

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

## Departmental Updates

April 2019

### Benefits of MyChart

Kaniesha Mason

MyChart is a patient-facing application that helps patients participate in their healthcare. To sign up for MyChart, you must be at least 18 years old. At University Hospital, the two most commonly used methods of MyChart signup include signup at the time of registration by front desk staff and/or providing an activation code on a printed After Visit Summary at the time of discharge. It is recommended that patients sign up for MyChart to take advantage of the many benefits, some of which are included below:

- **Direct Email Communication** - Patients can email their physicians to ask for medical advice for non-urgent matters. Messages sent via MyChart remain secure.
- **View Test Results** - Patients can view test results as soon as they become available rather than awaiting a phone call or letter from their physician's office.
- **View Appointments** - Patients can view past or future appointments including appointment details.
- **Pre-Check In**— Patients can update demographic information prior to arriving to the clinic.
- **View Finalized Estimates** – Patients can view finalized estimates for upcoming inpatient scheduled procedures. The estimate provides a breakdown of the patient portion owed. This helps patients prepare financially for their upcoming visit.
- **View Current Medications** - Patients can see a list of all of their current medications in one place. Details for each medication, including prescribed dosage, instructions, and physician who prescribed medication are included.

MyChart is becoming more and more popular as the functionality continues to evolve. Soon, patients will be able to upload images of their insurance cards and self-schedule annual mammogram appointments. Epic has simplified the process for requesting a MyChart activation code for front-desk users. Beginning April 1st, PAS registrars will assist patient with MyChart signup at the time of registration. Refer to the attached bulletin for step by step instruction on how to sign patients up for MyChart. Familiarize yourself with some of the features in MyChart and encourage our patient to sign up for a better patient experience.

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## Registration Tips:

- When updating an *anonymous patient record*, be sure to **remove “Anonymous”** from the *patient type field*
- Remember to create a Worker’s **Compensation Guarantor** whenever a *work injury* is involved
- Do not add commercial insurance coverage under **TPL** or **WC** guarantor types
- Enter the name of the **payor** in the description field on the **Documents table** when scanning in insurance cards
- Whenever Medicare returns an alert indicating **QMB, (Qualified Medicare Beneficiary)** you must also run Medicaid
- A review of **previously signed consents** is needed to ensure proper completion. Make sure the paper clip is present and the consent fully completed
- When entering an address in Epic, always use the **City (or ZIP) field** and enter the zip code in this field. This will automatically complete the State, Zip, County and Country fields

Bring your own Lunch & Learn Sessions

Topic: KRONOS

Learn how to request time off

View your schedule and more

Wednesday 4/24 @ 2:00 Cancer Center  
Conf Room C1076 A/B

Friday 4/26 @ 12:00 Community Campus  
Library

### Quote of the Day

“Success is not the key to happiness. Happiness is the key to success. If you love what you are doing, you will be successful.”

—Albert Schweitzer





Email Address field for Minors

We recognize 12 as the age at which minors can be given decision making authority as to who can view their record. For this reason, it is not recommended that the email field within the Patient Demographics be valued with any email address other than the patients for this patient population.

Entering a parents email address in this field may put us at risk for breaching Protected Health Information. Please be mindful of this while registering patients and remove any parent email addresses currently listed on the demographic screen. Parent email addresses may be entered on the Patient Contact screen.



A

*Are you in search of a position that is new and dynamic? Are you someone that gets bored easily and welcomes change? Do you want to be a part of a great team?*



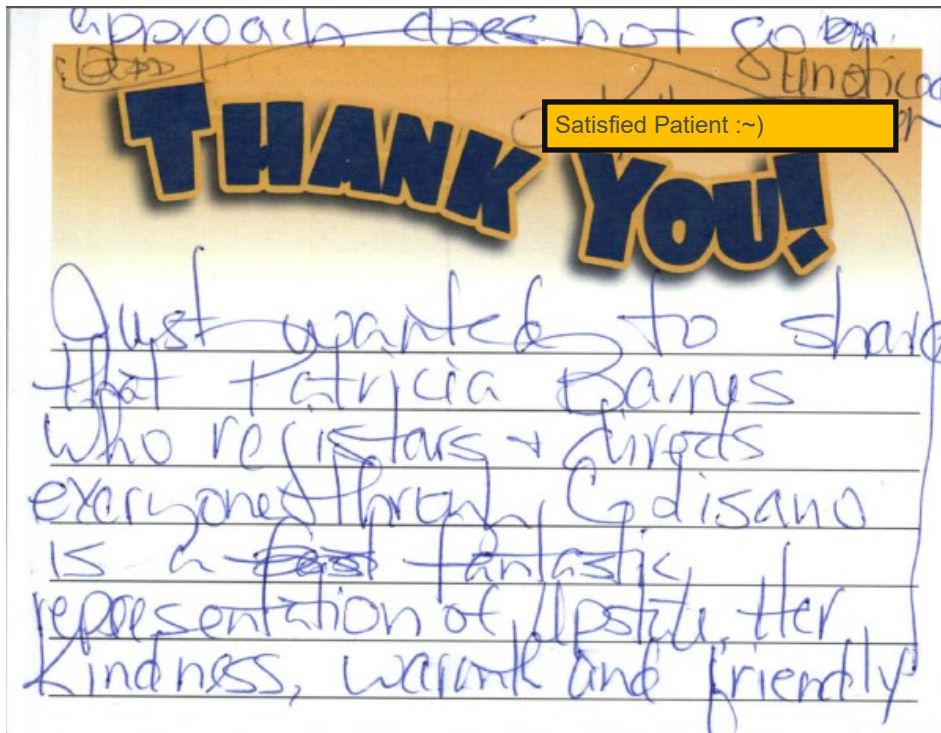
The PID Team is in search of CSEA Grade 9 Senior Float Registrars! We are in need of proficient individuals that are friendly, flexible, and fast learning. As a Senior Float Registrar, you will be given the opportunity to float to various sites within PAS. All necessary training will be provided prior to beginning an assignment. Assignments are dependent upon the shift you're hired for and based on operational need, therefore you may be floated to any PAS registration site. Some of the perks include working **Monday –Friday with no weekends, holidays, or mandation!** If you think you'd be a good fit, refer to the HR website and apply today. You may also contact Katrina Norvell at [norvellk@upstate.edu](mailto:norvellk@upstate.edu) for questions or additional information!



# Staff Kudos

Nice Compliment for **Patricia Barnes** from a patient

Submitted by Lisa Gaspe



Nice compliment for **Pre-Services** from a patient

Hi

Saw a patient in CC lobby yesterday that appeared lost. Asked him if he needed help and he stated just was looking for billing office. He wanted to thank them. Appreciated pre auths as well as how nice they were when he called them.

I told him I would pass the word.

Sharon

Sharon Klaiber MS RN NEA-BC

Director of Nursing



# Staff Kudos

Nice Compliment for **Sandra Crawley**

Submitted by Deborah DeCew

Hi Donna—I just wanted to send you a quick kudos to one of your staff members Sandra. I witnessed her at work yesterday 3/13 at check in.

There was a patient checking in and she was clearly nervous, visibly upset and Sandra was amazing. She was saying very comforting things to her and words of encouragement and then walked around the desk and lead her directly to the back so that she didn't have to sit in the waiting room. When I was called back she was already comfortable in a robe and waiting. I thought that it showed a great deal of empathy and it was combined with the perfect amount of professionalism.

Great Job!

Debora DeCew

Administrative Assistant-Ambulatory Administration



Nice Compliments for **Anne Otterness**

Submitted by Lisa Gaspé

Mary Ryan (funeral director) told me that Anne Otterness was the best, most friendly, most helpful person in the city's hospitals.

Also, a patient came in for an x-ray and his wife had called Admitting to ensure an x-ray could be done on a Saturday. The wife works either in a medical field or with medical facilities. When they came to check in, she said Anne was so friendly she wanted to make sure her supervisor was aware.

Thank you Anne for your outstanding customer service, it is greatly appreciated !

Lisa Gaspé

Admitting Manager

# Staff Kudos



## **The Ambulatory Call Center knows how to build a team!**

At our last team meeting we changed things up a bit. We decided to do a Team Building Exercise where the staff broke into teams with folks they would not normally work closely with. They were then given 20 pieces of dry spaghetti, one yard of masking tape, one yard of string, and a marshmallow. Each team was given 15 minutes to build a tower out of spaghetti with the marshmallow on top. The tallest freestanding tower would be selected as the winner. The employees quickly learned how important it is to work together and got to know each other better. After the activity we had a discussion on what everyone took from the experience. This was so much fun!

Our goal is to create a strong team and show each of them how to rely on one another while at work.

Carmella Carroll

Team Leader Ambulatory Call Center



# Way to go!

## Top POS Collectors for the month of February

### Community ED –Registration Top Collectors

Lori Covington .....Collected on 52 accounts (\$7,025)

Donna Conte.....Collected on 27 accounts (\$3,180)

### UH ED-Registration Top Collectors

Atalya Green ..Collected on 21 accounts (\$2,670)

Mary Hoare.....Collected on 19 accounts (\$1,690)

### UH Central Registration Top Collectors

Courtney Glouse .....Collected on 27 accounts (\$2,803)

William Burke.....Collected on 23 accounts (\$2,293)

### CG Central Registration Top Collectors

Lorrelle Ash.....Collected on 78 accounts (\$6,322)

Lorraine Franklyn.....Collected on 70 accounts (\$9,151)

### Float Pool Registration Top Collectors

Ed Rios.....Collected on 22 accounts (\$2,175)

Curtis Scrivens.....Collected on 11 accounts (\$1,777)

### Pre-Services Top Collectors

Sharonda Jackson.....Collected on 11 accounts (\$2,940)

Christine Hebert.....Collected on 9 accounts (\$2,045)



# Announcements

## Open Positions:

### Ambassadors:

- (2) 100% HPSC1
- (1) 50% HPSC1
- (3) 100% Temp
- (4) 50% Temp

### Central Registration:

- (3) 100% HPSC1
- (4) 100% Temp

### ED Reg:

- (7) 100% HPSC1's
- 4.50% HPSC1
- 1.5 Temp

### CG PAS:

- (1) 100% HPSC1

### Float Pool:

- (3) 100% HPSC2

### UH Admitting:

- (1) 100% Temp





# Announcements



## April Birthdays :

Tonya Lacey	4/4	UH ED Reg
Chicary Smith	4/4	UH Central Reg
Otencia Hanley	4/6	UH ED Reg
Philip Carpenter	4/7	ED Reg
Nicole Lopez	4/13	UH ED Reg
Arthur Walsh	4/13	CG Switchboard
Jewel Hunter	4/14	UC Call Center
Ben Blyther	4/16	GC Central Reg
Donna DeStefano	4/16	UH Central Reg
Susan Smith	4/16	UH Ambassador
Terryonna Steward	4/16	Amb Call Center
Eileen Quimby	4/17	Pre-Admissions
Shawn Bright	4/20	UH ED Reg
Charlene Bostic	4/21	UH Central Reg
April Fairbrother	4/22	Pre-Reg
Tracie Denny	4/24	UC Call Center
Lorrelle Ash	4/25	Ambassador
Marnique Rogers	4/25	Ambassador
Vicki Thomas	4/26	UH ED Reg
Tracey Chesbro	4/27	MD Direct
Sharonda Jackson	4/29	Pre-Services
Lisa McIntosh	4/29	Pre-Reg
Courtney Glouse	4/30	UH Central Reg



## Welcome to the following new employees:

Chicary Smith UH Central Reg

Michelle Motley Amb Call Center

Tawanda Graham Ambassador

Kathryn McKenna Ambassador

Cindy Olmstead Ambassador

Kathleen Libby-McAnuity Cen Scheduling



## MOVERS & SHAKERS

Jackie Pilon taking Pre-Services Team Leader position

Cora LoVetere taking the 80% Peds After Hours 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 displays the Upstate Medical University Patient Access Services Intranet Home page. The header includes the Upstate Medical University logo and navigation links for Upstate, Patient Care, Academics, Research, Library, Locations, HR, Groupwise, and IPage. A search bar is located in the top right corner. The main content area is divided into a sidebar on the left and a main content area on the right. The sidebar lists 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 features a 'Patient Access Services' section with a 'Point of Service Collections - "Races" 2017 WINNERS CIRCLE!' announcement and a 'View results on this PDF' link. Below this is a large image of three people talking on the phone with the text 'How can we help?' overlaid. To the right of the main content area is a 'Have a Question? Ask us!' section and a 'QUICK LINKS' section with items 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 two screenshots from a web browser. The top screenshot is the 'ADT Patient Access Learning Home Dashboard'. It features a navigation sidebar on the left with icons for home, refresh, settings, add, and a taskbar. The main content area is divided into three columns: 'What's New' with two posts about Epic 2017 Upgrade and a new SUB field; 'Resources by Category' with a list of topics like Demographics and Guarantor; and 'Quick Links' which is highlighted with a red box and contains 'Insurance Links' and 'Upstate Links (new window)'. Below this, another 'Quick Links' section is shown, also with a red box around the 'BCBS Prefix List' item. The bottom screenshot is the 'PAS Website' header, showing the 'INTRANET' logo, navigation links (Upstate, Patient Care, Academics, Research, Library, Locations, HR, Groupwise, iPage), and a search bar for 'UPSTATE MEDICAL UNIVERSITY' with 'Patient Access Services' and search options.