

DEPARTMENTAL UPDATES FROM

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

February 2020

For our annual Patient Access Services Recognition Luncheon this year, the management team revised the selection criteria to be more inclusive to staff throughout the department. The employees selected demonstrated exceptional customer service along with high quality standards as recognized by patient feedback and their management team. Additionally, the top 5 point of service collectors are being recognized for their outstanding achievement.



Congratulations to:

- Dustin Adams
- Tracey Chesbro
- Sandra Crawley
- Donna Destefano
- Reime Drazek
- Maggie Durham
- Sharonda Jackson
- Susan Kehrer
- Kelly O'Hara
- Genevieve O'Leary
- Randi Proctor
- Edwardo Rios
- Jessica Spinalli
- Mary Wagner
- Victoria Watts
- Megan Webb

Top 5 Collectors (by number of accounts)

1. Steven Johnson
2. Lorelle, Ash
3. Debra Craft
4. Mary Hoare
5. Zainab Dougherty

Inside This Issue:

| | |
|---------------------------|-------------------|
| Registration Tips | 2 |
| Lunch & Learn | 2 |
| Staff Kudos | 3, 4, 5 |
| Staff Kudos cont'd | 6 & 7 |
| Staff Kudos | 8 |
| Announcements | 9 & 10 |
| Announcements | 11 |
| Top Collectors | 12 |
| Open Positions | 13 |
| Birthdays | 14 |
| Training Resources | 15 |



REGISTRATION TIPS

- Remember to always review and capture the current **Primary Care Physician** at the time of registration
- Under patient contacts be sure to complete both **Emergency Contact and Permission to Discuss Fields**
- Remember to verify whether or not a **Health Care Proxy** was previously scanned in the EMR. Review with the patient to see if proxy information is still valid, then update the **HCP Acknowledgment Field** appropriately
- Be sure to include the patient's **preferred name** if one is mentioned
- When entering a patient's **email address** always read the **email address** back to them, to make sure it is correct
- Remember to always ask and complete the **Travel Questionnaire**
- Be sure to check the **photo image** on file at time of registration to make sure it is both **visible** and **legible**



You can contact the PID (Performance Improvement Division) Team line at **4-5562** for registration 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.

LUNCH AND LEARN SESSIONS

Bring your own Lunch

Topic: Conducting a Proper Patient Interview/Registration

**Wednesday 02/26 @ 12:00 Galleries
Oneida Conf Room 4th Floor**

**Thursday 02/27 @ 12:00 Community
Campus Library**

**Friday 02/28 @ 2:00 Cancer Center
Conf Room C1071**

*Happy
Valentine's
Day*

Quote of the Day

"Quality in a service or product is not what you put into it. It is what the customer gets out of it."

—Peter Drucker

STAFF KUDOS

Nice compliment for **Terryonna Steward** –Ambulatory Call Center from Janika Brown at the Joslin Center

Hello Terryonna,

Submitted by Shannon Austin

Please inform your supervisor that I appreciate you and the work you're doing. There have been a lot of times when I couldn't get in contact with a patient regarding appointments, went back to work on that pt again and have seen that they are all set. Your name has popped up on a lot of them and you have followed the instruction/notes that I have left to the tee. Also finding decent appointments for them. I feel like your notes are clear and concise and the few times I have had to deal with you, you have been very pleasant. I know this is probably a lot of what your job probably entails but I just want to say thank you and good job. Have a wonderful day! =)



Nice compliment for **Terryonna Steward** –Ambulatory Call Center

Submitted by Shannon Austin

I just wanted to take a minute to give Terry a Kudos. I am well aware that routing messages to Adult Medicine Medical Records and Nursing can be a bit confusing. Terry nailed routing a call perfectly today. When a patient or outside provider is requesting records and a physical the call should be routed to the Adult Med Nurse Pool which she did perfectly.

Also Terry calls with questions helping to provide a one call resolution for our patients and she has always been pleasant in what I am sure can be a stressful call center environment.

So once again Kudos to Terry !



STAFF KUDOS

Nice Compliment for **Mary Hoare**

Submitted by Mark Geremia

Mark writes, once again you demonstrate true compassion. This is part of the job that is almost impossible to teach and often unrecognized.

I am so glad our department chooses to highlight moments like this.

Thanks so much- Mark

She is a true asset to
your department. Please let
her know!
Cathy Manning (State College,
PA)

Dear Brenda,
We want to let you know how
amazing Mary H. in the E.R. was.
I broke my tibia and I am
out of state. She was so patient
and helpful while we tried to
obtain my health insurance info and
even loaned us her personal phone
charger so that we could contact
→



**THANKS
FOR YOUR
HARD WORK
AND
DEDICATION**

STAFF KUDOS

Nice compliment for **Tami Guinta**

Submitted by Otencia Hanley

Jackie one of the ED triage nurses wanted to send Kudos to Tami Guinta for quickly recognizing and quickly responding to a patient who was exposed to chemicals and had severed significant burns and needed immediate attention. Per Jackie, Tami's actions may have potentially y saves this patient's life, the patient was later admitted. On behalf of ED Leadership I would like to send a big thank you to Tami for all that she does. As you are aware we cannot thank the staff and the supervisors in the ED enough for their work in this extremely stressful environment.

Thank You,

Otencia Hanley

Patient Access Team Leader



Thank You
FOR MAKING
A DIFFERENCE

Nice compliment for **Victoria Watts** and **Susan Kehrer**

Submitted by Cheryl King

Tammy I just wanted to let you know that whenever I need help with a question-because I still have lots of them, one in a while and if you're not here yet-I usually seek out Sue who is always so helpful !! She helped me again this morning with a question. She and Victoria both helped answer my question, jumping right in to help me out

I just like and appreciate that and wanted you to know.

Thanks,

Cheryl

STAFF KUDOS

Nice compliment for **Hayam Khalil**

Submitted by Otencia Hanley

I would like to send Kudos to Hayam for her excellent work in her role as ED Supervisor generally and especially for her help this past weekend. It was Hayam's weekend off and Tonya was also out due to being sick. We had 3 call's on Saturday which Hayam speedily resolved from home even before I came on shift at 3 pm.

Hayam has been an invaluable asset to the ED supervisory team and we all really appreciate her diligence. I personally appreciate that when I walked in everything was not falling apart but instead that the ED was functioning like a well oiled machine even though no supervisor was on site.

Thank you Hayam, you are awesome.

Otencia



Nice compliment for **Tammy Piseczny**

Submitted by Otencia Hanley

Tammy Piseczny has been very reliable with helping us out in the ED with last minute coverage and call-ins. As you are aware we struggle with staffing in the ED and sometimes the volume of call-ins. As you are aware we struggle with staffing in the ED and sometimes the volume of call-ins and cancellations make it extremely difficult operationally. Tammy has rarely said no when we ask if she would considering coming in even on her weekend off. Tammy has had excellent attendance so far and has picked up many extra hours which has been a tremendous help and should not go unrecognized.

Thank you,

Otencia

STAFF KUDOS

Nice compliment for **Tracey Chesbro**

Hi Shannon & Shelley,

This patient called in and wanted to share her kudos for the help provided by Tracey Chesbro. Pt states she had been bounced back and forth about her questions for roughly a month between different offices, but felt "Tracy took complete ownership and figured everything out within a couple phone calls. The patient wanted to make sure Tracey was recognized for this as it was a huge help for the patient.

Just wanted to pass along the kind words.

Thank you

Justin M. Dolan,

Senior Patient Relations Coordinator



What a record breaking month for employee kudos !!!

Great Job !!

Keep the positive experiences through 2020 !!

Did you know?

**It takes 12 positive
service experiences
to make up for
1 negative experience.**

STAFF KUDOS



Not sure if you were aware-[Stuart Wright](#) was named one of the 100 top academic medical center CFO's to know in the Becker's Hospital Review.

Congratulations Stuart

BECKER'S
HOSPITAL REVIEW



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100 academic medical center CFOs to know | 2019

Stuart Wright, CFO of Upstate University Hospital (Syracuse, N.Y.). Mr. Wright oversees the financial functions for Upstate University Hospital. He has experience with budgeting, financial analysis, cash and investment management and revenue cycle management. Mr. Wright also oversees the patient access services and health information management.

ANNOUNCEMENTS

Need to KNOW



Please take note that recent audits have been finding that registrars have been adding guarantors incorrectly. Please review the attached quick reference inmate registration sheet to use when registering an inmate. It explains what Patient Demographic information, Guarantor information, Coverage information and Documentation is needed.

Below is the link to the document, which is now in the Epic Documents list on the SUNY iPage and the ADT Patient Access Learning Home Dashboard. This will also be added to the Front Desk Learning Home Dashboard for the Ambulatory registrars.

All Epic Tip Sheets, System Update Bulletins, Training Materials, eLearnings and other information on the Front Desk Learning Home Dashboard and ADT Patient Access Learning Home Dashboard in Epic.

Inmate Registration-Quick Reference Sheet:

[https://web.upstate.edu/epic/documents/intra/inmate registration quick reference sheet. pdf](https://web.upstate.edu/epic/documents/intra/inmate%20registration%20quick%20reference%20sheet.pdf)



Office Hours with Shelley White



- 02/11 10:30-12:30 pm Community Campus Room 1246
- 02/12 1:00-3:00 pm UH Cancer Center 1076C
- 02/18 9:30-11:30am Galleries 4th Floor
- 02/20 10:00-12:00 pm 250 Harrison Street 6th floor Conference Room

ANNOUNCEMENTS

Nappi Longevity Institute

You may remember Upstate was going to build an outpatient building on the open lot between the Cancer Center and the West Parking Garage. That project had a brief delay and is now back on track. A groundbreaking ceremony is next week and it is projected to open in 2023. The following services will be in the building: Joslin Center for pediatrics and adults, Family Medicine, Refugee Clinic/Global Health, Pediatric Primary Care, University Internists, Adult Medicine, Inclusive Health Services (formerly Immune Health), Radiology, Lab, Behavioral Health, and Geriatrics. On the first floor, there will be a retail pharmacy, café, Convenience Care (urgent care) and Infusion Center.

There will be five floors (the 6th floor will be utilities) with the potential to add three more floors at a later date.



ANNOUNCEMENTS

**PLEASE READ:
IMPORTANT
MESSAGE**

Preferred Name

A *preferred name* is a first *name* (i.e., given name) that may be chosen to be used instead of the legal first name.

It is important at time of registration we capture the patient's preferred name ,if they have one, and it has to be entered into the system spelled correctly. Be sure to ask the patient how the preferred name is spelled.

What not to do when entering the preferred name:

- Do not phonetically spell it out
- Do not enter the preferred name and last name in the preferred name field- just the preferred first name should be entered
- No name should be entered in the preferred name field ,if it is the same as the first name

Capturing a Patient Photo ID

- Be sure that the photo ID that is being scanned in the EMR is both legible and visible.
- **Poor quality photos** serve no purpose for patient safety and proper patient identification
- A legible and visible **Photo ID** is required for proper patient identification
- Check each photo copy on file at every registration
- If an expired copy is on file, try to secure an updated one
- The following are acceptable forms of Photo ID:
 - Drivers License
 - Sheriffs ID
 - Passport
 - Military ID
 - Non Drivers License

TOP COLLECTORS WAY TO GO

Top 4 POS Collectors (listed by number of accounts) for the month of January

Steve Johnson.....Collected on 154 accounts (\$39,939)

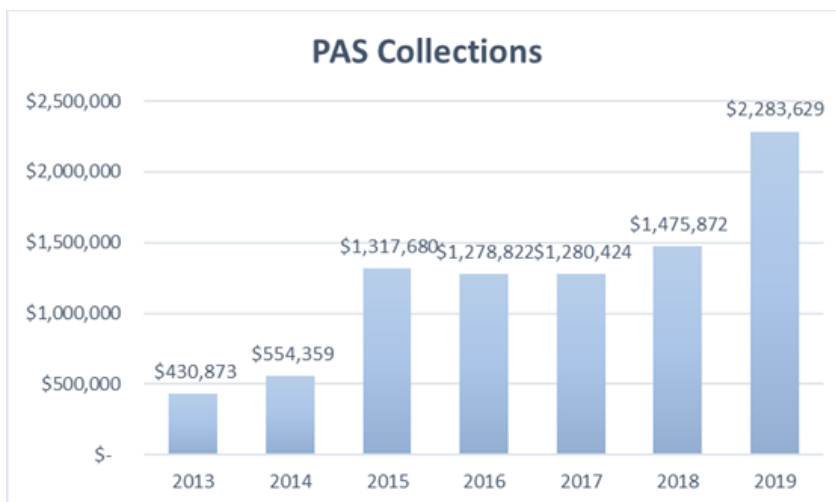
Lorelle AshCollected on 88 accounts (\$17,619)

Debra CraftCollected on 85 accounts (\$2,227)

Mary Hoare.....Collected on 56 accounts (\$7,328)

January was not our best month for collections , and we could only list 4 top collectors who collected on over 50 accounts.

Lets all try to make 2020 a ground breaking year with off the chart collections !!!



Top 5 Collectors:

1. Steve Johnson
2. Lorelle Ash
3. Deb Craft
4. Mary Hoare
5. Zainab Dougherty

OPEN POSITIONS



Ambassadors:

(5.5) HPSC1

(5.5) Temp

UH Central Registration:

(7.0) HPSC1

UH ED Reg:

(7.0) HSPC1

(3.50) HPSC1

(3.5)Temp

CG ED Reg:

(1.8) HPSC1

PID/ Float:

(1.0) HPSC2

UC Call Center:

(1.0) Call Center Team Leader

(1.0) Call Center Agent

CG Switchboard:

(1.0) Temp

Ambulatory Call Center:

(1.0) Call Center Team Leader

(5.0) Call Center Agents

(2.0) Temps



HAPPY BIRTHDAY

February Birthdays:

| | | |
|----------------|------|----------------------|
| Bridget Doohar | 2/12 | Central Registration |
| Jackie Pilon | 2/18 | Pre-Services |
| Taressa Smith | 2/23 | MD Direct |
| Cheryl King | 2/24 | Central Scheduling |
| Michelle Stine | 2/26 | UC Call Center |



Welcome to the following new employees:

| | |
|------------------|----------------|
| Andre Bak | UC Call Center |
| Saberna Maddox | CC Ambassador |
| Kimberly Durand | Central Reg |
| Christina McCrea | UH Ambassador |

MOVERS & SHAKERS

Philip Carpenter is moving to CG PAS

Lori Covington is taking a full time position as an ED



What you need to know about the upcoming CHAA exam :

Apply by **February 29, 2020** to take your [Certified Healthcare Access Associate \(CHAA\)](#) or [Certified Healthcare Access Manager \(CHAM\)](#) Exam during the April testing window!

NAHAM's Accredited Certifications help demonstrate your passion for your profession and validates to both your colleagues and supervisor that you possess the skills and knowledge that align with trusted industry standards.

Prove you are reliable, dependable, and accountable Patient Access professional by taking the next steps to earn your certification today.

Learn more about [NAHAM certification](#), how to [prepare for the exams](#), and apply now by submitting your information in [Certification Central](#)!

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 Upstate Medical University Patient Access Services Intranet Home page. The header includes the Upstate Medical University logo and navigation links. The main content area features a 'Patient Access Services' section with a 'Point of Service Collections - Races' announcement and a congratulatory message for top POS collectors. A large image shows three staff members on the phone with the text 'How can we help?'. A 'Have a Question? Ask us!' section and a 'QUICK LINKS' sidebar are also visible.

- **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" that should be updated by registration whenever a patient voluntarily states their gender preference. It includes a link to "http://epic.upstate.edu/documents/intra/sys" and a date of "Mon 9/25 11:45 AM - Roman J Danyew".
- Resources by Category:** Lists various categories such as Demographics, Guarantor, Coverage, Reg Process, ED, PEDs, Bed Board, and Auth/Cert.
- Quick Links:** Contains two sections. The top section is titled "Quick Links" and lists "Insurance Links" and "Upstate Links (new window)". The bottom section is also titled "Quick Links" and lists "Insurance Links" with a sub-section for "BCBS Prefix List" which includes a list of insurance providers: 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 this list is a link to "Upstate Links (new window)".

At the bottom of the dashboard, there is a section for the "PAS Website" which shows the Upstate Medical University logo and the text "Patient Access Services". The website header includes navigation links for "Upstate", "Patient Care", "Academics", "Research", "Library", "Locations", "HR", "Groupwise", and "iPage". There is also a search bar for "Search Upstate's Intranet" and a "More Search Options" link.