

# WELCOME COLLEAGUE



**THE FUTURE STARTS BY DOING  
WORKING AT ERASMUS MC**





# Working at Erasmus MC: the future starts by doing

At Erasmus MC we are working hard to improve the healthcare of today and the public health of tomorrow. We see that there is a lot of room for improvement. Good healthcare is never good enough. Fortunately, sitting still is not in our nature. There is plenty to do. In the lab and in academic learning, with world-class research and innovations, but also at the bedside where we provide the best possible care for our patients. All this with smart solutions and ideas. And above all, by simply getting things done. In an environment like this you'll get the most out of yourself every single day.

A photograph of the Erasmus MC building, a modern multi-story structure with a grid of windows and glass facades. The building is set against a clear sky. In the foreground, there are some green trees and a blue sky. The text 'Erasmus MC' and 'Hoo' is visible on the building's facade.

# WELCOME

## About Erasmus MC

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# About Erasmus MC



We are Erasmus MC. Every day, we, the staff, volunteers, and students, are committed to a healthy population. We work together to make patients better and to give them the support and guidance they need.



To discover new opportunities in the prevention and treatment of diseases, or to devise technological innovations to achieve the greatest possible health gains with as few side effects as possible. To educate and train the medical, nursing, and other healthcare professionals of the future as well as a new generation of socially engaged and creative scientists. And, finally, to share our knowledge and expertise with society.

It is our heartfelt conviction that we can always make healthcare even better. This is why we are continually on the lookout for innovation, for the best diagnostic and treatment methods, and the latest findings in the field of health, healthcare, and disease. This not only involves the deployment of medical and other innovations, but also responding appropriately to differences between people, so that healthcare and support become truly inclusive. Professionals that have been trained at Erasmus MC link the latest scientific and technological knowledge to practical action for the greatest benefit of patients and the healthcare they receive.

Working towards a healthier world cannot be done alone. As a university medical center, we take our social responsibility and we do so together with all those involved, i.e. with our patients and the people around them. And with everyone who works at Erasmus MC or is in training with us. And with our external partners, both local and international.

# Mission and main objective

## Mission

“Erasmus MC stands for a healthy population and excellent healthcare through research and teaching.”

## Main objective

“Erasmus MC is transforming healthcare: accessible, sustainable, and more balanced.”

## Our core values

Our core values are our founding principles. These are the basic principles behind everything we do – we believe that we can provide the best healthcare, research, and education if we are responsible, uniting, and enterprising. Our core values are inextricably linked.



### Responsible

We take responsibility and render accountability. To patients and their loved ones, to people with a healthcare need, to students, to society, and to each other.



### Connecting

Uniting – forging links – is a way for Erasmus MC to improve and innovate. After all, you can achieve more by working together. Our employees are team players who feel connected to patients, students, and with the values of Erasmus MC.



### Enterprising

Erasmus MC takes the first step when we see opportunities for innovation and improvements. We do not hesitate, but we get things done and we raise issues. With drive, ambition, and optimism.

# Erasmus MC IN FIGURES

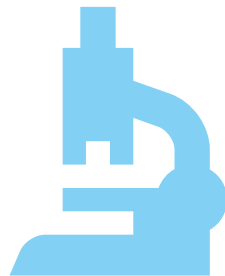
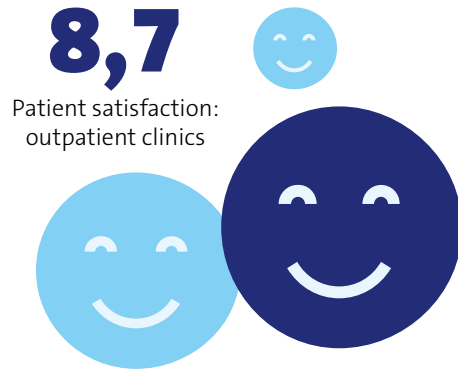


**17.954**

Employees (incl. Adrz)

**329**

Volunteers

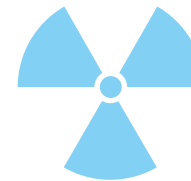
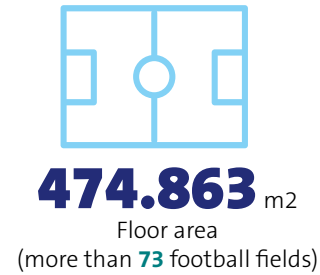


**15.000** m<sup>2</sup>  
Clinical laboratories



**1.215**

Beds (incl. ADRZ)



**2.059**  
PhD students



**81**  
Courses



**4.061**  
Students

Source: 2023 Annual Report figures

# What is our goal?



Our five-year strategy for the period 2024 - 2028, called Strategy28, focuses on the societal challenges in healthcare. This includes the growing demand for care and rising costs as well as the challenge of retaining our people and attracting new talent. And the impact of healthcare on our surroundings and vice versa. But this is offset by the unprecedented possibilities of technology and AI to lessen the burden on the healthcare system and reduce workload.

As Erasmus MC, we work to keep healthcare accessible and affordable for everyone. To make healthcare more sustainable by reducing waste and avoiding unnecessary distress and discomfort for patients. And to find a balance between the rising demand for healthcare on the one hand, and the shortages of staff and funds on the other. Technological developments and digitalization of healthcare play a major role in these efforts.

Three ambitions encapsulate our efforts to strike a better balance between the rising demand for healthcare and our limited capacity. Ambitions in the core tasks of healthcare, research, and education.

## Our ambitions



### Enhancing tertiary, digital, and appropriate healthcare

In our patient care in the coming years we will focus even more strongly on patients with complex healthcare needs or rare conditions. Patients who require our specific expertise. Together with patients, we work on the most appropriate care and outcomes.



### Solving societal issues through scientific research

Our scientific research helps to find answers that create added value for society. We translate these scientific outcomes into effective solutions. In this way we can ensure that people stay healthy longer, have fewer complications after treatment, and that the workload is reduced.



### Investing in education for the healthcare of the future

The basis for future-proof healthcare lies in education and training programs. Social engagement and technology are important in academic education and training programs. In our practical training, we focus on knowledge and skills that can be applied immediately. And Erasmus MC is a workplace with development and career opportunities for all employees.



### Looking for more information on Strategy28?

In your first month, search Agora (our intranet) using the term Strategy28 for more information.



**Before**

**your**




**first day**

**at work**



# Before your first day at work

To ensure that your first day goes as smoothly as possible, it is important that you have arranged the matters mentioned below. If you need help, please contact your manager.

-  Sign your contract digitally. You will receive it by email.
-  After you have signed your contract, upload a passport-style photo in the same system.
-  Bring your passport or ID with you on your first day of work. Also don't forget your employee number, which you can find on your employment contract.

## Getting to Erasmus MC

Erasmus MC has excellent public transport connections and is easily accessible by bicycle. For directions see [erasmusmc.nl/nl-nl/contact-en-route](https://erasmusmc.nl/nl-nl/contact-en-route).

If you come by car on your first day of work, park in the Museumpark garage and get an exit ticket at the Service Desk (desk 3 or 4) (see S on the map on the right).

## Where should I go on my first day of work?

The map of Erasmus MC is shown on the right. Arrange a meeting point in consultation with your manager. The Reception Desk is a convenient place to meet (i). It is near Entrance A, in the Passage.

**Plattegrond voorzieningen**  
**MEDEWERKERS**



i Looproute (1<sup>ste</sup> etage)  
i Receptie  
A Hooftingang Erasmus MC – Kiss & Ride  
B Ingang Erasmus MC Zimmermanweg – Kiss & Ride  
C Ingang Erasmus MC Wytendamweg – Kiss & Ride  
D Ingang Erasmus MC Museumpark  
E Ingang Spoedeisende hulp  
E Ingang personeel  
3 4 5 Vanuit parkeergarage Westzeedijk  
3 Ingang naar gebouwen Ad, Ba, Bd, Ca, Cb en Dp  
4 Ingang 3, 4, 5 – Kiss & Ride  
S Servicedesk Facilitair, i&T, HR [Fe-209]  
K Ophaal- en afgiftepunt koeriers [Sk-0121]  
BHV [G-016]  
M Mortuarium [Ca-1]  
P Plietkamers [Ca-souterrain]  
MT Service Centrum Medische Technologie [Ca-310]  
MT Medische Instrumentatie Techniek MIT [Ca-309]  
KUA – kledinguitgifte [etage 0]  
KIA – kledinginnamen [etage 0/1]  
G Garderobe/douches [etage 0]  
T Textielshop [Ca-011 en Sk-0157]  
H High Five – Bedrijfsfitness [etage 0]  
P Parkeergarage  
F Fietsenmaker  
M Fietsenstalling met Erasmus MC-pas  
M Motoren- en scooterstalling met Erasmus MC-pas

**Erasmus MC**  
Universitair Medisch Centrum Rotterdam





**Your**

**first day**

**at work**

# Your first day at work

On your first working day you will get acquainted with your new work environment and colleagues, you will receive lots of information about Erasmus MC, and you will arrange practical matters. You will receive help with your:

- Personal account
- Erasmus MC ID pass
- Laptop and phone
- Choice of mode of transport
- Training and registrations



## Personal account

You can use your account to gain access to Microsoft365, our intranet (Agora), applications such as the electronic patient record and the Medical Library. You will receive an email address when you create your account. You can then log into your account using this email address or your employee number. You can find your employee number in your employment contract and on the back of your ID pass.



## Erasmus MC ID pass

All employees are required to wear an Erasmus MC ID pass with a photo at all times. The pass gives you access to your workplace and also enables you to identify yourself as an employee, which is something we consider important.

Use your Erasmus MC ID pass to:

- Access rooms
- Log in to your account
- Access the bicycle parking facilities
- Access parking garages
- Use lockers
- Use automated uniform/workwear dispensers
- Make prints and copies
- Get discounts at restaurants and some shops at Erasmus MC



## Laptop and phone

If you will need to work with a laptop and/or phone, your manager will submit a request for these. Once the request has been processed, you will automatically receive a message that you can pick up your phone and/or laptop at the IT Service Desk (S on the map). If you will need to work from home, complete a form while you are at the IT Service Desk to get access to the remote working environment.

## Intranet: Agora

Once your account has been created, you can log in on a computer or your laptop. You can find our intranet via [intranet.erasmusmc.nl](http://intranet.erasmusmc.nl): Agora. This is a digital workplace. You can find all kinds of information using the search bar and you will be linked to the corresponding platform or systems.

## Working from home or remotely

If you are not connected to the Erasmus MC network you can always log in to the online employee environment via our public website: [www.erasmusmc.nl](http://www.erasmusmc.nl) > Mijn Erasmus MC (top right) > Staff Portal. Logging in will give you access to Agora and our other internal systems.



## Access to digital accounts

If your work requires you to access digital applications that are not available through your general account, let your manager know. They will see to it that the applications are added to your account.



## Choice of mode of transport

Once you have submitted your choice of mode of transport, you can receive a transport allowance. You can select your mode of transport by logging in to Agora, then click on your photo (top right), and then on 'Mijn HR Selfservice' (My HR Self Service, your personal HR Self Service page). Log in to Erasmus MC with your account data, click on 'Declaraties' (claims) and follow the instructions.



## Training and registrations

You will be required to take a number of e-learning modules and training sessions when you start working at Erasmus MC. You will receive additional information on these on your first day at work.

### Data security (for all employees)

A lot of sensitive information is processed within our organization, which is why you will be required to complete the 'Data Security and Data Protection' e-learning module in your first month at Erasmus MC. You will automatically receive an invitation to do this, but you can also sign up via Eduplaza, Erasmus MC's e-learning platform. You can find additional information on Agora.

### HiX (for healthcare professionals)

HiX is the electronic system that we use to store data on all treatments and patient care. You will get access to this system once you have completed the e-learning module. So please make sure you take this module as soon as possible. On Agora, search for the 'HiX for new employees' page and follow the instructions.

### AGB registration (for independent healthcare providers)

If you are an independent healthcare provider, you must be registered in the General Data Management register and you must have a personal General Data Management - Healthcare Providers code (AGB code). You can apply for this code at [www.agbcode.nl](http://www.agbcode.nl) and link it to Erasmus MC.

### More training courses

Depending on your position and department, additional training programs may be relevant for you when starting at Erasmus MC. Your manager will inform you about these. The online training session BAC (Basic Acute Care, BAZ in Dutch), for instance, is mandatory for medical residents (AIOs), junior physicians not in specialist training (ANIOs), and medical specialists. Additional information can be found on Eduplaza, Erasmus MC's e-learning platform.



## Questions

If you have questions about the information provided above, go to Agora and search for information on the topic. If you need help, ask your colleagues or your manager. If you have any questions about how your account, laptop, phone or other digital items work, contact the IT Service Desk.



Available by phone at (010) 704 44 42 from 7:30am to 5:15pm.



Or visit the desk at Fe-209. Monday to Friday from 7:30am to 5:15pm.

## Checklist for your first day of work



Personal account Erasmus



MC ID pass



Laptop and phone



Choice of mode of transport



Training and registrations

# Uniform/workwear

If you require workwear for your work, the textile shop staff will be happy to help. You can try on the clothes at the textile shop and have your choices linked to your Erasmus MC ID pass. From then on, you will be able to pick up your clothing every weekday at the automated clothing dispenser (KUA in Dutch) and return it to the automated clothing collection machine (KIA in Dutch). See the map in this booklet for the locations of the KUAs and KIAs. Go to Agora and search using the terms 'Dienstkleeding Centrumlocatie en Sophia' or 'Dienstkleeding Faculteit' for additional information.

## Textileshop Centerlocation

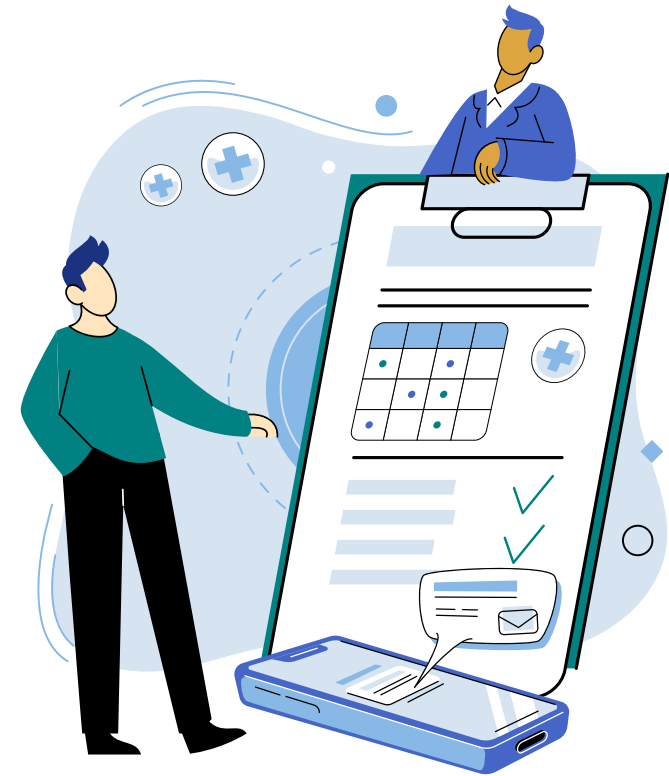
### Ca-011

Monday to Friday  
from 07.00 to 09.00am and  
from 12.30 to 14.00pm

## Textileshop Sophia

### Sk-0169

Monday to Friday  
from 07.00 to 09.00am and  
from 14.00 to 15.30pm



# ORTEC Scheduling program

Various departments in the hospital work with ORTEC Workforce Scheduling (OWS), a planning and scheduling program. If your position requires you to work according to the OWS roster, your manager will arrange program access for you. Go to Agora or the Service Portal and search using 'ORTEC Workforce Scheduling (OWS) Scheduling program' for additional information and the contact details of the Helpdesk.



**After your**

**first day**

**at work**

# After your first day at work

After your first day at work, the questions below may help you find your way around your department and Erasmus MC. If your answer to any of the questions is 'no', discuss these with your manager or buddy.

- Can you find your way around Erasmus MC?
- Do you have a buddy or colleague you can turn to when your manager is not available?
- Are your tasks sufficiently clear and do you have enough information on them?
- Have introductory interviews been scheduled with your team and others?
- Would you like to be an observer at another department to broaden your knowledge on Erasmus MC?
- Can you work with Agora, Microsoft365, Teams or other programs that your team uses?
- Is there anything else that you need?



## Submitting a VOG (Certificate of Conduct)

Don't forget to submit your Certificate of Conduct (VOG) within two months of starting at Erasmus MC. Place it in the mailbox on the left hand wall of the room near the IT Service Desk. The costs incurred for obtaining this certificate will then be reimbursed via your salary.



## Who's Who Guide

Many people work at Erasmus MC. They are all colleagues, but you can't possibly know everyone, so how can you contact them if you need to? That's what the Who's Who Guide is for. It lists all your colleagues, including their contact details and their position. The Who's Who Guide is a standard shortcut on Agora. After logging in to the Who's Who Guide you can also modify or add information such as your telephone number and work days. This will enable everyone to find you and we can send you an SMS alert message in the event of an emergency.



## Digital email signature

Create your own signature for your Erasmus MC email address in Outlook via Agora (Service Portal). Instructions can be found under 'Outlook email signature' on Agora.



## Newsletters for new employees

You will receive several newsletters in your first month that provide information to make things easier for you. If you do not receive any newsletters, send an email to [introductie.nieuwemedewerker@erasmusmc.nl](mailto:introductie.nieuwemedewerker@erasmusmc.nl).



## Internal digital platforms and systems

During your first month, it is important to find your way around Erasmus MC, both online and in person, so take the time to explore the following platforms and systems. If you need help, ask your colleagues or manager.

- **My HR Self Service**
- **Personeelsplein (HR Portal)**
- **Service Portal**

### My HR Self Service

You can update your personal details (if you move house, for example) and submit expense claims through your personal HR Self Service page (My HR Self Service). Here you can also access your pay slips, annual income statements, and information on your terms and conditions of employment.

To access 'My HR Self Service' on Agora, click on your name (top right). For a good start at Erasmus MC, it is important to enter a number of personal details as soon as possible via My HR Self Service:

- Mode of transport (travel allowances and parking discounts)
- Bank account number (salary)
- Wage tax and social security contributions credit (loonheffingskorting - tax rebate on your salary)
- Specify your working hours
- Any remote working days (working from home allowance)
- Your partner's details, if you have one

An instruction manual is available to help you find your way in My HR Self Service. Use the search term 'Mijn HR Selfservice' to find this manual on Agora or the Service Portal.

If you have been employed as a manager, you can sign up for the Management Development 'HR processes at a glance' training program. As a manager, you will frequently need to work with My HR Self Service for employees' for sick leave and reporting changes, for instance.

If you have any questions, contact your manager or HR by searching 'HR contact details' on Agora.

### Personeelsplein (HR Portal)

The HR Portal provides HR information including information on: terms and conditions of employment, job descriptions, insurance, probationary period, annual appraisal, salary, bicycle scheme, pension, training and development programs, working safely and healthily, etc. You can find the HR Portal by logging in to Agora and clicking on your photo at the top right. Then go to 'I am new' and 'Information for employees' to see all the information.

If you have any questions, contact your manager or HR by searching 'HR contact details' on Agora.

If you wish to participate in the collective health insurance, disability insurance, or life insurance, arrange this as soon as possible after joining the organization. You may also wish to think about transferring your pension from your previous employer. All the relevant information can be found on Personeelsplein (HR Portal) > Terms and conditions of employment (contract).



## Service Portal

For questions or requests regarding the services you need in your daily work, such as IT, financial matters, servicing of medical equipment, research and education, cleaning, communication, or the house style, go to the Service Portal via Agora, on the right side of the home page.

### **If you have any questions about facilities, services, and buildings:**

Contact details can be found by searching the Service Portal for 'Servicedesk Gebouwen en Installaties' (Buildings and Installations Service Desk).

### **If you have any questions about nursing aids:**

Additional information can be found by searching for 'Medische apparatuur - Aanschaf en verpleeghulpmiddelen' (Medical Equipment - Purchasing and Nursing Aids).

### **If you wish to book rooms and meeting rooms:**

Go to the Service Portal and follow the instructions under 'rooms'.







### **If you're looking for the opening times of the bed storage depot, the shops, or the Occupational Health and Safety Service:**

Click on the 'Opening hours' button in the Service Portal.

Ask your manager if you are having problems finding something in the search bar.

## Checklist

### After your first day at work

-  **Check questions with your manager**
-  **Submit VOG (Certificate of Conduct)**
-  **Enter information in the Who's Who Guide**
-  **Set up digital email signature**
-  **Receive newsletter**
-  **Explore internal digital platforms and systems**



**Working**

**safely at**

**Erasmus MC**

# Working safely at Erasmus MC

## Social safety

All Erasmus MC employees are jointly responsible for a safe, secure, healthy, and pleasant working and learning environment. Working together professionally is standard practice and respectful interaction should be something that we all strive for. Transgressive behavior of any kind is unacceptable at Erasmus MC.

## Emergency situations and patient safety

Patient safety is extremely important to us. As a new employee and healthcare professional, you can be instrumental in this from day one. For additional information, search the term 'Patientveiligheid (+toolbox)' on Agora.

### Important emergency telephone numbers:



With an internal telephone: **\*15**  
Or call the incident room: **(010) 703 31 24**

If you work with sharp objects, you will need to complete the 'Sharp focus on safety' e-learning module.

Always report any prick, cut, bite, or splash accidents immediately on Agora's Service Portal (using search term 'incident').

## Employee safety

If you have questions about health and safety, the environment, or radiation, don't hesitate to ask by contacting the Occupational Health and Safety Service (OHSS) or the Radiation Protection Unit. You can find their contact details via Agora or the Service Portal.



## Transgressive behavior

The #zouikwatzeggen app is there for all employees and students of Erasmus MC. You can use the app to discuss transgressive behavior and to report such behavior to confidential counsellors or the 'ombudsman'.

The details of the confidential counsellors or the ombudsman can also be found on Agora.

# Infection prevention and screening

Erasmus MC is committed to providing safe care. To protect you and our patients, we would like to draw your attention to the information about our working methods regarding isolation, infection risks, etc. You can find this information on the Infection Prevention Unit's page on Agora. Please take time to read this information and also to watch the instruction video.

# Training and personal development

We want you to enjoy your work and continue to develop your talents even after your training period is over. Erasmus MC offers a number of opportunities for you to continue to grow in your position and advance to the next position. Always discuss these opportunities with your manager.

We use two learning portals:

- **Eduplaza** - Erasmus MC's e-learning portal for anyone interested in doing an e-learning module, self-tests, or traditional classroom training sessions. It is also the place to register your skills.
- **Ask Erasmus MC** - the workplace learning portal where you can find processes, tasks, and steps while working.

Erasmus MC Academy is where you as a healthcare or other professional can train and improve your technical, communication and cooperation skills, and learn new techniques and where you can receive coaching in consultation with your manager. Furthermore, Erasmus MC Academy offers a great number of advanced nursing courses, medical support training courses, and continuing professional development training and education programs.





**More about**

**Erasmus MC**

## More about Erasmus MC

Erasmus MC is often at the forefront of new findings and new treatment methods, and it is therefore not surprising that Erasmus MC generates extensive media coverage.

### Follow the news and stories about the people at Erasmus MC on:



Website:  
**erasmusmc.nl**



X:  
**@ErasmusMC**



Website:  
**Amazingerasmusmc.nl**



LinkedIn:  
**erasmus-mc**



Facebook:  
**erasmusmc**



TikTok:  
**@erasmus\_mc**



Instagram:  
**erasmusmc**

### Follow everything about working at Erasmus MC on:



Website:  
**Werkenbijerasmusmc.nl**



Facebook:  
**werkenbijErasmusMC**



Instagram:  
**werkenbijerasmusmc**

## Networks

There are many fun and interesting networks at Erasmus MC. Search the name of the association on Agora for additional information.

- AAV Association for medical residents, also for research physicians
- VENA, the network for women
- Promeras for PhD candidates
- Jong Erasmus MC
- The Hoboken choir
- The Molewater Activities Committee (MAC), various activities
- TOPS network for secretaries
- VAR (Nursing Advisory Council)
- Regenboog community (Rainbow community)

## Employee benefits on the 'Profiteerplein'

Erasmus MC employees enjoy a number of special benefits: discount on sports facilities, a bicycle scheme, personal travel advice, physiotherapy, reimbursement of basic V&VN membership, discounts on day trips and much more. See all the benefits under 'Profiteerplein' on Agora.



Erasmus MC

*Erasmus*