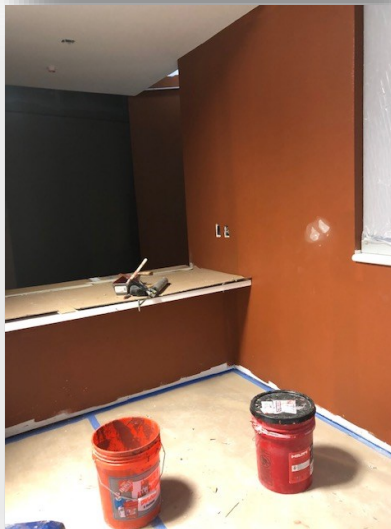
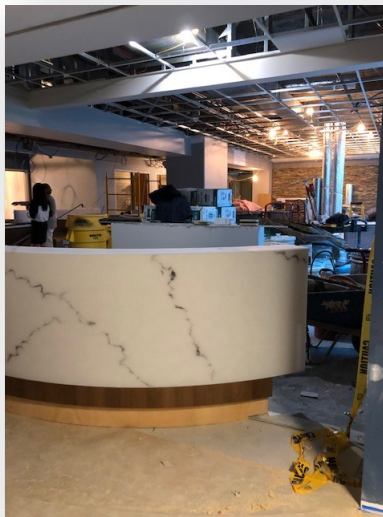


PATIENT ACCESS SERVICES, UPSTATE CONNECT, AMBASSADOR SERVICES, AMBULATORY CALL CENTER

Departmental Updates

July 2019



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LOBBY CONSTRUCTION UPDATE

Here are some pictures from inside the construction zone taken last Friday. The top left photo is a fireplace in the enclosed waiting area. The semi-circular desk is a reception desk within the Guest Service wing with Registration. The tall wooden wall is the outer wall of Guest Services. The photo on the bottom right is one of the registration desks.

Patient Access will move to their new location mid-August.



Registration Tips:

- Be mindful that every time you create a new patient record, you are also creating a new patient chart
- If a coverage is no longer being used it should be deactivated
- Check for the *proper Photo ID* at every registration
- Always check the document table to see if a *Health care Proxy* has been previously scanned
- Reminder when a *system generated guarantor* is present (minor), do not write over this one, but create a new one
- Always ask the patient if they have any *other insurance*
- Before anyone changes the *first name*, and or *DOB on any patient*, you must speak to a supervisor. If a supervisor is not on duty, create a new account and

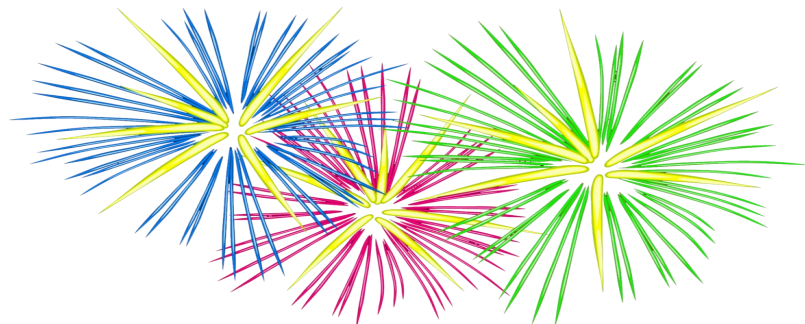
Due to summer vacations-
there will be no July and August
Bring Your Lunch & Learn Sessions



Quote of the Day

“ Communication is the overarching success factor in improving the health system patient experience”

—Author The Kinetix Group



Have a Registration Question ????

Contact the PID (Performance Improvement Division) Team at line **4-5562** for assistance.

Hours of operation are 7:00 am to 4:30 pm with voicemail box available.





This line is to be used for routine registration questions.

Just a
friendly
reminder...



The anticipation is over and the Kronos App is now available to everyone in Patient Access! With the app, you will be able to view your timecard, schedule and estimated accruals. The app also allows you to view and submit time off requests. The capability to request open shifts is still being researched.

Complete the following steps to start using the Kronos App:

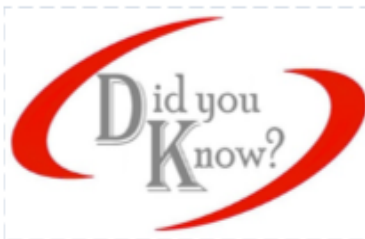
-  Download the *Kronos Mobile App* from your phones app store (Google Play for Android users or App Store for Apple users).
-  Open the app and enter the server name <https://kronos-mobile.upstate.edu/wfc/login>
-  Enter your User Name and Password which are the same credentials that you use on your desktop computer.
-  **BEGIN USING THE APP!**

For more detailed instructions on how to use the Kronos Mobile App, there is a Tip Sheet located on the Patient Access Website under Training Resources.

Questions, Comments or Concerns related to Kronos can be directed to:

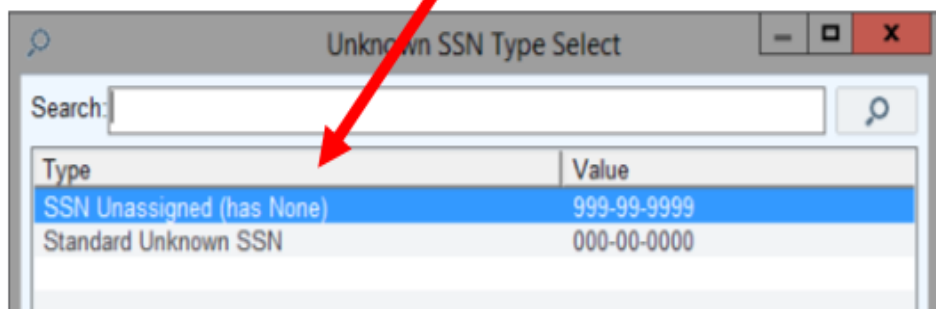
Katrina Norvell, PAS Float Pool Team Leader/
Kronos SuperUser

Email: norvellk@upstate.edu
Phone: (315) 464-5159



When completing the social security field for the patient, if you forget when you should use 9's verses 0's, take a look at what you can do.

If you click on the magnifying glass, a box will open, that shows the two choices and explains each one.



Staff Kudos

A nice compliment for **Reime Drazek**

An older gentleman stopped by my office today and wanted to send a compliment to Reime Drazek for being so wonderful. He said this isn't the first time he's interacted with Reime, and every time she has been pleasant and helpful.

Submitted by Cassandra



Nice compliment for **Sandra Crawley** and **Carlene Bostic**

Submitted by Bridget Doohar

I just wanted to let you know that I have been getting a lot of surveys back and a lot of them have stated how great the front end staff is when patients come in. I just received a typed letter about our whole department and the first paragraph the patient stated, "both secretaries that signed me in were cheerful, efficient and greeted me by name after my first visit."

The ladies up front are doing fantastic and they really are a joy to have here.

Just wanted to let you know.

Thanks,

Lindsey Powers (RT)

Location Manager



Staff Kudos

Highlighted monthly will be Press Ganey Survey results

PRESS GANEY®

Brett Parsons – Patient was seen in the ED on 5/1/2019 and wrote **Brett was amazing!**



TEAMWORK

Nice compliment for **Robin Gilfilan** from Andre Luce

Thanks for stepping in and helping out Robin. You guys are a great team !

Way to go!

Top 10 POS Collectors (listed by number of accounts) for the month of June

Lorrelle Ash.....Collected on 99 accounts (\$16,262)

Steven Johnson.....Collected on 88 accounts (\$37,557)

Ben Blyther.....Collected on 78 accounts (\$10,874)

Debra Craft.....Collected on 76 accounts (\$2,236)

Lorraine Franklyn.....Collected on 56 accounts (\$8,446)

Courtney Glouse.....Collected on 46 accounts (\$1,245)

Zainab Dougherty.....Collected on 42 accounts (\$6,780)

Mary Hoare.....Collected on 39 accounts (\$3,748)

Megan Snyder.....Collected on 32 accounts (\$2,865)

Genevieve O'Leary.....Collected on 20 accounts (\$2,783)



Announcements



TAKE
A
LOOK

Open Positions:

Ambassadors:

HPSC1 4.5

Temp 1

UH Central Registration:

HPSC1 8.0

UH ED:

HPSC1 8.0

HPSC2 1.0

HPSC1 (2) 50%

Temp (1) 50%

Float Pool:

HPSC2 1.0

Verification:

Input 1.0

Bedboard:

1.0 Temp

UC Call Center:

1.5 Call Center Agent

Ambulatory Call Center:

1.0 Call Center Agent



Make that job yours

Announcements



July Birthdays:

Ananya Choudhury	07/04	Data Services
Steven Johnson	07/07	Inpt Authorizations
Jacqueline Hardy	07/09	Pre-Registration
Terry Englebrecht	07/11	Central Scheduling
Sharon Hodge	07/11	ED Registration
Brett Parsons	07/12	Float Pool
Debbie Nelson	07/19	Amb Call Center
Elizabeth Patino	07/19	Amb Call Center
Shermell Sherman	07/21	Central Scheduling
Donna Conte	07/23	ED Registration
Kathryn Heisler	07/24	Central Registration
Jim Huba	07/25	Pre Registration
Karen Rice	07/28	ED Registration
Jessica Newson	07/29	Inpt Authorizations

Welcome to the following new employees:

Lawrence Walker	Amb Call Center
Janie Thompson	Ambassador
Annyssa Williams	UC Call Center
Douglas Dever	Ambassador
Rajaa Caldwell	Central Reg
Jacob Hare	Central Reg
Demora Holland	Central Reg
Aida Paulino-Jimenez	Central Reg



MOVERS & SHAKERS

Rebecca Reed is transferring to the Multi Disciplinary Clinic

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 with links to Home, Hospital Intranet Home, and various service categories. A central banner reads 'How can we help?' with an image of a smiling woman on a phone. To the right, there is a 'Have a Question? Ask us!' section and a 'QUICK LINKS' section listing various resources like 'Guide to Patients Rights', 'UH Inpatient Handbook', and 'Insurance Cheat Sheet'.

- **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', 'Resources by Category', and 'Quick Links'. The 'Quick Links' section is highlighted with a red box and contains a sub-section for 'Insurance Links' with a red box around it. Below this, a list of insurance providers is shown, with 'BCBS Prefix List' highlighted in a red box. 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 'Search Upstate's Intranet'.

ADT Patient Access Learning Home Dashboard

What's New

Epic 2017 Upgrade
Link: [ADT PAS PowerPoint](#)
Wed 10/11 02:53 PM - Roman J Danyew

New SUB
Effective 10/1/2017 there is a new field available in the registration workflow titled Gender identity that should be updated by registration whenever a patient voluntarily states their gender preference.
Link: <http://epic.upstate.edu/documents/intra/sys>

In addition to the Gender Identity for transgender patients, you should also capture their Preferred Name - see the attached link for details on the preferred name field.
Link: <http://epic.upstate.edu/documents/intra/pre>
Mon 9/25 11:45 AM - Roman J Danyew

Older posts

Resources by Category

- > Demographics
- > Guarantor
- > Coverage
- > Reg Process
- > ED
- > PEDs
- > Bed Board
- > Auth/Cert

Quick Links

- > Insurance Links
- > Upstate Links (new window)

Quick Links

Insurance Links

-- If there is an insurance site which is not listed here, open your browser and go to the Insurance Links page on the PAS Webpage --

BCBS Prefix List

- 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)
- WellCare

> Upstate Links (new window)

PAS Website

INTRANET

Upstate Patient Care Academics Research Library Locations HR Groupwise iPage

UPSTATE MEDICAL UNIVERSITY State University of New York Patient Access Services

Web Pages People

Search Upstate's Intranet

More Search Options