

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

Departmental Updates

November 2019

The Importance of Professional Image

Shelley White

Definition – Professional image is the image that one projects about themselves based upon appearance and reputation. Image can be conveyed as professional by the way that you dress, the way you speak, the way you respond to others, and the way others speak about you.

This is even more important when you are interacting with the Upstate public. You are representing yourself as a professional and you are representing Upstate. Your appearance and manner of interacting with the public can portray trust and expertise, or possibly the opposite. Keep your language and tone of voice appropriate at all times. You never know who can hear you, even those working in the call centers.

As I have been rounding, I am seeing a more “casual” dress code lately. Can the public distinguish you as an employee from the public? Do you feel you are dressed appropriately if you knew the Upstate president or hospital CEO were coming to your area? Seek the input from your manager if you are not sure of specific clothes. For example, denim, including black jeans or denim shirts, or camo are not appropriate in a public location. Clothes should be clean and not wrinkled. For non-public work sites, refer to location specific dress standards for direction.

Another problem spot is cell phone use. Cell phones should not be a distraction to staff or co-workers. No one should have a cell phone visible at their workstations, especially when caring for patients, including leadership. Many of the leaders are using cell phones for work related purposes however, even leadership need to keep cell phones out of view when directly working with patients. Reminder, cell phones are also cameras. Patients get concerned about their privacy if cell phones are in use nearby. Never “FaceTime” in a patient or public area as views of patients may be inadvertently shared. Lastly, never post any work related or patient related information on any social media site.

Use of Computers & Social Media

Work computers are for Upstate business use only. Use of social media, Netflix, YouTube during the workday for non-job related purposes violate Upstate policies. In related policies, there is a “personal use exception”: *Personal Use Exception (a) Limited personal use is permitted so long as it conforms to this policy and does not interfere with University operations or an individual’s performance of duties as a University employee. For personal use as it relates to social networking, refer to the UW S-07, Social Media Policy. As with permitted personal use of telephones for local calls and electronic mail for incidental and occasional personal use, limited personal use of information systems should not result in additional costs to the University.*”

Time off Requests

There seems to be a growing trend of staff calling in sick for days that were denied due to operational needs. Your management team carefully reviews all of your requests and tries to grant your time off. Time off is important for all of us. Management continues to work hard with Human Resources to recruit more positions in the areas experiencing low staffing. When staffing is very tight and time off is denied, it is even more important that every one that is scheduled shows up for work.

For those that do call in sick for a day that was initially denied, management may ask you to provide supporting medical documentation and/or they may deny payment for that day as an unapproved day off. Let us work together to improve this situation.

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Registration Tips:

- A review of previously signed **consents** is needed to ensure proper completion. Make sure the paper clip is present and that all the necessary fields are properly completed
- Remember to create a **TPL Guarantor** whenever a motor vehicle accident is involved and a **Workers Compensation Guarantor** for all work related accidents
- **Commercial** insurance coverage should not be added under **TPL/WC** guarantor types by front desk staff
- The **effective date** for a **workers compensation** coverage is always the date of the accident
- Always ask and update the **Admit Source** and **Referral Institution** with each registration. Refer to the article on page 3 for additional information
- Be sure to review the **HCP information** that is on file with the patient at each visit
- Always check to see if a **health care proxy** has been previously scanned. If so, the **health care proxy acknowledgement** should be documented as a **yes**



Bring your own Lunch & Learn Sessions

Topic: Claim Information Form

Wednesday 11/20 @ 12:00 Galleries
Conf Room Oneida

Thursday 11/21 @ 12:00 Community
Campus Library

Friday 11/22 @ 2:00 Cancer Center
Conf Room C1071



Quote of the Day

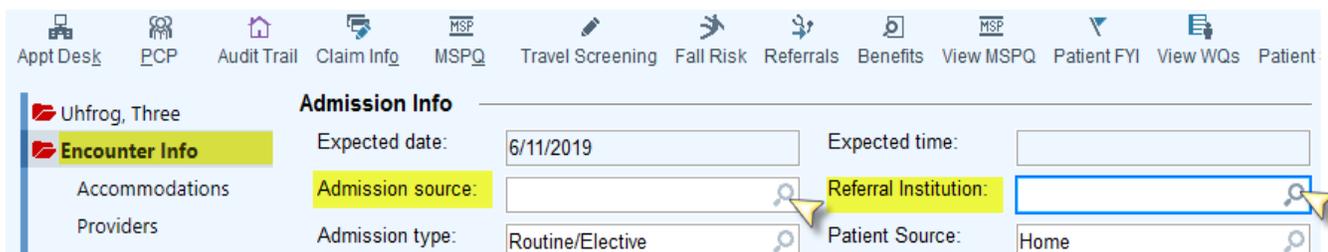
“ Customer service shouldn’t be a department, it should be the entire company.”

——-Tony Hsieh

The admission source also known as point of origin, is a code that is used in Epic during the registration process that assists us in:

1. Identifying when a patient is unable to sign forms on their own behalf
2. Identifying where to call if additional demographic or insurance information is needed
3. Determining reimbursement, patient safety indicators, and reporting clinical outcomes in our health system

There are multiple admission source options to choose from. It is essential that the registrar asks the patient where they are coming from, then make the appropriate selection from our Epic category list. By doing so, we can ensure that University Hospital reports correctly any conditions that were present upon admission (for example: decubiti or pneumonia). This will reduce any negative impact to our hospital ratings on reportable measures which can contribute to reductions in reimbursement that are tied to quality. See screen shot below of the Epic **Admission Source** and **Referral Institution** fields. Click on the magnifying glass in each field to see the complete category lists.



The screenshot shows the Epic 'Admission Info' form. The 'Admission source' and 'Referral Institution' fields are highlighted in yellow and have magnifying glass icons next to them, indicating they are searchable. The 'Expected date' field contains '6/11/2019'. The 'Admission type' field contains 'Routine/Elective'. The 'Patient Source' field contains 'Home'. The 'Referral Institution' field is currently empty.

We often find during quality assurance audits that registrars routinely select **Self/Home/Work** as the default admission source. Self/Home/Work is an allowed option; however, the proper desk procedure is to ask the patient where they are coming from at each visit then update the Admission Source and Referral Institution fields accordingly. When we incorrectly register the patients as having come from home or from a physician's office, the patient gets discharged and coded as having any of the previously mentioned conditions, it will look like our hospital did a poor job in caring for the patient. This information gets reported to agencies who share our clinical outcomes nationwide. Take a look at the scenarios below for a better understanding of how to update the admission source field. Reach out to your supervisors, training team, and/or email PID@upstate.edu with questions concerning valuing these fields.

- *Patient presents to UH Emergency department via ambulance from an outpatient clinic due to chest pain. **Select Op Clinic/Physician Office as the admission source***
- *Patient is transferred from Community Campus to UH Downtown campus as an inpatient. **Use the admit source from the original admission at Community Campus as this is considered an internal transfer***
- *Patient presents to Community Campus Emergency Department from Van Duyn nursing home. **Select Skilled Nursing Facility or Intermediate Care Facility as the admission source and Van Duyn Nursing Home as the Referral Institution***
- *Patient presents to outpatient clinic appointment from Auburn Correctional Facility. **Select Correction Facility/Law Enf/Div Youth as the admission source and Auburn Correctional as the referral institution***
- *UH Clinic patient goes homes to pack prior to urgent admission. **Select Self/Home/Work as the patient went home prior to arriving to facility***

Every employee in a healthcare company is potentially a customer service representative – someone whose daily activities should be focused on improving the quality of care provided to patients. Some employees will interact with patients directly while others work in supporting roles (behind the scenes), but everyone should approach his or her job with a customer-service mindset.

How to Provide Great Customer Service in Healthcare

To deliver or exceed patients' expectations, every employee in the healthcare industry must acknowledge and embrace their role and responsibility to provide a great customer service experience. Great customer service starts with taking a patient-centric perspective – viewing them as people your company wants to help and to act in a manner that leads to a lifelong relationship. From the scheduling staff to physicians and nurses to the billing staff – everyone in the healthcare company has a critical role. Below are a few tips on how you can make a difference:

- Be warm, friendly, empathetic
- Smile, “a smile goes a mile”
- Be mindful of your work environment and make adjustments as needed (lower voice to avoid others hearing your conversation)
- Be an ambassador, “take them, don’t tell them”. Walk patients to their destination whenever you can
- Take the time to care. Don’t rush your interaction with the patient. We are all busy, however we are here to take care of our patients; one at a time
- Connect with our patients



Take Note



This is an important reminder that as of **December 31, 2019** Medicare will only accept the new MBI number for any claims submitted. Therefore, please remember to update any accounts that still have the **HIC number** to the updated **MBI number**. This includes any Medicare managed care coverage also.



Coffee with the CEO is Nov. 8, 14, 18

Join Upstate University Hospital Robert Corona, DO, MBA, for a brief presentation, coffee and a conversation. To confirm attendance, R.S.V.P. to www.upstate.edu/ceocoffee.

The schedule is as follows:

Friday, Nov 8th, 11:00 a.m. to 12:00 p.m.- Education Room 5th Floor UHCC
Thurs, Nov 14th, 4:00 p.m. to 5:00 p.m.- Community Room at Community Campus
Monday, Nov 18th, 3:00 p.m. to 4:00 p.m.- Atrium of Upstate Cancer Center



Office Hours with Shelley White

Come meet with Shelley informally to discuss your questions, concerns, and/or ideas. We look forward to hearing from you!

| | | |
|-----------------|------------------------|----------------------------|
| Wednesday Nov 6 | 1:00 p.m. –2:00 p.m. | UH Cancer Center 1076C |
| Tuesday Nov 12 | 10:00 a.m. –12:00 p.m. | Galleries Shelley's office |
| Thursday Nov 14 | 1:30 p.m. –3:30 p.m. | 250 Harrison St. 6th Floor |

Staff Kudos

Nice compliment for **Steve Johnson**

Submitted by Lisa Gaspe

Patient Financial Advocate from a patient's mother on her interaction with Steve's customer service and the ability to pay her son's bill via telephone.

You are welcome! Yes, I am looking forward to enjoying a nice long weekend.

Thank you for the excellent customer service. It was actually a pleasure to pay Luke's bill by phone.

Michelle



Nice compliment for **Courtney Glouse**

Submitted by Bridget Doohar

Comments:
Courtney is Cute & lovely,
Great eye contact & Smiled
constantly & Markene very
kind & on point & comforting



Staff Kudos

Nice compliment for **Bridget Doohar**

Submitted by Lisa G

Bridget who works in another department and signed up for overtime in the Peds ED is doing a very thorough and fantastic job here. Name changes, advising the lab as well as nursing staff. Bridget was excellent at communication. I feel like good work should be recognized and she was on top of things today.

Rachel Graff -NSC Peds ED



Nice compliment for **Cheryl King**, Central Scheduling Team Leader

Thank you Kudos from Bridget Flanagan to Cheryl King

This is wonderful news Cheryl. You are a wonderful colleague to have met!

Thanks,

Bridget



Nice Compliment for **Kathy Libby-McAnulty** (PAS CS)

Submitted by Cheryl King, CS Team Leader via Carlene Conger, Ped GI Supervisor

Carlene emailed with “positive feedback!” today because the parent of a new patient to Peds GI was asking for Kathy when they arrived to clinic. They wanted to personally “thank her for being so helpful and pleasant” during their appointment scheduling telephone call.



Staff Kudos

Nice compliment for **Vickie Niedzwecki**

Submitted by Lisa Gaspe

I just received an out of state call from Joyce Williams who wanted to recognize Vickie Niedzwecki, admitting coordinator, for being so kind to Joyce & her family the week of 10/7/19. Joyce had her brother pass away here at University Hospital and since the family is out of state, Vickie provided them with a lot of information to help them with the process. Joyce stated Vickie was very kind and empathetic and the family truly appreciated all of her assistance. Thank you, Vickie, for taking the time to help ease this family's pain and they loved your caring attitude!



Thank You
FOR MAKING
A DIFFERENCE

Nice compliment for **Shermell Sherman**

Submitted by Cheryl King

Kudos for Shermell Sherman from Clara Emerton (Front Desk Pediatric GI)

Clara was struggling with a patient registration in her area and tried calling around for help. Her Department's coworkers weren't available, so she tried reaching out to PAS and Shermell received her call. I don't know all the details of how Clara was stuck or the specifics of how Shermell was able to assist her through, but she emailed me the next day to let me know, "Shermell saved my life yesterday!"



Staff Kudos

Highlighted monthly will be Press Ganey Survey results



Sandra Crawley and Charlene Bostic-

Site: Breast Care Center

- 1964617720 Everyone at the office is pleasant, professional and friendly.
- 1964618340 The lady that checked me in was excellent. Great lady to have at your front desk!!
- 1964618869 Everyone that I came in contact with was expectational
- 1964620283 Everyone was lovely
- 1939965968 My experience has been great and positive with all staff including secretaries. A lot of kindness and compassion shown to me by all.
- 1964620283 Good Experience
- 195843403 The receptionist who took all of my initial information. Her demeanor was very settling as I was initially nervous abut my appointment.
- 1964618869 I was impressed with everyone that I came in contact with from the moment I went into the office until the lady at the desk saying goodbye to me.
- 1964621522 Everyone was great, but the person that checked me in was especially nice.

Laura Hand-

Emergency Room

- 1964618248 The registration lady. Very caring and fast and when I left after several hours she said I'm so glad your feeling ok now.



Staff Kudos

Highlighted monthly will be Press Ganey Survey results



Sandra Crawley and Charlene Bostic-

Site: Breast Care Center

Site: Breast Care Center

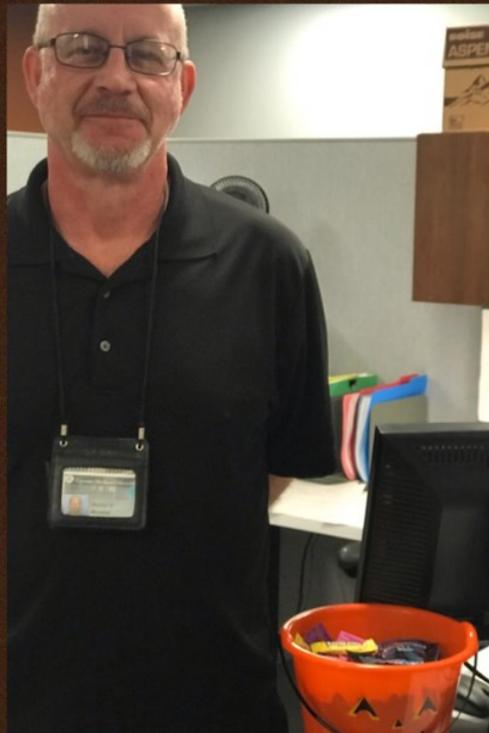
Open

- | | |
|------------|---|
| 1964617976 | I am impressed with all the staff but I will say it makes for a comfortable visit when you are greeted by two wonderful women to check you in with such concern and compassion. |
| 1971730332 | the receptionist at the front desk. she was very sweet and spoke softly so no one else heard my answers to her questions. she created a comfortable environment as you walked into the center |
| 1978477716 | I was really impressed with Sandra at the front desk. She was helpful and kind. She made me feel comfortable and added humor to help put me at ease. |

The receptionists was personable and friendly to everyone. She was exceptional!
The experience with this facility has been amazing. From the girls at the desk checking you in (they are fabulous) to the inside staff.
The woman at the registration desk (sandra, I think) is so kind and welcoming. She does a great job at putting me at ease. She takes initiative on issues with insurance and doesn't just make the patient figure it out. She's awesome!
The reception staff are always so nice!
Every staff member starting from receptionist RN technicians & Doctors were awesome answered every question

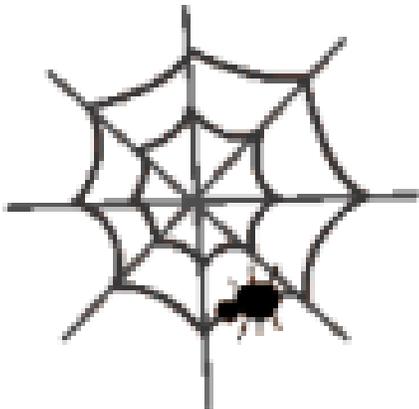


UH Downtown Admitting Celebrating Halloween 2019!!



Happy Halloween

Celebrating Halloween 2019!!



Way to go!

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

Note: These collection amounts do not include past balances

Steve JohnsonCollected on 146 accounts (\$24,922)

Lorelle AshCollected on 97 accounts (\$7,147)

Debra Craft.....Collected on 94 accounts (\$2,173)

Mary Hoare.....Collected on 81 accounts (\$4,785)

Zainab Dougherty.....Collected on 48 accounts (\$4,197)

Megan Snyder.....Collected on 41 accounts (\$3,533)

Ben Blyther.....Collected on 30 accounts (\$3,795)

Genevieve O'Leary.....Collected on 29 accounts (\$3,781)

Vlora HoxhaCollected on 27 accounts (\$855)

Lorraine Franklyn.....Collected on 22 accounts (\$1,952)



Announcements

Open Positions:

Ambassadors:

- (7) HPSC1
- 1 Team Leader
- 1 Admission Coordinator

Central Reg:

- (7) HPSC1

CG Registration

- 1 Temp
- (1) HPSC1

UH ED:

- (6) HPSC1
- 2 Temp

CG ED:

- (1) HSPC1

Call Center:

- 1 CC Team Leader



Announcements



November Birthdays:

| | | |
|-------------------|-------|----------------------|
| Kathy Kelly | 11/08 | Central Registration |
| Kelly Holdridge | 11/10 | Ambassadors |
| William Works | 11/11 | UH Central Reg |
| Tom Kekovski | 11/16 | UC Call Center |
| Derek Markle | 11/19 | Float Pool |
| Jane Thompson | 11/19 | Ambassadors |
| Marc Buselli | 11/21 | Amb Call Center |
| Genevieve O'Leary | 11/22 | UH Central Reg |
| Dawn Johnson | 11/24 | UH Central Reg |
| Demora Holland | 11/25 | UH Central Reg |
| Kathleen Zepp | 11/27 | CG Switchboard |
| Zenedya Coakley | 11/28 | Data Services |
| Kim Austin | 11/30 | PID Team |



Welcome to the following new employees:

| | |
|---------------------|------------------------|
| Tiera Betsey | Ambulatory Call Center |
| Ashley Brown | ED Registration |
| Cheryl Dixon | Ambulatory Call Center |
| Isabellah Hightower | Ambulatory Call Center |
| Nitchaborie Jones | UH Central Reg |
| Melinda Mattison | UC Call Center |
| Tammy Piseczny | ED Registration |
| Brenna Scott | UH Central Reg |
| Jacqueline Barrett | Ambulatory Call Cen |
| Ann Hodges | ED Registration |

MOVERS & SHAKERS

Tiffany Guinta transferring to PMR
Leah Roth transferred to Perinatal Center
Lorraine Franklyn retired in October
Terryonna Steward taking state position in the Amb Call Center (was a temp in ACC)
Nicole Bello taking state position in Amb Call Center (was temp in Central Reg)



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', and 'Training Resources'. The main content area displays a 'Point of Service Collections - "Races" 2017 WINNERS CIRCLE!' announcement with a link to 'View results on this PDF'. Below this is a photograph of a smiling woman on a phone call, with the text 'How can we help?' overlaid. On the right side, there is a 'Have a Question? Ask us!' section and a 'QUICK LINKS' section listing 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 categories like Demographics, Guarantor, Coverage, Reg Process, ED, PEDs, Bed Board, and Auth/Cert; 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 expanded, showing a list of insurance providers with 'BCBS Prefix List' highlighted in a red box. The bottom screenshot is the 'PAS Website' header, featuring the Upstate Medical University logo, navigation links (Upstate, Patient Care, Academics, Research, Library, Locations, HR, Groupwise, iPage), and a search bar for the intranet.