

## DEPARTMENTAL UPDATES FROM

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

Special Edition 3/17/2020 COVID -19



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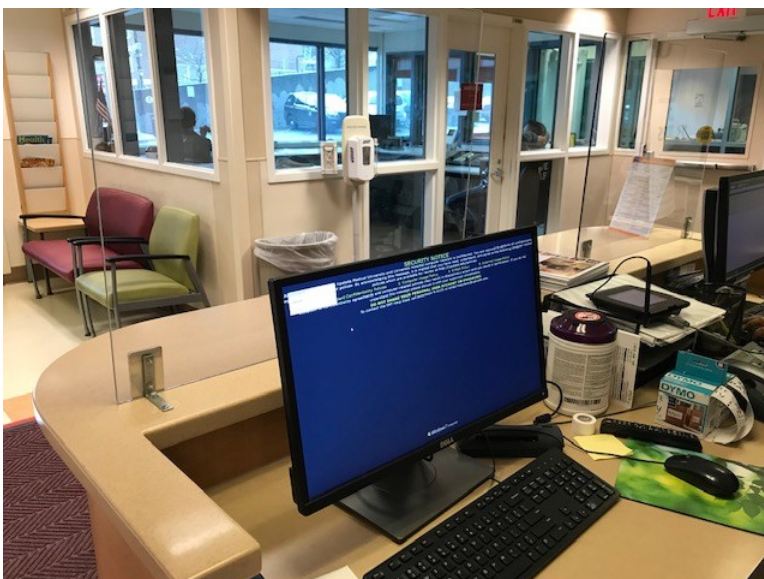
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Pictured are recent modifications to the UH ED greeter area to further protect our staff.



When the going gets tough, the tough get going!

#Upstate Strong!



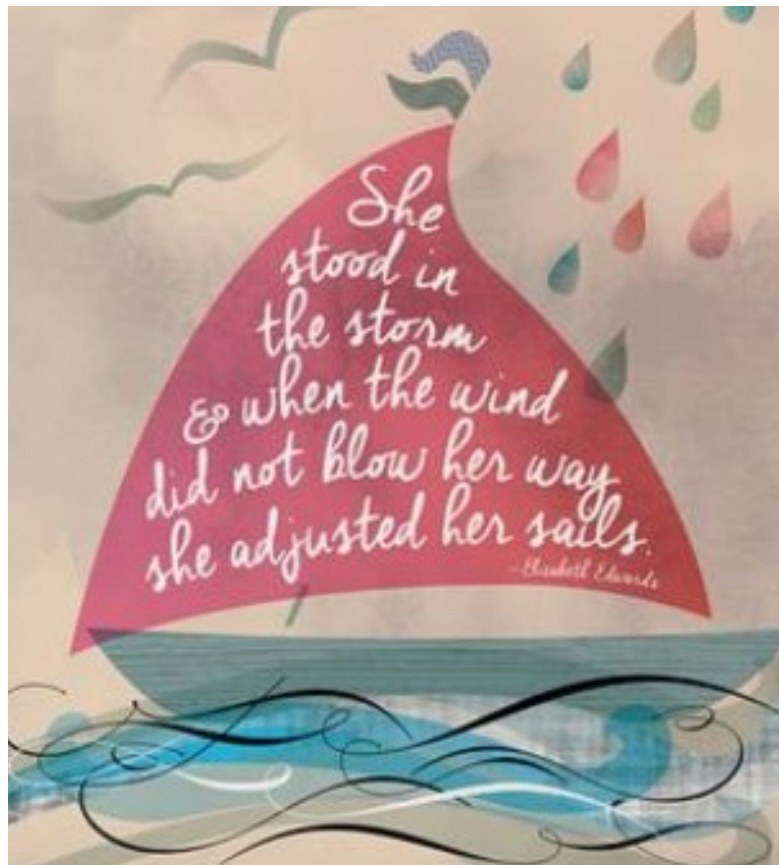
# ANNOUNCEMENTS



Listed is the link for **voicemail instructions** on how to access your voicemail from home.

<https://www.upstate.edu/imt/intra/telecomm/callxpress/index.php>

**We ALL here at Upstate have been doing a great job at adjusting our sails. !!**



# STAFF KUDOS

To the Performance Improvement Division:

Submitted by Katrina Norvell

**Float Pool--*Brett Parsons, Ed Rios, Derek Markle, Curtis Scrivens and Reime Drazek.*** You are capable of working in various areas of Patient Access and you have proven to be an asset to the department especially now during these trying times that we are all experiencing. You have stepped up to take on roles of not only registrars, but leaders in certain instances. Along with other registrars, you are front and center with some very sick patients and up until recently, their friends and family. It has not always been easy and is likely to get worse before it gets better. I know that you will pull through and continue to be the best team possible. You are capable of getting the job done and helping others do the same!

**PID Team – *Andrea Luce, Robin Gilfilian and Kim Austin.*** Much of what you do on a daily basis is behind the scenes. You review multiple registrations a day and correct countless errors made within those accounts as well as patient workqueues. Your expertise and knowledge in the registration process aids in getting claims paid in a timely fashion. As someone who works with you often, I see on a daily basis all of the work you put in regularly and you truly do have a thankless job.

**Quality Manager – *Brenda Passardi.*** The majority of your time is spent training new employees, many of which are temporary staff that realize that Patient Access isn't for them (too bad for them). You make time to train new staff in order to accommodate management throughout the department and never blink an eye. You do what you can do to ensure that everyone else's needs are met and put your own needs last for the good of the department. You create all of our bulletins and newsletters to ensure we stay informed with the latest registration procedures and news involving Patient Access. You are often a "one woman show" but know that we acknowledge all that you do and thank you!





# STAFF KUDOS

**Featured in this special edition newsletter, are the many kudos staff are receiving for their outstanding customer service and team work, during this very difficult time of Covid-19.**

Nice compliment for **Brett Parsons**

Submitted by Mark Geremia

Hello Shelley and Katrina,

As you know our processes are changing quite a bit as a result of this Covid-19 pandemic. We are always looking for ways to keep staff safe and get people registered.

Brett had an idea yesterday that would allow us to speak with most of our "Rule Out" patients via phone without calling them on their cell-phones. There are phones in about 10 Adult ED rooms. These phones are very old and almost never used. Brett and I went through and identified the bad ones. I contacted Telecom and they are fixing the bad ones now. It just so happens that the rooms with phones are the rooms we are using for "Rule Outs" anyway.

I ran Brett's idea by Sue Rainbow and she was on board with it. This new process is now live. We have a laminated sheet of room numbers with associated extensions posted for all our staff.

Also, Today between 11a and 3p, we have no supervisor in the ED. Brett has accepted the role as the person in charge.... This is not the first time. He has done this every time I ask him.

Thank you Brett

Mark Geremia, Patient Access Manager



Nice compliment for **Dustin Adams** from Tammy Pais and the staff in Pre-Registration

I want to give a BIG "Thank You" to Dustin Adams in Data Services for always being so willing to help out with just about anything we ask of him. He never hesitates to help and makes everything he does look pretty dang easy. It's so very obvious how knowledgeable he is with the Amtelco system, computers and just about anything we ask for his assistance with.

We so APPRECIATE you Dustin. Thanks for all you do!!

*You Are  
Appreciated!*

# STAFF KUDOS

Nice compliment for the **Upstate Connect Team**

Submitted by Michelle Stine

Hello Shelley,

I really have the best staff ! I have attached 2 commendations below one for my evening staff and one for my day and over night staff.

All of them have stepped up and helped each other. I am really Proud of this group.

Thank you and have a great day!

Michelle Stine

Interim Team Leader, Upstate Connect

Hello Shelley,

I am commending my staff on the evening shift in the Upstate Connect Call Center.

I am so thankful for **Alex Ortiz, Shannon Burley and Tom Sekovsky!** These three are the **Dream team!**

The Evening shift has taken on a lot more calls since the onslaught of Covid-19 helping the nurses with the calls by taking messages and letting them know if a message is placed. This is all while doing their own work of medical messaging and internal/external calls all of which has increased. Maintaining their professional attitude and customer service and training new staff. All of my evening staff has stepped up. In the days ahead, I know that all my staff will continue to do a great job!

The nurses have repeatedly stated in the OLIQsoft. They tell them thank you and YOU ROCK!



Shelley,

I am giving a shout out to my day staff **Edna Ogletree, Dazshe Ocasio, Melinda Mattison and Kia Wagner!** They also ROCK keeping up with the daily calls, ID calls and the extra calls for the Covid-19. Everyone on staff here is doing a tremendous job.

To my overnight staff **Kristen Songer** and **Brian Neil** great job keeping up with the extra calls and helping the nurses.

Being the Frontlines for the majority of calls for 24 hours. I am really Proud to say that I am the supervisor of great people!

I really cannot say enough about the entire staff in this department. It is times like these that show me how great a staff I have!

# STAFF KUDOS

Nice compliment for Brett Parsons

Submitted by Katrina Norvell

I like to pull float staff out of the ED if they have been there for an extended amount of time so that they can get a break and not get burned out. Brett has been there for the past two months straight and I spoke with him earlier and offered him a change of scenery in the Community ED while Donna was out.

He declined and said that he would prefer to help out downtown because he knows that you need the help and you could benefit more with him being downtown. He will remain assigned to the ED for the next schedule period, 4/2 - 4/29.

Brett is truly awesome and I can't thank him enough!

Katrina Norvell, CHAA

Patient Access Team Leader

***Float Registrars***

YOU ARE MAKING  
A DIFFERENCE  
EVERY  
day.

# STAFF KUDOS

Nice compliment for **Carol Andrews** from Shelley White

A personal thank you to Carol Andrews for working the COVID hotline, Ambassadors, helping me deliver breakfast pizza's and offering to help in the emergency departments. She's truly demonstrated her dedication to Upstate and will do whatever is needed to help our teams.

Thank you Carol!



Nice note to **Jody Williams** from Susan Kehrer

Just wanted to let all of you know how much we appreciate you for all the work you've had to endure. Thank you for keeping us safe and our families safe while we work from home. I can't imagine what it would be like walking in your shoes right now. Thank you again!

Sue :)



# STAFF KUDOS

Nice compliment for **Heather Fehrman**

Submitted by Mark Geremia

Heather came in on her day off to assist her department for a few hours. That is TEAM WORK !!



Complimentary note from Jody Williams to the **Data Services Team**

Normally I wouldn't forward my own kudos, but I can't say enough about how my group has stepped up and is handling each issue or question that comes their way. They've been a life save to me !



Nice compliment to the three Emergency Department Supervisors

Submitted by Mark Geremia

**Haym Khalil, Tammy Guinta and Becky Erwin**

I can't thank you enough for keeping the three Emergency Rooms operating during this crisis. Not only are we dealing with something that none of us have ever dealt with, we also continue to be faced with a serious staffing crisis and for the past two weeks, we have been down two supervisors.

The extra hours you put in, along with your empathy towards our staff as they do the same is amazing. Our entire team may be small right now...and a little beat up, but I am so very proud of them and the way you all have conducted yourselves. I am so looking forward to the end of this Covid-19 nightmare. You and our entire team are part of something that will be written in history books and medical journals.

Mark Geremia

Patient Access Manager



# STAFF KUDOS

Shout out to an Amazing Team !

Submitted by Jewel Hunter

Your hard work and efforts to help get Pre-Services and Pre-Registration staff trained to help take some operator calls is great appreciated ! Edna Ogletree Kianesha Wagner Melinda Mattison Tom Sekovski

Michelle Stine

Big Thanks to Michelle Stine for her help with training Peds specialty who will help with taking some messaging calls for the Call Center

Great Teamwork recognition for the Switchboard Staff at Upstate Community! We have a team member out due to being at Risk for COVID -19 and following team members have stepped up to pick up the slack !

Shante Taylor, Nancy Lewis, Arthur Walsh , Michelle Napier and Kimberly Cummings

Special thanks to Alex Ortiz and Tom Sekovski for helping a fellow co-worker with her set up at home to work remotely !

Outstanding Team spirit to the entire Call Center staff for your support with handling Corona Virus I calls for employees and You are all SUPER STARS !!

Edna Ogletree

Dazshe Ocasio

Michelle Stine

Brian Neill

Tom Sekovski

Kianesha Wagner

Kristen Songer

Alex Ortiz

Lynn Frigon

Melinda Mattison

Shannon Burley

Andre Bak

# STAFF KUDOS

Nice compliment from Jackie Pilon to the **Pre-Services Team**

I would like to thank every member of my team. Ann Salati and Sharonda Jackson are maintaining the patient access work queues to allow the rest of the time to help in other areas. Loretta Owens has flexed her hours to work into evening for the call center. Diane and Pattie are training to assist in the call center. Sharonda Jackson is also doing phone registration of Covid rule out patients for the emergency department in the mornings. Each one of my team members is working together to make sure we are able to help other areas in patient access.



Kudos submitted by Shannon Austin

**Jody Williams and the entire Data Team-** Thank you for working tirelessly to assist in the efforts to get as many staff members home and functioning as we can! All would be impossible without your endless support!

**Gale Riddell-** Thanks so much to Gale from MD Direct for transitioning from her normal role over to the Ambulatory Call Center to assist with their extremely high call volume! It is not an easy task and we sincerely appreciate your flexibility!

**Jackie Pilon-** Thanks to Jackie for jumping in to provide any support needed. She, as well as members from her team, are now working off shifts to assist the Upstate Connect Call Center with incoming calls as well as supporting the ED with their remote registrations! We appreciate you all!

**I want to extend a sincere THANK YOU to ALL members of my team for truly stepping up and showing the ability to be flexible and accommodating during this scary and crazy last couple of weeks! We've restructured entire referral processes, worked tirelessly training for other departments to provide assistance, and most importantly, supported each other emotionally and professionally in times of change, low staffing and remote agent challenges.**

**Super impressed with all of you and proud to call you MY TEAM !**

Shannon Austin

PAS & Ambulatory Call Center Manager/MD Direct Coordinator