

## DEPARTMENTAL UPDATES FROM

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

February 2025

### NEW Ambassadors Program

Welcome to our new Ambassadors Program at 550 Harrison Center & UHCC!

This program is designed to aid patients with wayfinding, wheelchair escort, customer service, and registration. Expanding the ambassador service program allows Patient Access to improve the overall patient experience and support the outpatient departments.

Our friendly supportive staff are here to help you Monday- Friday from 7:00a-5:30p.m.

You may contact these locations via vocera or by dialing ext 4-1400 internally and stating the area name:

- Harrison Ambassadors
- 550 Ambassadors
- UHCC Ambassadors
- 90 Prez Ambassadors

If you wish to call in a request ahead of time, please call 315-464-5030 and/or email please use [Ambassadors550-uhcc@upstate.edu](mailto:Ambassadors550-uhcc@upstate.edu).

We will be having a soft opening on February 1<sup>st</sup> 2025 and plan to fully roll out our services by the end of February.

We look forward to serving you soon!

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# REGISTRATION TIPS

- When completing the *MSPQ*, always fill in the accurate *retirement date*. Never leave blank or use an erroneous date.
- Check to see if the *Driver's License Photo ID* has expired. If so, ask for the updated copy.
- Use the *Pull Info* button to populate the guarantor information when appropriate.
- With *Tricare Insurance* keep in mind that each member holds their own *ID number*. The *SSN* should not be used as it will not return RTE correctly.
- When a Coverage is *RTE enabled*, you should always initiate *RTE*, then read the response and ensure that the proper coverage is added.
- When a *System Guarantor* is generated, always *update* the information, do not overwrite information.
- *Never sign* a consent on a patient's behalf. This is considered *falsifying records* and could result in criminal charges and/or termination.

## LUNCH AND LEARN SESSIONS

### Bring your Lunch & Learn

Topic: VA /Auth Process

Friday February 28th at 2pm

UH Cancer Center

Room C1076 A/B/C

### [Join the meeting now](#)

Please click on the link above to access the lunch & learn. Please follow the prompts for access.

Join the Teams Meeting by clicking on the link above or typing the address listed below in a web browser window.

*If you have trouble with the links use the Meeting ID and Pass codes below.*

<https://www.microsoft.com/microsoft-teams/join-a-meeting>

Meeting ID: 267 227 154 995

Pass code: mU6yQ6pf



### Quote of the Day

“ All progress takes place outside the comfort zone. “

— Michael John Bobak

# ANNOUNCEMENTS

## MyChart Bedside Coming February 10th!

HOSPITAL PATIENT?  
MANAGE YOUR  
STAY  
ACCESS YOUR  
RECORDS

UPSTATE  
*MyChart  
Bedside*



**Using a smart phone or tablet, get information about your hospital stay. MyChart Bedside gives you access to:**

- Communicate with your hospital care team
- Your daily schedule as a patient
- Your medications list
- Lab test results and vital signs
- Educational videos and resources
- Daily menu

Getting started is easy. Go to the App Store (iPad or iPhone) or the Google Play Store (Android devices); select **MyChart**, install, then select "Upstate." **MyChart Bedside** is included while you are in the hospital.

No phone? Request a loaner tablet. 

Already have MyChart on your phone? Login and select "Bedside".

More at [upstate.edu/mychart](http://upstate.edu/mychart) or via the QR code

**NOTE: if you choose, you can allow loved ones proxy access to MyChart Bedside.**

## Upstate Connect—Just Say It

Upstate Connect relaunched it's Just Say It feature allowing callers to use an auto-attendant to be transferred to Upstate phone numbers. It's currently available by pressing 3 when calling the main hospital number 315-464-5540. Please reach out to [ucdata@upstate.edu](mailto:ucdata@upstate.edu) if you have feedback.



# ANNOUNCEMENTS

## Monthly Alert

### Important information

#### Proper Patient Search

Many patients in our electronic medical record have the same or similar names. The registrar's role in patient safety is properly identifying the patient therefore it is imperative that they follow the Name Search Guideline when completing a patient search. The guideline walks you through an exhaustive search in effort to identify an existing medical record and helps to prevent duplicate record creation.

It is the policy of Patient Access Services to avoid the duplication of patient records by completing a thorough name search in the hospital information system prior to registering a patient for services. This practice which ensures past medical records are linked with the current encounter assists with maintaining the integrity of the patient medical record and facilitates patient care.

#### **Completing a proper patient search:**

**Step 1 :** Electronic Medical Record: Enter the first three letters of the last name and first name separated by a comma. If a match is found, after verifying with the patient additional demographic information that appear on the verification screen, (such as: social security number and date of birth) proceed with the registration. If a match is not found, return to the "Patient Look up" screen and proceed with Step 2.

**Step 2 :** Electronic Medical Record: Delete the first three letters of the last name and first name (separated by a comma). Value the patient's DOB. If a match is found, after verifying with the patient additional demographic information that appear on the verification screen, (such as: social security number and name) proceed with registration/pre-registration. If a match is not found, return to the 'Patient Look up' screen and proceed with Step 3. We find that the wrong patient is been easily selected because of searching by date of birth only.

**Step 3:** Electronic Medical Record: Delete the DOB. Perform the name search by entering only the social security number of the patient. NOTE: Children or Immigrants may not have a social security number making this step obsolete for this group. Review the list of names returned for a match to the patient. If a match is found, after verifying with the patient additional demographic information that appear on the verification screen, (such as: social security number and name) proceed with registration/pre-registration.

Always ask the patient if they have ever received care at our facility. Remember that Upstate is a large facility and patients may not remember if they've received care here. If they answer yes, we need to ask additional questions. It is important to ask if the patient could be in the system under any other name. This is a step that is often missed. *Prior to placing a bracelet on a patients wrist, be sure to ask them to spell their full name and provide their dob.*

Documenting in the correct patient chart is essential for patient care. Be sure to always follow the steps above! Whenever in doubt, create a new record, as it is easier to later merge records if needed.

# ANNOUNCEMENTS

Participate in Research



Going forward, results will be featured quarterly showing the top 5 departments with the highest percentage of patient participation for ***OK to Contact for Research Recruitment.***

***Results will be featured quarterly in the newsletter.***



Office Hours with Shelley White or Kaniesha Mason will be offered via Conference Call or MS Teams. Please call Carol at 315 464-5035 or email Carol at [andrewsc@upstate.edu](mailto:andrewsc@upstate.edu)) to schedule.



## Insurance Basic Classes Schedule

**Note: The Insurance Basics Class will be offered from 8:30 to 4:30 on the 4th Thursday of every month.**

**Sign up will be available in Self-Serve.**



# ANNOUNCEMENTS

## Take Note



Listed below is the test window and dates for anyone interested in taking an upcoming exam.

### Test Windows and Application Deadlines

<u>Testing Window**</u>	<u>Application Timeline</u>
January	apply between September 1 and November 30
April	apply between December 1 and the last day of February
July	apply between March 1 and May 31
October	apply between June 1 and August 31

\*\*Exam windows are open all month for testing.

#### NAHAM Contact Hour Guide

The CHAA and CHAM certifications require achievers to earn contact hours towards maintaining their certification. Contact hours are separate from the ongoing work experience required for recertification and are specific to education, training, and other activities related to patient access or healthcare. NAHAM offers year-round opportunities to earn contact hours, including the Annual Conference, webinars, volunteer opportunities, and more.

# STAFF KUDOS

## Compliment for the **Ambassador Staff**

### A BIG THANK YOU

I wanted to take a moment to recognize your efforts to make things more bearable during my fiancé's stay. It is people like you that truly make a difference. Whether it be a simple hello, smile, joke, or making coming in/leaving easier.

The care provided and communication has made this a better experience all around, even for myself and kids, not just Joshua as the patient.

I wish I could somehow give these thank you notes to everyone individually but I imagine I would have to hunt each person down throughout the entire hospital which may prove to be difficult. 😊

I hope you have a blessed day and hope to see you around, but hopefully more in passing and less during a hospital stay!

Thank you from the bottom of my heart and my kiddos.

Yours truly,



## Something to Consider

I would like to encourage the ED Team to volunteer with Upstate, so we can say through acts of kindness, professionalism, and service we live our values and support our mission to improve the health of the communities we serve.

Let's make 2025 the year of joining Upstate volunteer teams. Upstate has multiple volunteer opportunities. I am happy to invite you to serve breakfast at the Samaritan Center with me on February 19th at 6:15am to 9am.

Thank you,

Hayam Khalil

# STAFF KUDOS

Compliment for **Shaleyia Peterson, Tammy Hanscom & Sydney Wiesing**



Liked by **stephenbaldwin7** and **others**

**thebaldwinfund** Good Morning everyone ! At 7am this morning our **@elizabethbaldwincardinal** picked up her breast cancer buddy Jane to get her port put in to begin her chemo in Feb **@upstatemedical** . This is a photo of her patient wristband and the woman who works at registration placed a "PINK GEM" 💎 on it.

That simple gesture made all the difference in Jane's day. It's the "little things."

The staff at the Ambulatory Procedures has been so kind and very informative letting us know exactly what the port surgery will be like.

This is why you go to "Upstate" it's the care you get because they CARE! 💕💕💕💕💕💕

Huge shoutout to Tammy for adding this lovely gem to the wristband!



*Thank You*

FOR MAKING  
A DIFFERENCE



# STAFF KUDOS



National Association  
of Healthcare Access  
Management



Congratulations to **Hayam Khalil** for passing her CHAM.



National Association  
of Healthcare Access  
Management



Congratulations to **Britney Gonzalez** for passing the CHAA



ACCORDING TO NAHAM CERTIFICATION HOLDERS, THE MOST VALUABLE BENEFITS OF CERTIFICATION ARE:



ENHANCED CAREER  
OPPORTUNITIES



KNOWLEDGE GAINED FROM  
EXAM PREPARATION



INCREASED VALUE TO  
EMPLOYER

# STAFF KUDOS

Press Gainey comments made for the Connect Care Clinic December 19-January 13.

Compliments for **Kim Durand**

Very professional

The girl who checked me in was wonderful. She was also working at the front desk in the main lobby and came to the connection care clinic to check to check me in immediately.

All my experiences with Upstate have been wonderful.

My nurses name was Kim and her personality was absolutely wonderful.



# TOP COLLECTORS WAY TO GO

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

*Molly Schaefer .....Collected on 174 accounts (\$29,253)*

*Brett Parsons .....Collected on 178 accounts (\$26,041)*

*Lorrelle Ash.....Collected on 81 accounts (\$22,357)*

*Kazi Hossain .....Collected on 59 accounts (\$12,984)*

*Shaleyia Peterson..... Collected on 49 accounts (\$2,598)*

**Lets all try to make 2025 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.***



**Admitting:**

Admission Coordinator

Outpatient Administrative Specialist

**Ambulatory Call Center:**

Team Leader

Call Center Representative

**CG Switchboard:**

Switchboard Operator

**Nappi:**

PAS Associate

Clerical Specialist 2

Ambassador

**Ambassadors:**

Ambassador

**CG PAS CR:**

Ambassador

Registrar

**Downtime PAS CR:**

Registrar

**ED Registration:**

Outpatient Administrative Specialist

**PID/Float:**

Senior Registrar

**Pre-Services:**

Registrar

Central Scheduling Coordinator



Make that job yours



# HAPPY BIRTHDAY

## February Birthdays

Bridget Doohar	02/12	UH Central Reg
Savon Baldwin	02/16	Nappi
Spencer Bradshaw	02/16	UH Central Reg
Tammy Hanscom	02/17	UH Central Reg
Damian Irvine	02/18	Ambassadors
Jamauni Adams	02/23	UC Call Center
Taressa Smith	02/23	MD Direct
Michelle Stine	02/26	UC Call Center
Jonathan Maynard	02/27	ED Reg



## Welcome to the following new employees:

Yara Aldwas	Nappi
Spencer Bradshaw	UH CR
Fabian Campbell	Nappi
Amoni McDowell	Nappi
Thomas Campanie	UH CR

## MOVERS & SHAKERS

Nothing to Report

HAPPY  
Valentine's  
day





# 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](#)