

DEPARTMENTAL UPDATES FROM

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

May 2020

Returning to the Next “Normal”?

Shelley White, CHAM, MS, FACHE

Your management team is beginning discussions about phasing in our “next normal”. As Upstate begins planning to schedule some elective cases, it’s time to plan for how we are supporting the business. You’ll see in the notes that follow how exciting it’s been to demonstrate our flexibility and commitment to patients, staff and families.

I expect tele-health is here to stay, which I find pretty cool. I “saw” my PCP a couple of weeks ago through a WebEx link. Last week about 3,500 visits were completed via tele-health. There’s a team meeting, beginning this week, to take a deep look at all the tools Epic has to offer to facilitate patient’s self-service option while we will never take away our human touch to support our patients. Some things we’re considering are expanding to use of kiosks for arrivals, expanded use of My-Chart, and continued support by phone.

What I don’t know yet is what our office environments will look like. We will review the effectiveness for each work group our remote strategy, and determine if we can continue with remote workers: full time, part-time or on a rotating basis. I’m also waiting for additional guidance from NYS. Just know that our team is already talking through these options to come up with a strategy that both takes care of our employees and patients.

Jody Williams

In the past 2 months, Data Services has been tasked with helping to transition nearly 55 employees to working remotely from their homes. In the past when the idea of working remotely has been brought up, there was a lot of resistance partly due to the technology needs and lack of available support staff at home. However, this pandemic has pushed our users out of their comfort zone requiring many of them to work at home. Many users who thought they couldn’t handle it, are now working full time at home with little to no issues. One user told me “I know way more about technical support than I ever wanted to know”. I am proud of my team for the amount of remote support they have been able to offer, and I am proud of the end users for stepping outside of their comfort zones. I appreciate all of you for the patience and flexibility you have shown during this pandemic.

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Lisa Gaspe

Covid 19 has brought many changes and new unknowns into our LIVES in matter of a couple of months. What was nice & comforting were the things that remained 'constant' or normal and those were few and far between. I got used to only going to the grocery store once a week instead of daily. I was used to eating out a few times a week, that stopped - I had to cook. My adult children were working from home along with my husband, the house wasn't set up for every-one to be on conference calls at once. I could go on about all the negative things that have impacted all of our lives but I can not tell you how fortunate I feel when I watch the news. So many people are out of work, can't pay their bills, can't afford their mortgage, can't buy groceries but University Hospital has allowed our financial lives to continue without interruption. I haven't been 'furloughed', I've been allowed the opportunity to conduct business but from the safety of my own home and MOST IMPORTANTLY I still received my paycheck without interruption. Not many employers have offered these same opportunities to their employees. I am extremely grateful to Shelley & University Hospital.

Admitting has been trying to rotate staff allowing for two days off weekly. Second shift has always been a challenge to find coverage for. I want to recognize both Jackie Pilon and Loretta Owens for stepping up to the challenge, accepting it and allowing our second shift bed board person to be off weekly for the past six weeks. Loretta normally works days but her gracious reply was, "yeah I can work second shift...whatever you need." Loretta always displays a positive attitude and uses her humor to help everyone get through their day....a sincere THANK YOU to Loretta & Jackie!

We have great opportunities for advancement within many of our departments in Patient Access. In the Admitting / Verification Office we have two openings for an Admission Coordinator and we are awaiting Affirmative Action's response to the two internal candidates that have been selected, going from a grade 7 to a UUP position is a big financial upgrade. We've had a temporary worker as an Ambassador who has been selected for a provisional CSEA Hospital Patient Service Clerk in Central Registration. We are also trying to promote 3 temporary Ambassadors into CSEA state provisional positions. Pay attention to our Human Resources job site for more promotional opportunities and a chance to upgrade yourself.

Shannon Austin

The level of gratitude that I have for my staff is immeasurable. This time has really afforded us the ability to come together as a TEAM in so many ways. Working tirelessly to get as many folks functional from home as we could, staff, leadership and the Data Team really stepped up to help their coworkers with any issues that arose. We also seized this opportunity to begin cross train staff within their own departments (which was impossible with normal call volume), as well as cross train staff to support other areas. We have had volunteers willing to change their hours and work locations to support other departments in need within the division. Also, we've exhibited some serious creativity when it comes to on boarding our new staff with daily Zoom training and "homework".

As difficult and scary as this time has been, I strongly feel like our TEAM has really pulled it together, and remained positive and flexible. Leadership certainly could not have done this without all of you!

Mark Geremia

I would like to commend the efforts of the entire Ambassador Team. In the past several weeks many Ambassadors completed the appropriate training to have the skills to register patients in the ED. We now have 7 Ambassadors shadowing. Some experienced Ambassadors and some brand new. Through the great work of our Float Team, our supervisors, and staff, the group of Ambassadors are doing fantastic! A few Ambassadors were a little reluctant to shadow in the ED, but once they got up there they shinned. The Float Team has been instrumental in the success of this group....Thank You

Tip for the Greeter Position

There will come a time that visitors will be allowed in the ED. When that day comes, it is important to look at the "Privacy" column next to the patient's name before acknowledging that the patient is in our facility.

Jewel Hunter

Over these past two months our staff at both campuses have displayed the characteristics of **Resilience** in obstacles faced during this pandemic, the ability to overcome challenges and commitment that has proven to be a strong foundation to help us endure these trying times. Obstacles faced that the staff worked out were preparing themselves to work from home to adhere to the social distance guide lines. They adjusted to the new working conditions with no complaints. The commitment from everyone has been unbelievable the loyalty, dependability, flexibility and cooperation!

Here are some of the examples of the amazing team-spirit among our staff Kristen Songer drove to Fulton after working a night shift to pick up homemade mask for her team mates. Alex Ortiz, who is currently working from home, assisted other staff members setting up to work from home who had some technical issues or questions. All staff continually demonstrate their concern for one another by regularly inquiring about how their co-workers and families are doing. Most of all the staff has shown how much they enjoy their work responsibilities and care for the Community and organization which reflects in their customer service, flexibility in their schedules and dependability.

We cannot say enough about how much we appreciate the staff within the Department that have stepped up to help us with our patient information and external main calls: Shermell Sherman, Patricia DuBrule, Jacqueline Hardy, Diane Mills, Loretta Owens, Kathleen Libby-McAnulty, Maggie Durham, Brenda Shea and Jacqueline Pilon they have all been a great support to me and my team! We are so honored to have such a wonderful team to work with! We are also very appreciative for help with our After hours calls from the Department of Peds Specialty and those team members are Erica Buck and Chenelle McMillian. Over all the above reflects the great work family we have in our organization which keeps us UPSTATE STRONG !!!

Megan Carey

Community Registration: I've been very proud of my team as we've worked our way through the changes brought about by Covid-19. Each and every one of them has been flexible with their duties and willing to step up to fill the gaps left from losing our volunteers. They've shown kindness and understanding to our patients and their families who are both scared of possible exposure and frustrated by being unable to visit. By letting them know we are all working together to keep each other safe and assuring them that they are in good hands, the registration staff have truly demonstrated Up-state values.

Brenda Passardi

During the past two months our department training for Patient Access Services has been executed through WebEx, which has been all virtual training. This has been a transparent process and employees were able to successfully complete courses as required.

The department has been able to continue business as usual adding new Ambassador Staff and ED Registrars. In addition, adding employees from other departments, to help out with overtime in the emergency department registering patients.

Manager (Mark Geremia , and team leaders (Bridget Dooher, Heather Fehrman and Chris Hotaling) and IT Principal Epic Trainer (Jack Leporte) have all contributed to the success to date, of our virtual training. Mark assisted in getting employees remotely set up on their computers and also assisted in proctoring the assessments. Jack Leporte contributed to the teaching of some of the virtual classes and troubleshooting computer issues to get everyone onto the WebEx training site.

This demonstrated how staff can come together and assist one another to get things accomplished.

Thanks to all for your past assistance and future assistance in making our training a success.

REGISTRATION TIPS

- Remember when adding an **EP3 and EP4** plan, you must enter the **CIN#** in the CIN field
- Be sure to complete all registrations, use the **side checklist** to verify. No items should be left unverified
- 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
- Always ask and update the **Admit Source** and **Referral Institution** with each registration
- 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 yes, the **Health Care Proxy Acknowledgment** should be documented as a **yes**
- When adding an **Essential Plan**, do not initiate RTE for Medicaid. The response will come back eligible, but if RTE is read, it will be noted under Covered Services, a plan description of EP - Family Planning and Non Emerg Trans only. This means they have an Essential Plan. We should not be creating only Medicaid or adding Medicaid as a secondary to the EP plan



Calling all staff!

We need your help in selecting the phrase that best describes Patient Experience here at Upstate !

Please review the final three choices and cast your vote by **May 15, 2020**.

Your vote matters: Cast your vote by clicking here; <https://www.surveymonkey.com/r/DNG3DEFZ>

LUNCH AND LEARN SESSIONS

Bring your own Lunch

Due to Covid-19 situation, there will be no April lunch and learns.



Office Hours with Shelley White will be postponed until further notice. Feel free to email for an appointment to talk by phone. Stay Well !

Quote of the Day

“ We are what we repeatedly do. Excellent, therefore, it is not an act but a habit.”

_____ Aristotle

ANNOUNCEMENTS



Important information



Great News—the Patient Handbook is now available via MyChart . The patient must have an active status for their MyChart in order to access it.

At the top of Story board it will state whether or not the MyChart is active.

The registrar can choose the MyChart Access if the patient prefers to access the Handbook via MyChart and declines a physical book.

Note: We have to offer the patient handbook, which provides their patient rights, for every ED or Inpatient visit and annually for Outpatient visits.



Welcome Back Kaniesha!

Introducing the beautiful Kenise, daughter of Kaniesha Mason (PAS Associate Director), and husband Travis.



STAFF KUDOS

Read all about this months Upstate Stars and the great customer service provided.

Nice compliment for **Doug Dever** an ambassador at the Cancer Center from a patient

Submitted by Lisa Gaspé



Doug Dever, M.D.
my name is Doctor Zickry.
I'm a pt at the cancer center
and I have been impressed with
Doug's attitude and demeanor.
He is always pleasant, polite, and
eager to help. He is a perfect gentleman!



STAFF KUDOS

Nice compliment for **Melinda Mattison** of Upstate Connect

Submitted by Shelley White

Jewel –Just wanted to take a moment and commend your team for the fabulous job they are doing. The compassion and professionalism they demonstrate when transferring calls is inspiring to me. Melinda transferred a distraught daughter to me today and it was clear that in their brief conversation they had connected and she had helped this family to feel heard. Just want to say thank you amidst all this craziness!

Take care.

Susan Bland-Medicis



Thank You

FOR MAKING
A DIFFERENCE

Nice compliment for **Crystal Brundage** from an ED Nurse

Submitted by Mark Geremia

Good Morning,

I would like to take this opportunity to say what a great team I work with and a special shout out to Crystal Brundage. Yesterday I had a patient who presented to the ED with a sudden onset of a headache and blurry vision. This has happened to the patient in the past which led to a hospital stay and the fear of it happening again. The patient was awake and able to let her needs be known. She was scared and anxious of her past experience and mentioned several times to help her because she did not want to go through it again.

When Crystal entered the patient's room to finish up the registration paperwork, she was concerned with the patient and her behavior. The patient was not responding or not moving and was just staring off to her left. Not knowing why the patient was in the ED, or how she presented on arrival, definitely put a red flag to Crystal's thinking. She immediately notified the staff, Tina Dykes and myself that something seemed off. Crystal's quick thinking and the great team I work with resulted in an outcome that could have been much worse!!

Kudos to Crystal Brundage !!!

I do not want to try and mention staff involved for the fear of forgetting anybody who was caring for this patient. It was a team effort who truly showed their skills and love for the job we do everyday.

I am proud to be a part of the Upstate Team !!!!

Leanne Graf



TOP COLLECTORS WAY TO GO

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

Despite the current situation with COVID-19 we have had the following top 3 collections.

Steven Johnson.....Collected on 117 accounts (\$24,349)

Debra CraftCollected on 25 accounts (\$549)

Mary Hoare..... Collected on 21 accounts (\$1,497)

Reminder to make sure to verify coverages and RTE responses. With the New Year starting, renewals will have new out of pocket amounts.

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



OPEN POSITIONS



Ambassadors:

(4.5) HPSC1

(2.0) Temps

UH Central Registration:

(8.0) HPSC1

ED Registration:

(1.0) Team Lead

(14.0) Outpatient Administrative Specialists

(5.0) Temp

PID/ Float:

(1.0) HPSC2

UC Call Center:

(1.0) Call Center Team Leader

(1.0) Call Center Agent

Ambulatory Call Center:

(2.0) Temps



HAPPY BIRTHDAY

May Birthdays:

Becky Erwin	5/1	ED Reg
Dondrea Davis	5/1	Central Reg
Vicki Niedzwecki	5/5	Bedboard
Melissa DeGonzague	5/7	Authorization
William Burke	5/10	Authorization
Kim Luckette	5/11	Amb Call Center
Evangeliz Navarro	5/14	ED Reg
Ed Rios	5/15	Float Pool
Elizabeth Solazzo	5/17	Amb Call Center
Kathryn McKenna	5/21	Ambassadors
Peggy Hart	5/22	Amb Call Center
Alex Ortiz	5/22	UC Call Center
Victoria Watts	5/23	Pre Services
Doris Price-Webb	5/24	Amb Call Center
Katrina Norvell	5/25	Float Pool
Lynn Frigon	5/28	UC Call Center
Lori Kosakowski	5/31	Ambassadors
Nancy Lewis	5/31	CG Switchboard
Gale Riddell	5/31	MD Direct



Welcome to the following new employees:

Titiana McBride	ED Registration
Megan Avery	ED Registration
Danielle Warrick	Ambassadors
Erica Ward	Ambassadors
Annabella LaMarre	Ambassadors



MOVERS & SHAKERS

Peggy Steeprock took provisional position in UH Central Registration

Mary Hoare & Genevieve O'Leary promoted to Admission Coordinator at UH

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', 'Training Resources', and 'Hospital Intranet Home'. The main content area displays a 'Patient Access Services' header, followed by a news item titled 'Point of Service Collections - "Races" 2017 WINNERS CIRCLE!' with a sub-headline 'Congratulations to the Top POS collectors for the month of January 2017!' and a link to 'View results on this PDF'. Below the news item is a photograph of a smiling woman on a phone call, with the text 'How can we help?' overlaid. To the right of the main content is a 'Have a Question? Ask us!' section and a 'QUICK LINKS' section containing links to '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. The top screenshot is the 'ADT Patient Access Learning Home Dashboard'. It features three main 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 'Insurance Links' which is also highlighted with a red box. Below 'Insurance Links', there is a list of insurance providers, with 'BCBS Prefix List' highlighted by a red box. The bottom screenshot is the 'PAS Website' header, showing the 'UPSTATE MEDICAL UNIVERSITY' logo, the 'Patient Access Services' title, and a search bar for the 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