

DEPARTMENTAL UPDATES FROM

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

January 2023

Communication is key Shannon Austin

Throughout our division, we are often the first point of contact for patients and their family members. Most of us experience a heightened level of anxiety when it comes to hospital or physician visits. Can you imagine how amplified it is when you are not able to understand the person trying to help you.

Having the ability to effectively communicate is integral in providing the highest level of care we expect from everyone at Upstate.

With such a diverse patient population and continued expansion of clinical services, **Upstate has an Interpreter Services department whose primary focus is to assist with communications between staff and non-English, hearing impaired or visually impaired patients.** In person, Telephone and Video options are available, but they are not the only methods of communication assistance. Interpreter on wheels are also stationed in Central Registration, as well as on the nursing units. This technology allows a global network of language interpreters to help communicate real time medical information between patients and clinicians.

Do you know how to quickly determine what type of interpreter is needed and how to go about securing one? This is a crucial responsibility being asked of each of us.

Visiting the Patient Access website will provide you valuable links for further information, including Upstate's Interpreter Services policy (I-07). This is frequently updated as enhancements and available services are often added.

Below is a snip it from that policy providing an easy visual of the currently available options.



Phone Interpreter Agency	Vocera Command: Say "Call" first if on the actual Vocera Device. For phone: Dial 9-464-1400. If using the phone, no need to say "Call"	Toll Free Number	Code
Language Line	"Language Line"	(800) 523-1786	202038
Propio	"Propio Spanish Line" "Propio Other Line"	(855) 293-8133	2754 (SUNY Upstate Medical Center)
Transperfect	"Transperfect Line"	(855) 886-2901	4256830 (SUNY Upstate Medical Center)

Upstate Hospital Interpreter Resources

iPages/Healthcare Providers/Interpreter Services <http://www.upstate.edu/interpreter/intra/>

Phone Interpreters – Agencies and phone numbers listed above.

Conference Call – Call "Language Line" and ask them to dial in the patient phone number – there is no additional cost for this service

In-person Interpreter – Call Interpreter Services Line (315-464-1454) for an in-person interpreter for less than 48 hour notice. ALSO, enter all in person requests in Self Serve under Applications/Interpreter/"New Request". Please be sure to request an in-person interpreter for Deaf or Hard of hearing patients, and for situations which are complex or intense.

For urgent issues and concerns, please call 24/7 Upstate Interpreter Line (315) 464-1454. Also please remember to enter the request or issue in Self-Serve.

Please send all complaints, issues, appointment changes or updates to language@upstate.edu

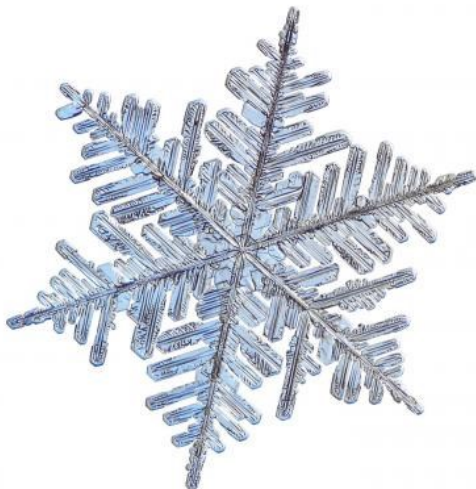
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REGISTRATION TIPS

- Remember to use **pull-info button** whenever appropriate to properly update patient information
- Enter the exact **9 Digit SSN** number. Do not enter leading zeros with the last 4 digits.
- Always run **RTE** for the **current date of service**.
- Under patient contacts, be sure to complete both **Emergency Contact** and **Permission to Discuss** Fields.
- Always ask the patient if they have a **middle initial** if one is not listed.
- Always **unlink subscriber addresses**
- Copy both **front and back** of all **insurance cards** and label with the **payor name**.
- Check to see if the **Driver's License Photo ID** has **expired**. If so, ask for the **updated copy**.
- Check if the **Research Recruitment field** has been valued appropriately.



LUNCH AND LEARN SESSIONS

Bring your Lunch

The Lunch & Learn (WebEx):

Interpreter Services

Hosted by Sue Freeman

Wednesday January 18th @ 10:00 a.m.

Thursday January 19th @ 2:00 p.m.

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.

Room C1071 in the Cancer Center will be available for those who wish to attend in person.



Quote of the Day

“ We are what we repeatedly do. Excellence then, is not an act, but a habit . ”

———— Aristotle

ANNOUNCEMENTS

Insurance Corner – Monthly Alert

Issue: Missing or Incomplete Health Care Proxy

Important information

It is highly recommended that patients have a completed Health Care Proxy (HCP) for their best interest.

What is a Health Care Proxy? A health care proxy gives a person (such as a relative, friend or lawyer) the authority to make healthcare decisions for another person. It becomes active when that person loses the ability to make decisions for himself or herself.

With every registration, it is required that we ask the patient if an HCP was previously completed. If an HCP was previously completed and scanned in, review the HCP with the patient verifying that all the information is still accurate.

If the patient has not previously completed a **HCP**, offer one at the time of registration. The ADT Patient Handbook contains instructions on how to complete the HCP, and includes a blank HCP that can be completed at registration time if the patient wishes.

Note: With each registration, the **HCP Acknowledgement** should also be addressed. If an HCP was previously completed, or if one is being completed at registration, the **HCP Acknowledgement** should be answered with a **Yes**.

If a patient has a completed **DNR**, **Living Will** or **MOLST**, these all are accepted and scanned under the title of **Advanced Directives**.



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.

January Class Schedule: the 19th and 20th

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

New Positions Posted for Nappi Wellness Institute

We're excited to announce recruitment has begun for the Nappi Wellness Institute! Patient Access Services will be staffing the Information Desk and Ambassador Services, along with Central Registration for the building. At this time, we're hiring Team Leaders, Senior Patient Access Associates and a number of Patient Access Associate positions.

- **Team Leaders** – UUP TH Staff Assistant 1 – SL2 (job # 74817)
- **Senior Patient Access Associates** - UUP TH Staff Assistant 2 – SL1 (job #74810). This is a new position modeled after the successful addition of Sr. Call Center Reps in the Ambulatory Call Center and Upstate Connect. This is a promotional position offering leadership experience while being an expert in the role of Patient Access Associate.
- **Patient Access Associates** - UUP TH Staff Assistant 2 – SL1 (job # 74676). These individuals will be expert in all Patient Access roles serving the Nappi Wellness Institute.

The individuals selected for the positions above will be required to become certified as a Health Access Associate by the National Association of Healthcare Access Management by the end of their first year.

Please reach out to Kristen Henry if you have questions.

Interested in becoming Certified in Health Access?

The department of Patient Access Services will pay for the CHAA exam (and recertification) for department staff in a patient access role once they have successfully passed probation or theca first year of employment as a State employee. Managers all are credentialed as a Certified Health Access Manager, or are required to pass the CHAM exam within their first year of employment in a manager title.

To learn more about becoming a certified in Health Access, [click here](#). NAHAM is now accepting applications for the April exams.

ANNOUNCEMENTS

Happy New Year,

I'm excited to announce the promotion of **Hayam Khalil** to the Patient Access Services Emergency Department Manager position. Hayam has served as interim ED manager since June 2022. Before that she was a team leader and supervisor in the ED for nearly 3 years, serving all three Upstate emergency departments. Prior to her time at Upstate, she was an office manager of a busy dental practice for 14 years. Hayam has her Bachelor's degree and is certified as a health access associate. Hayam is also fluent in English, Arabic and French. Welcome to the management team!



Shelley White, MS, CHAM,
FACHE

Patient Access Services

ANNOUNCEMENTS



Lisa McIntosh, valued member of PreRegistration, passed away last week quietly at home.

Lisa was a kind, supportive, helpful, compassionate member of our team since 2016. Despite Lisa's many health struggles she tried to see the positive in everything and everyone. Her infectious smile and cheerful voice was something many experienced.

Anyone that knew Lisa knew that she was a dedicated mother to Gabby, dog mama to Golden Retriever Cali, sister and daughter. She was the queen of couponing and finding great deals! All of her free time was spent with family. She made it her mission to ensure Gabby lived life to the fullest while experiencing many activities, such as karate, swimming and mom and me cooking classes. Lisa was so proud of her daughters accomplishments, often sharing photos and stories with her work family with excitement and pride. She loved celebrating Halloween and was so creative that she would sew amazing costumes for Gabby and sidekick Cali each year!

We will miss all of the in person and email chats had as we remember her fondly. This is an immeasurable loss. Please keep our team and Lisa's family in your thoughts and prayers.

Shannon 🙏❤️

ANNOUNCEMENTS

Participate in Research



Going forward, featured quarterly 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 per-

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 December.

Urology Private Practice T5.....	15%
PM&R Concussion Clinic Hospital IHP	11%
Cardiology Private Practice Towne Center.....	9%
Infectious Disease Private Practice CPOB.....	7%
Patient Access.....	6%



ANNOUNCEMENTS

Volunteer



Corner

Thanks to all volunteers for their time and devotion to many different organizations within our community.

Jackie Pilon – I volunteer for Rosamond Gifford Zoo, The Q Center for ACR Health, Sarah's Guest House, and Samaritan Center. There are times I also work with The President's Office for special events such as the State of the City, the Annual Golf Tournament, and the Upstate Gala.

Michele Stine- Michelle volunteers for Sarah's Guest House, Samaritan Center, and the ELU Holiday Book Drive.

Jody Williams-I have been volunteering with rescue dogs for several years. Most recently, I participated in Santa Paws, an annual fundraiser to raise money for Recycle A Bull Bully Breed Rescue. This event is a vendor fair where the main attraction is pet pictures with Santa. I volunteer each year as the photographer for this event. We had to take the last 2 years off due to Covid, and were so excited to finally host Santa Paws again this year. Additionally I volunteer with an organization called East Coast Paws Transport. This group provides transportation for homeless dogs and cats in Kentucky who have been accepted into rescues in the East Coast and Canada. Volunteer drivers pitch in and drive small legs of the journey to these rescues. The trips are so long that an overnight host is needed for many of them. My family takes in a dog or cat for a sleepover several times each month. So far we have hosted 138 animals.

Brenda Passardi - I have been a volunteer with the Make-A-Wish Foundation, the Syracuse Chapter for 11 years . The Make-A-Wish Foundation creates life changing wishes for children with critical illnesses. The Foundation believes that the fulfillment of a wish creates a magical moment for children, families and everyone involved in a wish. Therefore, it is the Foundation's vision that people everywhere will share the power of the wish.



ANNOUNCEMENTS

The PID and ED Team combined Christmas Gathering. It was a fun event at the Board and Brush Creative Studio.



ANNOUNCEMENTS

Thank you for your collaboration, commitment and creativity! I'm so happy to call all of you my colleagues! We have a great team to tackle the challenges and exciting projects coming in 2023!

I wish you a wonderful and relaxing holiday season!



Shelley



Christmas Luncheon at Ale and Angus Restaurant



STAFF KUDOS

Compliment for the **Emergency Department Staff**

Just wanted to say a huge **THANK YOU** for making sure that all of the admits signs were completed prior to your shift ending. Its greatly appreciated on any day but especially on a Monday when things are already super hectic at 3PM. This allows us to concentrate on getting the patient on the board as quickly as possible and not have to worry about missing those patient who are being admitted and need paperwork . Thanks again!

Doris & Deborah – The Dynamite Dual!

Kudos for the **Ambulatory Call Center**

Hello!

Just wanted to give a quick shout out to the call center staff (and management). The messages and calls have picked up and they haven't been afraid to reach out for help if need be. Messages have been thorough and clear and have allowed my workflow to be smoother. I see all of the hard work they are putting in and wanted to give them a huge pat on the back for all that they do. They've had some tough ones lately that they've passed to me. I know for a fact those would have been a lot more difficult for me to handle had I not had them here to help!!!!

THANK YOU for all you do every day and truly making this a team experience!!!! I APPRECIATE YOU!!!! ☐

Lindsey Johnson, Clerical Specialists II

Neurology

Kudos for **Lori Covington**

Dear Lori,

You are very kindly lent me this clipboard very early (6:45 a.m.) on the morning of 11/17th so that I could communicate with my very hard of hearing mother. When I met the ambulance there and realized I forgot to bring my "communication tools"- I was in panic. You truly saved the day in offering me this board and markers!!! A small notion sure, but please know that it meant the world to us in that moment!!! It allowed us to communicate with each other.

Thank you!

TOP COLLECTORS WAY TO GO

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

Mary Hoare.....Collected on 379 accounts (\$61,222)

Lorrelle Ash.....Collected on 62 accounts (\$5,244)



Deanna D'Arrigo.....Collected on 47 accounts (\$5,685)

Zainab Dougherty.....Collected on 36 accounts (\$2,998)

Coleen Schaefer..... Collected on 31 accounts (\$5,037)

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.



OPEN POSITIONS

Pre-Services:

HPSC2 Verifiers (partially remote)

Ambassadors:

Team Leader

HPSC1's

Temp Positions

Ambulatory Call Center:

Call Center Representative (remote)

Team Leader (partially remote)

UH Central Registration:

HPSC1's

UH ED Reg :

Outpatient Administrative Specialists

CG Switchboard:

Clerk 1 Operator

Verification:

Outpatient Administrative Specialists

Central Scheduling:

HPSC2's Schedulers (partially remote)

Pre-Reg:

HPSC1 Registration (remote)



HAPPY BIRTHDAY

January Birthdays:

Yvonne Hodge	1/04	UH Central Reg
Walter Muraca	1/06	Verification
Dustin Adams	1/07	Data Services
Shylah Brown	1/09	UH Central Reg
Demetria Golden	1/09	ED Registration
Latischa Brooks	1/10	Amb Call Center
Elijah House	1/11	UH Central Reg
Alexander Hike	1/20	ED Registration
Ummay Nahian	1/21	ED Registration
Andrea Luce	1/12	PID
Tamara Guinta	1/27	ED Registration
Angela Galutz	1/28	Ambassador
Michael Francis	1/28	ED Registration
Dicy Robinson	1/28	ED Registration
Lauren Suits	1/28	Amb Call Center
Andre Bak	1/31	UC Call Center



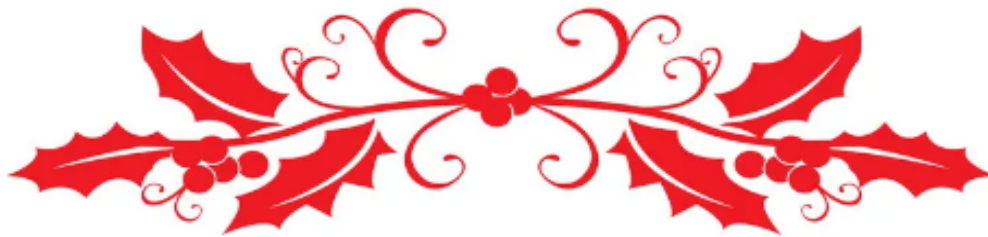
Welcome to the following new employees:

Haylee Brinklow	Ambassadors
Andi Pigott	UC Call Center
Shawnee Stith	ED Registration



MOVERS & SHAKERS

Angela Galutz was promoted to Senior Ambassador



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 '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

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

[More Search Options](#)