

PATIENT ACCESS SERVICES, UPSTATE CONNECT, AMBASSADOR SERVICES, AMBULATORY CALL CENTER

Departmental Updates

March 2019

What's New in Patient Access? Lisa Gaspe

Central Registration at the UH downtown campus is preparing for a newly renovated work space. We are temporarily relocating to room 1520 across from the Green Elevators for approximately 2 months. During this time patients will enter the hospital using the new Outpatient Doors which will be signed as "Patient Entrance". Once inside, there will be a sign for Patient Registration. The goal is to have all vendors, employees, and visitors utilize the revolving door as their main entrance which will help alleviate some of the lobby congestion. Our Pre-Registration department will mail patients a brightly colored flyer alerting them of our new location. Areas not involved with pre-registration have received a phone call informing them of the new flow and asking them to alert their patient population. This temporary registration area will house 8 registrars, the Bed Board, hospital safe, and Central Registration management; Bridget Dooher & Lisa Gaspe. Phone numbers will remain the same for all staff involved.

Also, effective March 6th, 5C dialysis will now be accepting pediatric patients with a maximum capacity of eight chairs. The patients will be seen either Monday, Wednesday & Friday or Tuesday, Thursday & Saturday. The appointments will be scheduled in four hour intervals between 8:00 a.m. through 12:00 p.m. or 1:00 p.m. through 5:00 p.m. Patients must be registered using a personal family guarantor and as a recurring encounter. The patients first appointment of the month will be registered by staff in Central Registration. All subsequent visits for the month will be checked in by the staff in the dialysis clinic. Patients must receive a bracelet for each registration. If admitted from this area, a new admission will need to be created, do not use the Admit to IP button. The patient will be allowed (2) recurring badges for their visitors since they will be coming to the hospital three times per week. See Central Registration management for additional details.

Lastly, Effective March 12th the Bridge Clinic (Med Toxicology) will be relocating from UH to UHCC at 90 Presidential Plaza. This area will be managed by Andrea Kite and the new phone number is 315-464-3745. 20-25 Patients will be seen every Monday and Tuesday from 8:00 a.m. to 4:00 p.m. The patients will register on the first floor of UHCC then proceed to their appointment in the medical clinic. Patients currently seen at UH will get an official "We're Moving" letter included with their AVS when they leave their clinic appointment. Please spread the word to UH employees and let's all be ambassadors to our patients!

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Registration Tips:

- A TPL Guarantor should be created when a motor vehicle accident is involved
- Keep in mind that only **2 Emergency Contact** names will display on the interactive face sheet. To view all contacts listed, click on the patient contact hyperlink
- Remember to review the **Emergency Contact** and **Permission to Discuss** fields with each registration
- To assist with positive patient identity, review the **Photo image** on file at time of registration and scan a copy of the patient's photo id
- Review previously scanned **Health Care Proxies** to ensure proper completion. Update the Health Care Proxy Acknowledgment status accordingly.
- When **entering an address**, include the apt number on address line 1. Use abbreviations whenever appropriate to prevent exceeding character limitations
- Be sure to complete all registrations, no items should be left blank or **unverified**
- Select a **Mark for Merge reason** each time you are marking a patient for Merge
- Remember to run a **Medicaid Query** for all self-pay patients. You can initiate a query to Medicaid as long as you have the following criteria:
 1. Patient First & Last Name
 2. DOB
 3. SSN

Training Update

The ADT and CPW training teams are joining forces to host quarterly **Bring Your Lunch and Learn** sessions for front desk users beginning March 2019.

The first session "Preventing Duplicate Medical Records" will take place March 26th via zoom from 12:00-1:00. The session will cover:

- Completing a Proper Name Search
- Name Standardization
- Identifying a Duplicate Medical Record
- Mark for Merge workflow

The zoom invitation will be sent to the area managers following this newsletter. Also for your convenience, several conference rooms have been reserved for registrars. See below. Please plan on attending and share your feedback. Also feel free to suggest Lunch & Learn topics by emailing Brenda Passardi.

Zoom Meeting Locations:

UHCC Large Conference Room

Galleries– Seneca and Cayuga

Community-RM CC0124 (across from cafeteria)

University Hospital– E8405A

Quote of the Day

"That some achieve great success, is proof to all that others can achieve it as well." Albert Einstein

Duplicate Patient Records

Duplicate patient records are created as a result of patient identification errors. It is the policy of Upstate Medical University to ensure standard formatting is used when entering patient names in Epic. Standard formatting prevents both the duplication of patient medical records, and the negative impact of patient care.

Anyone who adds a patient name into Epic should follow the Patient Name Policy.

It is the registrars primary responsibility to properly validate a *patient's* identity and accurately enter *patient* information in the system.

The Impact of Duplicate Medical Records in Healthcare

- Missing or incorrect information in duplicate medical records can cause severe injuries, illness and even death for a patient. Listed are some examples:
- Patients are often mistreated with missing or incorrect information which can be very dangerous :
 - * Medications could be prescribed that are dangerous to a patient with allergies, jeopardizing safety
 - *Incomplete records could result in repeat tests, such as X-ray exposure that are costly and potentially dangerous
- Duplicate medical records and overlays also leads to reimbursement losses, administrative inefficiencies, resource drains, liability concerns, and most significantly compromised care delivery and threats to patient safety

Ways to avoid creating duplicate records

Some tips on how to prevent duplicate medical records:

- Follow the organizations written policies
- Ask patients to spell their names instead of making assumptions
- Avoid rushing during the registration process, even during volume surges

Listed are some interesting statistics:

- 92% of duplicates are created during inpatient registration
- In an EHR environment, the time to fix an overlay or duplicate record can take months depending on the complexity of the system
- A recent overlay case involving twin girls from the Children's Medical Center of Dallas took 16 staff members working 3 months to correct the problem



Civil Service Test Announcement

Are you interested in becoming a Hospital Patient Services Clerk 1 & Nursing Station Clerk 1? Do you have a friend or family member with experience in the health care field? Do you think they would be a great fit within Upstate?

If the answer is yes, please encourage them to apply for the civil service test coming up in May. The deadline for applying is **3/27/19** and the test will be held on **5/11/2019**. All candidates must have a year of experience by the date of the test in either clerical, secretarial or patient care roles in a healthcare setting. Click on the link below to learn more about the minimum qualifications and/or learn how to apply.

<https://www.cs.ny.gov/examannouncements/announcements/oc/26-637.cfm>

PAS Vacant Positions:

Ambassadors:

- (2) Full time HPSC1
- (1) 50% HPSC1
- (7) Temp

Central Registration:

- (3) HPSC1s
- (1) Temp

Pre-Services:

- (1) HPSC2
- (1) TH Staff Asst 1

ED Reg:

- (6) HPSC1's (100%)
- (4) 50% HPSC1's

Amb Call Center:

- (2) TH Staff Asst 2
- (1) Temp

CC/Peds After Hours:

- (1) 80% HPSC1

Upstate Connect:

- (2)TH Staff Asst 2
- (2) 50% TH Staff Asst 2



Staff Kudos

Our *3rd annual Recognition Luncheon* was held on February 13th and was well attended.

Congratulations to all and keep up the great work !!



THANK YOU



Staff Kudos

Nominate A Star



Submitted by Sharonda Jackson recognizing **Kaniesha Mason** for going above and beyond.

Thank an Upstate "Star" Nomination

Name Kaniesha Mason

Department/Unit Patient Access

Please describe the action you observed: Kaniesha goes above and beyond to make sure your workflow and day goes by as smoothly as possible..... if there's ever a problem she will get to the root of it and I am so extremely grateful for her, it's almost as if she places herself in your shoes for a moment..... wish there was more people like her..... A true STAR!!

Nice compliment for **Sheri Edwards** from Otencia Hanley

I would like to say thank you to Sheri Edwards for her willingness to help with staff shortages in the ED, both at CG and UH. Sheri has proven to be very reliable and does an awesome job with copay collections when she works in the ED. She is pleasant and helpful and just a wonderful person to work with.

Thanks,

Way to go!

Top POS Collectors for the month of February

Community ED –Registration Top Collectors

Donna Conte.....Collected on 42 accounts (\$4,210)

Lori Covington.....Collected on 24 accounts (\$3,085)

UH ED-Registration Top Collectors

Leah Roth...Collected on 33 accounts (\$4,012)

Atalya GreenCollected on 13 accounts (\$1,575)

UH Central Registration Top Collectors

Debra Craft.....Collected on 113 accounts (\$3,362)

William Burke.....Collected on 47 accounts (\$3,807)

CG Central Registration Top Collectors

Zainab Dougherty.....Collected on 60 accounts (\$15,555)

Lorelle Ash.....Collected on 56 accounts (\$9,169)

Float Pool Registration Top Collectors

Jackie Pilon.....Collected on 20 accounts (\$550)

Heather Fehrman.....Collected on 18 accounts (\$1,515)

Pre-Services Top Collectors

Sharonda Jackson.....Collected on 13 accounts (\$3,332)

Diane MillsCollected on 9 accounts (\$2,013)



Announcements



March Birthdays:

Patty DuBrule	3/2	Pre-Services
LaQuitta LInen	3/6	CG Switchboard
Mary Wagner	3/6	Amb Call Center
Mark Geremia	3/10	ED Registration
Rashan Ramsey	3/12	Pre-Services
Cheryl Spinks	3/15	ED Registration
Shalita Collins	3/15	CG Ambassador
Curtis Scrivens	3/19	Float Pool
Julian Adamo	3/27	Amb Call Center
Vlora Hoxha	3/27	Central Reg
Nitchaborie Jones	3/28	ED Registration



Welcome to the following new employees:

Shalita Collins	CG Ambassador
Flennard Jackson	Central Registration
Zeneyda Coakley	Data Services



MOVERS & SHAKERS

Brett Parsons taking HPSC2 ED Registration Supervisor position

Training Resources

Did you know that the following training resources are available to you and can be found on the PAS Website at : <http://www.upstate.edu/ihospital/intra/pas/contact.php>

The screenshot shows the 'Patient Access Services' section of the Upstate Medical University Intranet. The page features a navigation menu on the left with links to various resources such as 'Authorization Grids', 'Insurance Links', 'For Managers', 'Managed Care Notices', 'Newsletters', 'PAS Bulletins', 'PAS Forms', 'PAS Honorable Mentions', 'Policies', 'Point of Service Resources', 'Quality Corner', 'Contact Us', 'Tip Sheets', 'Training Resources', and 'Hospital Intranet Home'. The main content area displays a 'Patient Access Services' header, followed by a news item titled 'Point of Service Collections - "Races" 2017 WINNERS CIRCLE!' with a sub-headline 'Congratulations to the Top POS collectors for the month of January 2017!' and a link to 'View results on this PDF'. Below the news item is a photograph of three women in a call center setting, with the text 'How can we help?' overlaid. To the right of the main content is a 'Have a Question? Ask us!' section with an email icon, and a 'QUICK LINKS' section listing various resources like 'Guide to Patients Rights', 'UH Inpatient Handbook', 'CC Inpatient Handbook', 'Insurance Cheat Sheet', 'Upstate Connect', 'Participating Provider List', 'Interpreter Services', 'Secure Payments', and 'Parking Validation'.

- **Tips and Tricks: Outlining approved workflows**
- **PAS Newsletter: Including updates and Registration Tips**
- **PAS Bulletins: Highlighting specialized desk procedures**
- **Policies: Link to intranet policies**
- **Insurance Links: Insurance Websites with instructions on navigating**
- **Insurance Cheat Sheet: Overview of insurance entry rules**
- **Point of Service Resources: Co-pay collection tools and scripting**
- **Have a Question? Ask us!: Email hyperlink to request information from Performance Improvement Team**
- **UH Inpatient Handbook: Hospital guides with information specific to site**
- **CC Inpatient Handbook: Hospital guides with information specific to site**
- **Interpreter Services: Link to Interpreter and Patient Communication Services**
- **Participating Provider List: includes a list of participating insurances**
- **Training Resources: Sign-up for Lunch and Learn Sessions. (If unable to attend, complete by Blackboard)**

Training Resources

Did you know that in addition to the PAS Website, resources can be found on the Patient Access Learning Home Dashboard. The dashboard allows easy access to resources. If something could not be found on the dashboard, the PAS website is easily accessed by scrolling to the bottom of the page.

Nice feature to use is the BCBS pre-fix list. To access just follow the steps listed below:

- 1) Click on Insurance Links found under Quick Links
- 2) Insurance sites will populate
- 3) The BCBS Prefix List is the first one listed

The image shows a screenshot of the ADT Patient Access Learning Home Dashboard. The dashboard is divided into several sections:

- What's New:** Contains two posts. The first is titled "Epic 2017 Upgrade" with a link to "ADT PAS PowerPoint" and a date of "Wed 10/11 02:53 PM - Roman J Danyew". The second is titled "New SUB" and discusses a new field in the registration workflow titled "Gender identity" effective 10/1/2017. It includes a link to "http://epic.upstate.edu/documents/intra/sys" and another link to "http://epic.upstate.edu/documents/intra/pre". The date is "Mon 9/25 11:45 AM - Roman J Danyew".
- Resources by Category:** A list of categories with expandable arrows: Demographics, Guarantor, Coverage, Reg Process, ED, PEDs, Bed Board, and Auth/Cert.
- Quick Links:** A section with a red box around the "Insurance Links" and "Upstate Links (new window)" options.
- Quick Links (Expanded):** A section showing a list of insurance links under the "Insurance Links" category. The "BCBS Prefix List" is highlighted with a red box. Other links include Cigna, Excellus, Fidelis, GEHA Federal Employees Insurance, GHI, Humana, Medicaid EmedNY (Medicaid) ePACES, MVP, New York State Workers' Compensation, POMCO, Tricare, United Healthcare (can use NaviNet), and WellCare.

Below the dashboard is a section for the "PAS Website". It features the Upstate Medical University logo and the text "State University of New York Patient Access Services". The navigation menu includes: Upstate, Patient Care, Academics, Research, Library, Locations, HR, Groupwise, iPage. There is a search bar with the text "Search Upstate's Intranet" and a "More Search Options" link.