard.edu

Lauren Coyne, RN, LICSW, Associate Director  
617-355-6747 | lauren.coyne@childrens.harvard.edu

Annmari Spring, MSN, PMHNP-BC  
617-919-0263 | annmarie.spring@childrens.harvard.edu

Dionna Cobb, OCS Coordinator  
617-355-8861 | dionna.cobb@childrens.harvard.edu



## WHO WE ARE

The Office of Clinician Support (OCS) provides a safe, alternative communication channel for anyone who does clinical work with patients. The OCS is for all hospital clinicians and trainees. The program assists clinicians with any problem they may be having, whether it be work-related or personal.

## WHAT WE DO

The OCS typically hears concerns about situations that interfere with productive work and/or home life. Concerns may involve a colleague, supervisor, coworker, a family member, or a friend. The OCS offers an unbiased and impartial perspective place to voice concerns, evaluate situations, organize thoughts and decide what is important according to a clinician's specific circumstances. The OCS also helps identify other resources that may be useful. The OCS assures confidentiality and is independent from the hospital administration so that the clinician has a "safe place to talk".

## FAQ

- **Is it confidential?**

Confidentiality of all parties is closely respected and information is shared only in unusual circumstances. In these circumstances, such as a threat of serious harm to self or others (including staff, patients, and families), information will only be shared with those who need to be informed. Clinicians will be notified when there is a need to share information.

- **What about help for departments, programs or units?**

The OCS provides work-related groups designed to provide educational and support services that enhance work wellness and resiliency. Groups are provided for both an acute crisis and/or for those facing chronic stressors. The OCS provides individual leadership coaching in order to enhance responses to personnel or system issues that promote a positive work environment.

- **How are appointments made?**

Call or email the OCS Coordinator, Dionna Cobb at 617-355-6705. Arrangements will be made for you to meet with one of the OCS staff at a convenient time, usually within 24 hours. If preferred, clinicians should not hesitate in directly contacting David R. DeMaso, MD, Lauren Coyne, RN, LICSW, or Annmarie Spring, MSN, PMHNPBC. Their contacts are listed to the left.

- **When is the office available?**

Support is available seven days a week. During normal business hours, voicemail and email are checked regularly and messages are returned promptly. If you need help outside of business hours, please call the main OCS line.

- **Will the clients receive a bill?**

All clinicians and trainees are seen on a timely basis for one to three sessions at no charge, with referrals made to outside professionals as needed.



Main OCS Line  
617-355-6705



officeofcliniciansupport  
@childrens.harvard.edu



333 Longwood Ave,  
Lower Level  
Boston, MA 02215