

DEPARTMENTAL UPDATES FROM

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

August 2022

Do's and Don'ts of Virtual Meetings, Kaniesha Mason

Once upon a time when we would all race to conference rooms to meet in person. Well that time is behind us and we must face the fact that virtual meetings are the new norm and here to stay! We've all seen funny memes mocking employees who look like they just rolled out of bed and forgot to put their pants on. Hopefully that hasn't happened to you. Virtual meetings and trainings present unique challenges that I hope to help you navigate with the tips below.

Do:

Be on Time- Time management is a huge issue with virtual meetings. Often meeting start times are delayed while participants wait for others to join. Sometimes this can take up 5-10 of time needed to discuss agenda items.

Wear your pants- Joking, but in all seriousness, virtual meetings are still business meetings. Make yourself look presentable. You never know when you will be asked to turn on your camera.

Camera-It is not always necessary for you to turn on your camera however, if you are a meeting host or expected to actively participate in the discussion, your camera should be on

Also make sure your camera is eye level, in a well-lit area. Position yourself so that your back is not to a window to avoid appearing as a silhouette.

Select an appropriate background if working off-site

Consider turning your camera on to greet other participants, especially at the start of the meeting

Mute yourself- Mute your microphone until you are ready to speak. Background noise can easily be picked up and can be distracting.

Participate- Actively engage in the discussion. You are invited to the meeting to share your expertise. Speak up, make suggestions, ask questions to gain clarity.

Don'ts

Multi-task- As tempting as it can be, try to avoid multi-tasking. You are guaranteed to miss important details when distracted by other work. Be attentive! Also, typing during meetings can be disruptive, especially if you forget to mute yourself.

Don't Interrupt- Everyone's input is valuable. Give others a chance to speak without interruptions.

Don't eat- There is plenty of time to eat before, after, or between meetings.

Don't invite unnecessary people- Everyone's time is valuable. Be intentional with your list of participants. Ask yourself, "who adds value to the discussion?" before sending meeting invitations.

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© Alanna Chasin, aka The Dog Buddha

REGISTRATION TIPS

- Always validate the patient's **e-mail address** to ensure the spelling is correct.
- Under patient contacts, be sure to complete both **Emergency Contact** and **Permission to Discuss** Fields.
- When registering a patient and the **DOB** in the system is different than what the patient is providing, do not change the **DOB** on file, instead create a new record. Records can be **merged** later if the two in question are in fact the same patient
- Copy both the front and back of all **insurance cards**.
- Always check to see if a **Health Care Proxy** has been previously scanned. If so, go over the details with the patient to assure the information is still accurate.
- Remind staff to **NOT** value the Date of Injury field when creating a new **W/C Guarantor**.
- Do not value the **Date of Injury Field** when creating a **W/C Guarantor**.
- The **legal sex of X** is not possible to be used in Epic at this time. Current options are **M, F** and **U**.

LUNCH AND LEARN SESSIONS

Bring your Lunch

The August Lunch & Learn (WebEx):
Supporting Front Line Workers During the
Pandemic Through Self-Care

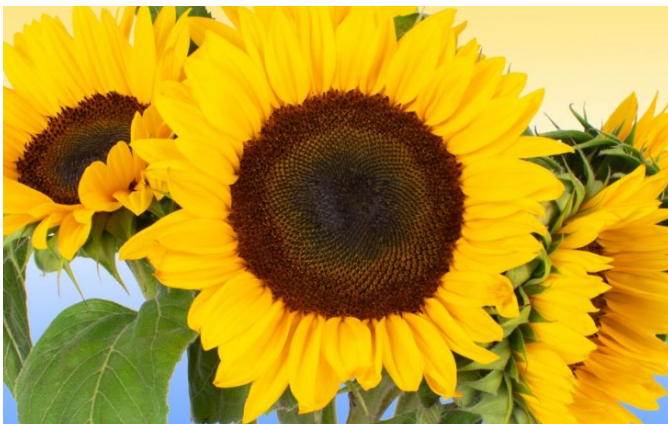
8/23 Tuesday @ 9:00 a.m.

8/24 Wednesday @ 12:00 p.m.

8/25 Thursday @ 2:00 p.m.

Hosted by Cheryl Gerstler

Sign up is available in **Self-Serve**. A **Webex invite will be sent via email the day of the scheduled session** to those that sign up.



Quote of the Day

“ If you are not taking care of your customer, your competitor will.”

—Bob Hooey

ANNOUNCEMENTS

Insurance Corner – Monthly Alert

Important information

Issue: Health Care Proxy and Health Care Proxy Acknowledgment

There is an initiative at Upstate to try and have all patients have a completed Health Care Proxy on file. This is to assure the patient, that in the event they are no longer able to speak and make health decisions for themselves, by having a completed HCP on file, the medical staff can correspond with the individual listed, to make medical decisions on behalf of the patient.

Follow this workflow when registering a patient.

- First check in the documents table to see if a previously completed HCP was scanned.
- If so, go over the details with the patient to assure the information is still correct
- If correct, proceed to the **Health Care Proxy Acknowledgment** in the document table and check **Yes**

When there is No HCP in the system:

- Ask the patient if they have a completed HCP at registration or if they would like to complete an HCP presently. In the Patient Handbook there is a HCP document you can pull out and hand to the patient for completion.
- If the patient refuses to complete at time of registration, both the Advance Directives and the **HCP Acknowledgement** should have a **No**.



Insurance Basic Classes Schedule

Insurance Basic Classes will be held on every 3rd Thursday and Friday every month from 9:30 a.m. to 4:30 p.m.

August Class Schedule: 18th and 19th

OFFICE HOURS

Office Hours with Shelley White will be offered via Conference Call or WebEx. Please call Carol at ext. 4-5035 or email Carol at andrewsc@upstate.edu) Carol to schedule.

ANNOUNCEMENTS

You've all heard of a Tuff Mudder... but what about a

Submitted by Tricia Eldred

MUDDY PRINCESS

The Muddy Princess is an outdoor 5km (3.1 mile) obstacle mud run for women only. It doesn't focus on fastest times or encourage competition. The run is all about celebrating women in all their glorious forms. It's a girl power, best friend bonding, "wow, I never thought I'd be able to do that" memory making day out. It's also an event to bring awareness to gender specific health issues.

The Muddy Princess Corporation partners with the Pink Drive which focuses on preventing as many people as possible from succumbing to breast, cervical, prostate and testicular cancer. It's primary focus is on citizens without access to reasonable care for these conditions, and who reside in areas where health services do not reach.



Upstate's Jackie Pilon, Carol Andrews, Tricia Eldred, Reime Drazek and Emily Eldred

The five of us spent Sunday, June 26th in Batavia working together to overcome not only the obstacles on the field but our own obstacles and fears.

Every woman there had your back with words of encouragement, a helping hand or a little kick in the tush (literally).

The day's motto was "no princess left behind" and every girl's attitude and action gave certainty to the fact that we would all cross that finish line.

All of us reached the end muddy, tired and bleeding but we were smiling all the way because we had a new-found sense of self, made new friends and proved we are stronger and tougher than anyone ever knew.

ANNOUNCEMENTS

Interested Participants

Upstate's Emerging Leaders United group seeks volunteers

Upstate's Emerging Leaders United group seeks volunteers to participate in Day of Caring, an event to celebrate the United Way of CNY's 100th anniversary. Days of Caring will be held Aug. 4. Local companies, organizations and individuals will participate in community service for local nonprofit agencies, the City of Syracuse, and Onondaga County. Detailed information on volunteer opportunities will be forthcoming. For more information, email ELU@Upstate.edu.



JOB FAIR

Come meet leaders from Upstate's Patient Access Services at the Destiny job fair, August 10th from 2pm to 6pm 1st floor in the Canyon at Destiny. We are a dynamic department with admitting, registration, ambassadors and call center positions. Most off-shift work pays a competitive salary and shift differential and there are call center positions that work remotely. Come join us to learn more!

ANNOUNCEMENTS

Participate in Research



Featured monthly will be the top 5 departments with the highest percentage of patient participation for ***OK to Contact for Research Recruitment.***

Great job to the following departments ! Let the percentage continue to rise.

Reminder to ask the patient at registration if they are willing to be contacted about research opportunities. Our goal is to increase participation.

Top Five Departments Enterprise Wide with the highest percentage for the month of July.

Obstetrics & Gynecology Private.....	36%
Upstate Connect.....	30%
Urology Private Practice (Oneida).....	15%
Psych & Behavioral Science Annex Private.....	12%
PM&R Concussion Clinic Hospital.....	11%



STAFF KUDOS

Compliment for **Anne Otterness** from a patient.

YOU HELPED UP TO RELAX
AT A VERY STRESSFUL
TIME. YOUR KIND WORDS
AND UNDERSTANDING
HELPED US TO BE
A BIT MORE RELAXED
ABOUT HAVING MAJOR
SURGERY ON SATURDAY,
JULY 2ND, 2022.
KEEP UP THE GREAT WORK
THAT YOU DO. SINCERELY,
STEVEN AND MARY NANN

MON. JULY 4, 2022

DEAR ANNE,
MARY AND STEVEN NANN
WOULD LIKE
to say Thank you.
Your kindness
is greatly appreciated
You WERE VERY KIND
AND WE CAN TELL THAT
YOU GO OUT OF YOUR
WAY TO MAKE PATIENTS
AND THEIR FAMILIES
FEEL COMFORTABLE.



Compliment for **Demetria Golden** submitted by Edgardo Rios

I just wanted to let you know that Demetria did a **Wonderful** job getting signatures today. When I came in at 3:00 AM there were only 5 done from yesterday.

Kudos for her!

Great Job!

STAFF KUDOS

Compliment for **Lashaun Dixon** from Heather Wuilliez, IMT

Good Morning Hayam,

Lashaun was absolutely a rock under pressure this morning during downtime. This was a very stressful situation with Epic down, having never worked through a downtime before, her coworkers were tied up with traumas, and I could hear the yelling and commotion of the waiting room in the background while I was speaking to her on the phone. Lashaun remained calm, genuine, respectful, and friendly throughout all of this and was a pleasure to work with. Thank you very much!

Have a great day!

Heather Wuilliez

IMT- HART (Health Information Management, Access, Revenue Cycle & Training)

Application Coordinator



Top 10 Soft Skills for Customer Service Jobs

 Clear Communication	 Listening Skills	 Self-Control	 Positive attitude	 Assertiveness
 Conflict Resolution	 Empathy	 Depersonalization	 Taking Responsibility	 A sense of humor

 the balance



TOP COLLECTORS WAY TO GO

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

Mary Hoare.....Collected on 260 accounts (\$53,508)

Diane Mills.....Collected on 83 accounts (\$25,842)



Coleen Schaefer....Collected on 82 accounts (\$11,050)

Lorelle Ash..... Collected on 65 accounts (\$7,323)

Genevieve O'Leary.....Collected on 50 accounts (\$11,108)

Reminder to make sure to verify coverages and RTE responses.

Lets all try to make 2022 a ground breaking year with off the chart collections !!!



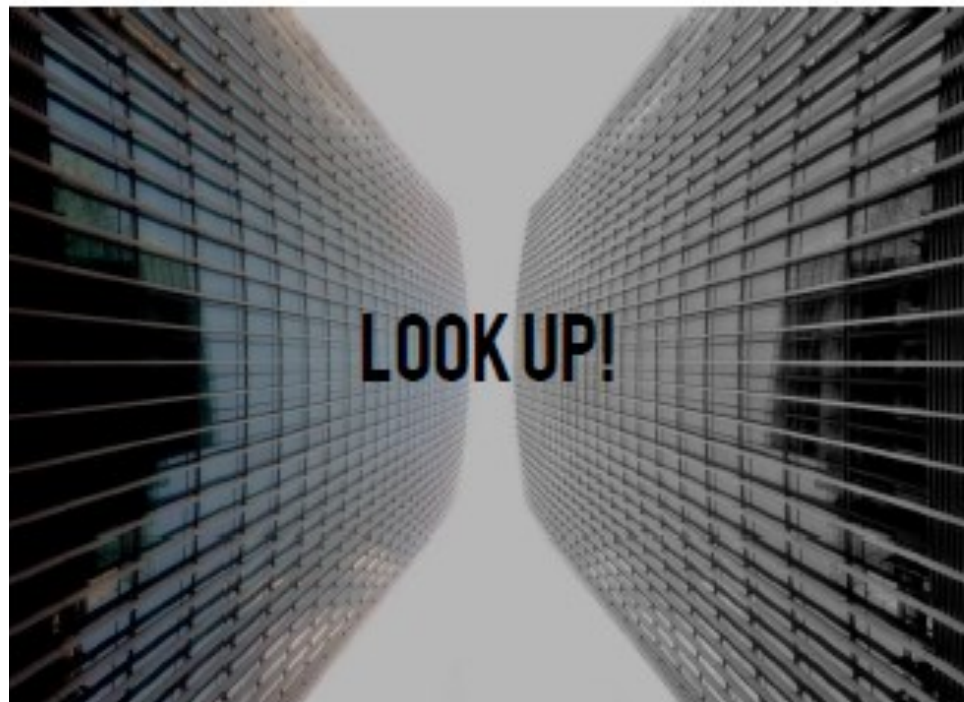


Thanks to the Pathway To Wellness Program and Suzanne Brisk , each month I will include an affirmation card taken from the Positivity Pack. Each card provides an optimistic outlook.

Everyone is individually capable of creating a culture of optimism, simply by refining your day-to-day thoughts, beliefs and actions to celebrate the bright side of your work, your peers, and your life. We find this philosophy to be at the very core of who we are and seek to find the positive in all aspects of our business.

Whenever you need a bit of a boost in your day, Total Wellness' Positivity Pack is there to give you direction, motivation and an extra dose of confidence. These bright, cheery cards offer words of wisdom and affirmation to help get you through a bad minute, day or week.

Every month an affirmation card will be shared.



UC Call Center:

Call Center Representatives

Nappi Wellness Institute:

PAS Manager

(1) Ambassadors:

Team Leaders

HLPSC1's

Ambulatory Call Center:

Call Center Representatives

UH Central Registration:

HPSC1's

UH ED Reg :

Team Lead

Outpatient Administrative Specialists

CC Switchboard:

Clerk 1

Admitting /Verification:

Outpatient Administrative Specialists

Central Scheduling:

HPSC2's

Performance Improvement/PID:

HPSC2



HAPPY BIRTHDAY

August Birthdays:

Tammy Pais	8/5	Pre/Reg
Heather Fehrman	8/6	Central Reg
Andrew Middleton	8/6	Ambassadors
Sabrina Kane	8/7	Ambassadors
Tiera Betsey	8/8	Amb Call Center
Sue Kehrer	8/15	Pre-Reg
Laura Hand	8/17	CG Cen Reg
Timothy Loundsbery	8/18	UC Call Center
Lisa Green	8/19	Amb Call Center
Kaniesha Mason	8/19	Patient Access
Monique Crawford	8/21	Pre-Reg
Mary Hoare	8/26	UH Central Reg
Douglas Dever	8/29	Ambassadors
Etrenidall Bey	8/29	UC Call Center



Welcome to the following new employees:

Shania Ahmed	Ambassadors
Callesha Bradley	Amb Call Center
Melissa Bernhardt	Amb Call Center
Lexadel Casanova	ED Reg
Brittney Florence	ED Reg
Amber Gray	UH Central Reg
Tammy Hughes	UH Central Reg
Deborah Maddox	ED Reg
Vanessa Marmolejos	ED Reg
Marisol McCullin	Amb Call Center
Kelly Oram	Ambassadors
Patricia Price	Ambassadors
Traci Scanlin	Amb Call Center



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', 'Policies', and 'Training Resources'. The main content area displays a 'Patient Access Services' header, followed by a news item about 'Point of Service Collections - "Races" 2017 WINNERS CIRCLE!' and a congratulatory message for top POS collectors. Below this is a large image of a smiling woman on a phone call with the text 'How can we help?'. On the right side, there is a 'Have a Question? Ask us!' section and a 'QUICK LINKS' section listing various guides and handbooks.

- **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

My Dashboards

ADT Patient Access Learning Home Dashboard

What's New

New Status for ADT Patient Handbook

Effective April 28, 2020, the Document List will have a new category selection in the ADT Patient Handbook status category list. End users will now be able to choose **MyChart Access**. MyChart Access is used if the patient states they will access the Patient Handbook, (including a copy of Patient Rights) via their MyChart patient portal.

[Systeme Update Bulletin - ADT Patient Handbook MyChart Status](#)

Fri 5/1 11:20 AM - Jack L. Leporte

New Cross Campus Imaging Work Flow

There are times patients need to be transferred from the Downtown campus to receive Imaging Procedures at the Community Campus and return to the Downtown campus or vice versa. Nursing Supervisors are able to use the Transfer activity in Unit Manager to transfer the patient to another

Resources by Category

- ▼ eLearnings/Videos/Training
 - [Accessing Playground and User ID/Passwords](#)
 - [Accessing the Epic Documents Site](#)
 - [Name Standardization - One Name Legal Names](#)
 - [Collecting Outstanding Hospital Balances using POS Payment activity](#)
 - [Importance of adding PCP, Care Team and Referring Provider](#)
 - [BCA Web Application](#)
 - [Encounter Storyboard Overview](#)
 - [Non-Encounter Storyboard Overview](#)
 - [Self Pay Query](#)
 - [Sidebar Checklist Overview](#)
- > General Registration Tip Sheets by Topic
- > ED Reg (Adult/Peds) Tip Sheets by Role and Topic
- > Ambassador Tip Sheets by Topic
- > Bed Board Tip Sheets by Topic
- > Auth/Cert Tip Sheets by topic
- > Call Centers (CRM, MD Direct) Tip Sheets by Topic
- > PMR Tip Sheets by Topic
- > PAS Radiology Tip Sheets by Topic

Quick Links

- ▼ Insurance Websites
 - 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
 - Tricare
 - United Healthcare (can use NaviNet)
 - WellCare
- > Insurance Basics Tip Sheets
- > Upstate Links (new window)
- > Epic/PAS Resource Links

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

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