



Sandia
National
Laboratories
Health Services

Health Services Center Communication Channels

Web

E-Mail

Phone

Other Media

Health Communications

Health Services Center Web Sites

Health Services Center Portal or Site Map **Serves as a Parent Site to Functional Area Sites**

Contact Information

- **Health Services Contacts**, phone, fax, e-mail, location, hours of operation
- **Emergency Medical Service**, phone 911, from a cellular, 844-0911
- **Safety's Contract Opticiaon**, phone, location, hours of operation

Department Information

- **Contacts** – links to HR data
- **Medical Clinic 3333** – staff roster for Org. 3333
- **Occupational Health 3335** – staff roster for Org. 3335
- **CSM/HR Rep/MCM list by Org.** – list of Customer Service Representatives, Human Resource Representatives, and Medical Case Managers by the Organizations they serve

Health Communications

Health Services Center Web Sites

Health Services Center Portal or Site Map (continued)

Employee Assistance Program

- **About EAP** – EAP site - program description, availability and access
 - **Confidentiality** – FAQ's and answers regarding program's privacy concerns
 - **Library** – self-help videos and books available to borrow
 - **Managers** – EAP services, programs, forms for managers
 - **Referrals** – outside referrals by EAP explained
 - **Trainings and Classes** – listing of training programs and educational classes

Health Publications

- **UPDATE** – Health Services Weekly Newsletter
 - **Reuters Health** – Health News service is a weekly feature of the UPDATE
 - **Harvard Discount Subscription** – Harvard Health Letter discounted subscription
 - **Medical Documentation** – link to internal, corporate, document portal

Health Communications

Health Services Center Web Sites

Health Services Center Portal or Site Map (continued)

Human Studies Board (HSB)

- **About HSB** –HSB site – program description, availability and access
 - **HSB Process** – HSB process for protecting human subject

Medical Case Management

- **About MCMs** – MCM site – program description, availability and access
 - **Diabetes Program** – Diabetes Clinic Site
 - **PCD Form** – physicians certificate of disability form
 - **Sickness Absence** – program description, forms, process documents
 - **Workers' Compensation** – program description, forms, process documents

Health Communications

Health Services Center Web Sites

Health Services Center Portal or Site Map (continued)

Medical Monitoring and Surveillance

- **CPR300.5.5** – corporate document regarding program requirements
- **ES&H Requirements** – link to Environmental Safety and Health document

¡SALUD! Health Promotion

- **About ¡SALUD!** – ¡SALUD! Site - program description
 - **Classes** – Weekly UPDATE lists current classes
 - **Fitness** – fitness assessment and program links
 - **Health Care** – health care assessment and program links
 - **Nutrition** – nutrition assessment and program links
 - **Online Services** – HealthCalc online assessment and health site
 - **Organizational Programs** – program description and contact

Health Communications

Health Services Center Web Sites

Health Services Center Portal or Site Map (continued)

Walk-In Clinic

- **About the Clinic** – Medical Clinic Site - program description
 - **Allergy Clinic** – about the allergy clinic services, availability and access
 - **Blood Pressure** – about blood pressure screening, availability and access
 - **Clinical Laboratory** – about clinical laboratory, availability and access
 - **Emergency Medical Services** – about EMS, availability and access
 - **International Travel Clinic** – about travel clinic, availability and access
 - **X-Ray** – about x-ray services, availability and access

Advisory

- **Advisory** – External Site regarding Bldg. 807 Health Concerns

Health Communications

Health Services Center Web Sites

Community Partners with Sandia Health Customers Host Health Services Communications web pages on their servers

Sandia Laboratories Federal Credit Union

- **Members Financial Services** – financial health education
- **¡SALUD! Retiree Program** – health education for SNL Retirees
- **Events and Program Advertisements**

Honeywell

- **Health Services Center Page** – SNL Health Services for Honeywell
- **Calendar of Classes** – offered to SNL's Honeywell Contractors

Health Communications Web Cross Link Agreements

Internal Organizations with Web Presence

Health Services Communications maintains links within other sites across Sandia's Intranet

Human Resources

- HR Portal
 - Contacts by function
- HR Office of the Vice President
 - Index by function
 - Contacts Page by Organization

Sandia's Tech Web

- **About Me at Sandia** – Listing of Health Services
- **Index** – alphabetical index by function
- **Yellow Pages** – internal yellow pages

Safety

- **Sandia's Safety Campaign Site** – hosts button link to the Weekly UPDATE

Health Communications Web Cross Link Agreements

Human Resources

- **HR Portal**
 - **Contacts** - by function
 - **Index** - by function
- **HR Office of the Vice President**
 - **Contacts Page** - by Organization

Sandia's Tech Web

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Health Communications Marketing Services and Programs

Advertising/Marketing Channels

Health Services Newsletter

- **Weekly UPDATE – approximately 7200 employee subscribers**
 - **Clevenger’s Corner** – monthly feature from the office of the Medical Director
 - **Calendar of Events/Classes**
 - **¡SALUD! Classes** – health education classes
 - **Fitness Activities Classes** – fitness classes and weekly calendar
 - **Host to ¡SALUD! Online Services**
 - **Assessments**
 - **Screenings**
 - **Support Groups** – AA, Diabetes, Elder Care, Bike Commuters

Sandia’s Media Relations and Lab Communications

- **Sandia Daily News**
- **Sandia Lab News**



Health Services Communications
health@sandia.gov
844-HLTH (4584)

Health Communications

Marketing Health Services and Programs

Advertising/Marketing Channels (continued)

OAA Weekly – Weekly newsletter distributed to the Sandia's Secretarial Staff

HR News Notes – Human Resource Newsletter distributed to Sandia Management

Sandia Federal Credit Union

- **Monthly Newsletter** – Distributed to 40,000 Credit Union Members
- **Thunderbird Retiree Web**
- **www.slfcu.org**

E-Mail – Communications with links distributed to large groups on e-mail systems

Voice- Mail – Audio Communications distributed to large groups of individuals on voice-mail system

Health Communications E-Mail Channels

Opt-In E-Mail Lists

Target specific communications to members with interest in certain programs/services

- ZBHUPDATE – subscribers to the Weekly UPDATE
- Diabetes – subscribers to the Diabetes Web Site
- Fitness – participants of ¡SALUD! Fitness Activities
- GMM – Sandia Managers
- Sleep – participants in the ¡SALUD! Sleep Program
- SLFCU – participants in the Sandia Labs Credit Union Financial Health Programs

E-Mail Gateways

Receive and distribute communications on behalf of program offices

- health@sandia.gov
- salud@sandia.gov
- healthupdate@sandia.gov
- Employee-Assistance-Program@sandia.gov
- travel@sandia.gov

Health Communications Phone Channels

Direct Connection to Onsite Emergency Response

- 911 or from a cellular 844-0911

Centralized Connection to Health Services Customer Service

Emergency, live person, or voicemail box choices

- 844-HLTH (4584)

Phone script allows callers to filter communication by urgency:

“You have reached the Health Services Center

If this is a medical emergency, please hang up and dial 911 (hang up)

For general information or to schedule an appointment press 1 (Live Person)

To enroll in a class, press 2 (Voice Mail Prompts)

**To request a Physicians Certificate of Disability, a PAR-Q Form
or other health mailing, press 3 (Voice Mail Prompts)”**

Health Communications

Other Media Channels

Video Teleconferencing

- Connects multi-site participants to each other at the same time (live) through a with audio/video through a phone connection
- Connects to Sandia TV – placed in public sites throughout the Labs

Conference Calling

- Connects multi-site participants audio to each other at the same time (live) through a phone connection

Desktop Movies

- Rolls video files (midi) at a time convenient to the participant from the viewers' desktop

VHS Tapes

- Rolls video at a time convenient to the participant from the viewers home or office television

CD-Rom

- Rolls video or office files at a time convenient to the participant from the viewers desktop or home computer