

## DEPARTMENTAL UPDATES FROM

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

May 2025

### ***Exciting News: Self-Arrival Now Available in Our Emergency Rooms!***

Kaniesha Mason

We are pleased to announce that patients may now **self-arrive** at any of our three emergency rooms by following a few simple steps.

This new process is designed to offer added convenience for those who wish to check in independently. Please note, it is **not a replacement** for our registration staff, who remain available to assist as needed.

Our goal is to foster a more comfortable and private patient experience at the time of arrival. We also hope to move patient's through the arrival process in a quicker fashion. If you should happen to visit any of the emergency rooms, be sure to checkout this new process.

### ***How Self-Arrival Works:***

**1.Check In:** Upon arrival, patients proceed to the self-arrival iPad and enter their unique identifiers to complete the patient look-up process.

**2.Verify Information:** Patients verify their address and phone number, then electronically sign the General Consent and HealtheConnections documents.

**3.State Reason for Visit:** Patients indicate the reason for their visit through the iPad.

**4.Bracelet Printing:** A patient ID bracelet is automatically printed. An icon appears on the ED Trackboard to alert the ED Greeter that a patient has self-arrived.

**5.Verification and Wristband Placement:** The ED Greeter verifies the patient's name and date of birth before placing the bracelet on the patient's wrist.

**6.Waiting for Triage:** The patient then takes a seat in the waiting room to await nursing triage.

### **Inside This Issue:**

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## REGISTRATION TIPS

- When no **co-pay** is being collected, be sure to enter a reason for not collecting
- When users are collecting payments made with a credit card a Credit Card Risk Notification must be acknowledged
- Always ask the patient if they have any other **insurance**
- **Employment information** needs to be asked at every registration and completed accordingly
- Under emergency patient contacts be sure to complete both **Emergency Contact** and **Permission to Discuss** fields.
- Check to see if the **Driver's License Photo ID** has expired. If so, ask for the updated copy.
- Know the difference between **Illness** and **Injury** when completing the claim info form
- Be sure to capture any **missing SSN's** as they help with patient identification



## LUNCH AND LEARN SESSIONS

### Bring your Lunch & Learn

Topic: Private Encounter Training

Hosted by Kellie and Connor

Friday May 23rd, 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: 267 359 088 173 6

Pass code: C25dA3bs

### Quote of the Day

“ If you cannot do great things, do small things in a great way. “

—— Napoleon Hill

# ANNOUNCEMENTS

## Monthly Alert-Capturing Verbal Consent

### **Verbal Consent Procedure**

#### **Important information**

Consents are legally binding documents that must be properly completed. While obtaining a **physical signature** from the patient is best practice, there are circumstances when **verbal consent** must be secured. Follow the steps below when a patient or their representative is unable to physically sign:

#### **Steps to Complete Verbal Consent:**

**1. Description Field:** Type "Verbal".

**2. Status Field:** Update the document status to **Signed**.

**3. Relationship and Contact:**

- Select the relationship to the patient for the person giving consent.
- Provide their **phone number**.

**4. Comments:**

- Clearly explain **why verbal consent** was obtained. (Examples: patient has broken fingers, altered mental status, stroke, COVID-related restrictions.)

**5. Witnesses:**

Two witnesses must be listed on the consent.

- The registrar obtaining the verbal consent.
- An additional witness (another registrar or clinical staff member).

**6. Signature Pad:**

- Write "**Verbal**" on the Topaz E-Signature pad using the stylus.

**7. Acceptance:**

- Click **Accept** to finalize.

#### **Important Notes:**

- Verbal consent is not permitted** for **NOPP** and **HealtheConnections** consents.
- Please refer to your department-specific training for any additional questions.

# 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.**



**Patient Identity:** Be sure to review the Name and DOB of **EVERY PATIENT** prior to putting the bracelet on their wrist. If there is any doubt, feel free to ask for photo identification for verification purposes. Also review patient photos previously taken at the time of registration to prevent identity theft.



# ANNOUNCEMENTS

## TakeNote



National Association  
of Healthcare Access  
Management



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.

# ANNOUNCEMENTS



National Association  
of Healthcare Access  
Management



**Congratulations to the following for passing the CHAA!**

**Shylah Brown**

**Dicy Robinson**

**Toby Bryant**

**Donna Hernandez**

**Deborah Maddox**

**Thomas Ramos**

**Heather Wilhelm**



# ANNOUNCEMENTS

## Congratulations to 2025 Patient Access Award Winners!



**Top Co-pay Collectors Styles Ratchford and Deanna D'Arrigo.**

- Top Co-pay Collectors: **Deanna D'Arrigo**, **Doris Price-Webb**, and **Styles Ratchford**
- Excellence in Time & Attendance: **Toby Bryant**
- Team Player: **Shylah Brown**

Your commitment and dedication to the ED do not go unnoticed. I deeply appreciate your hard work and devotion.

Thank you,

Hayam

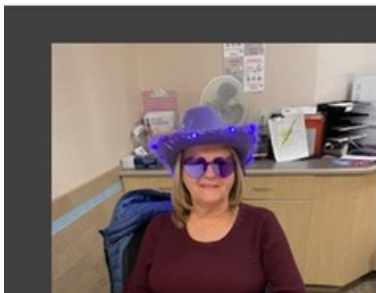


# ANNOUNCEMENTS



## Pictures from Access Week

### Favorite Sports Team



## Pet-A-Pooch Day Downtown Registration & Admitting

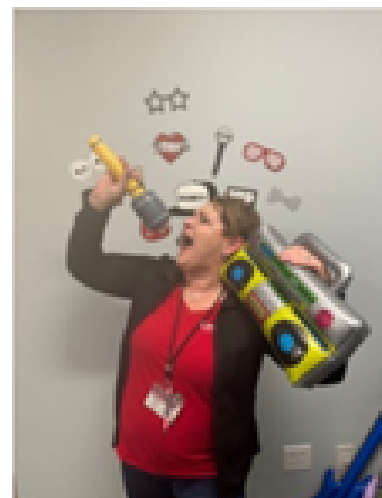
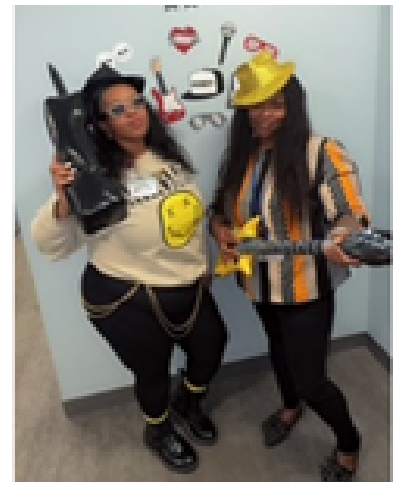
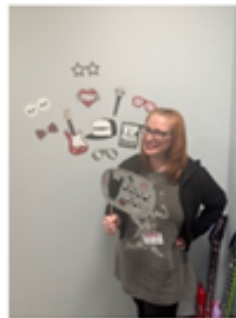
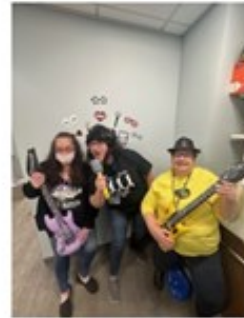


# ANNOUNCEMENTS



## Pictures from Access Week

### ROCK & ROLL DAY DOWNTOWN REGISTRATION & ADMITTING



# STAFF KUDOS

Compliment for **Jessie Diamond** submitted by Melissa Yarbrough

Kudos to Jessie Diamond!! A patient wanted to share that "Jessie is awesome and deserves a gold star" and she made today's phone conversation so easy!



Congratulations to **Greg Schuyler**, **Teresa Campbell**, and **Stephanie Bufford** for completing their training at the Ambulatory Call Center!

From Cheryl and Melissa



Compliment from a patient for **Elizabeth Solazzo** with the ACC; "Beth did an excellent job finding an appt for her and her husband and scheduling them with Dr Sloane.

Thank you for all your help!"

Melissa and Cheryl



Congratulations to **Thomas Ramos** on completing his ABSN program at Utica University.



# STAFF KUDOS

Compliment for the **ED Staff** from a patient.

This gentleman was so pleased with our service at the hospital he went back to his hotel and wrote this thank you card.

I believe this has the essence of everything that happens in our ED. From the kindness and compassion shown by the staff to the maltreatment staff often receives from some of the patients.



The entire ED team from registration, triage, patient care, doctors and nurses should all be very proud of the display of teamwork observed by the patient that day.

Submitted by Lori Covington

Dear UPState University Hospital ER staff, 4/22/25

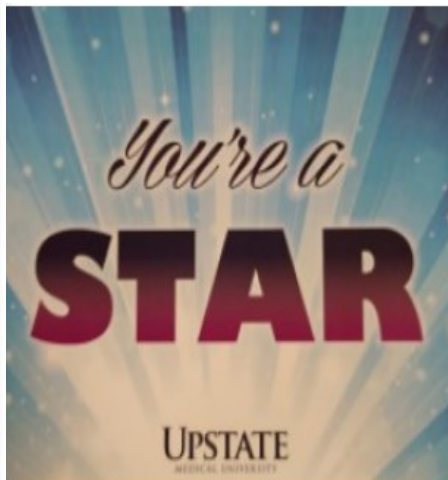
I was a walk-in ER patient yesterday coming from out of town on a college visit with my son. I developed strong pain and visited you to seek help. I thought the care I received was excellent and I want to thank you for that. Moreover, while I was waiting to be seen, I witnessed how certain staff, particularly in the front of the house were treated by some patients. It reminds me of the challenging work you all do every day. From the EMTs to the security guards to triage and check in the work the staff does every day often goes thankless. I was helped by just about all those functions. Including Doctors, nurses, techs and front room I counted at least 14 people that assisted me. THANK YOU! A special thank you to Dr. Lavoie, Tina Rene, and Cathy for your care. Thank you all for the great work you do! Best Regards,

Michael





# STAFF KUDOS



## RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Shante Taylor

Department/Unit 725 E Adams St. (Nappi)

Reason for Recognition \_\_\_\_\_

Shante helped me check in for my Appointment at Adult Family Med. She is very pleasant and made my day!

Your Name (Optional) \_\_\_\_\_

☒ Patient/Family ☐ Faculty ☐ Staff ☐ Volunteer ☐ Other

PLEASE DETACH

## RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Deidre Graves

Department/Unit Patient Access Graves

Reason for Recognition Your positivity is infectious, Thank you for brightening everyones day ☺

Your Name (Optional) Tiara J. & Kelley M. 3B

☐ Patient/Family ☐ Faculty ☒ Staff ☐ Volunteer ☐ Other

PLEASE DETACH

## COGNIZING AN UPSTATE STAR:

Name(s) Dreydel Johnson

Department/Unit Nappi Wellness (Ambassador)

Reason for Recognition Dreydel comes to work ready to work, always helpful. He puts on a smile and its truly a pleasure to work with him.

Your Name (Optional) \_\_\_\_\_

☐ Patient/Family ☐ Faculty ☒ Staff ☐ Volunteer ☐ Other

PLEASE DETACH

## RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Deidre Graves

Department/Unit Ambassador / Patient Access

Reason for Recognition She is ALWAYS friendly & has a smile on her face. She brightens up my day everytime I see her and she also is very helpful.

Your Name (Optional) Tiara Green Kirkland

☐ Patient/Family ☐ Faculty ☒ Staff ☐ Volunteer ☐ Other

## COGNIZING AN UPSTATE STAR:

Name(s) Theranda Bey

Department/Unit \_\_\_\_\_

Reason for Recognition Amazing Service 5 Star

Thank you

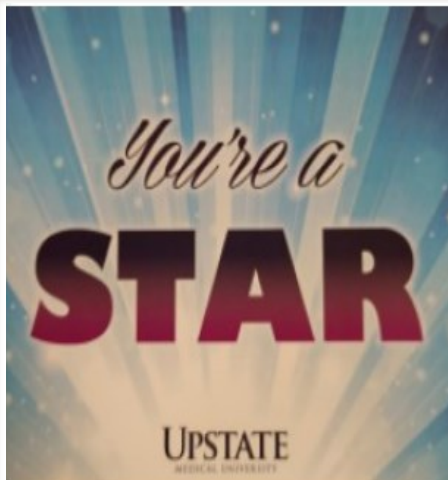
Your Name (Optional) \_\_\_\_\_

☐ Patient/Family ☐ Faculty ☐ Staff ☐ Volunteer ☐ Other





# STAFF KUDOS



## RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Dee Graves  
 Department/Unit ~~PA~~ Ambassador  
 Reason for Recognition She assisted me in checking to see if I left my wallet behind.

Your Name (Optional) Fawn Kingsbury  
☐ Patient /Family ☐ Faculty ☐ Staff ☐ Volunteer ☐ Other

## RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Thenda Bey  
 Department/Unit \_\_\_\_\_  
 Reason for Recognition Hard Worker and very helpful to me every visit very professional staff member.  
 Your Name (Optional) DIANN JEFFERSON  
☐ Patient /Family ☐ Faculty ☐ Staff ☐ Volunteer ☐ Other

## RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Evenidall Bell  
 Department/Unit Patient access SA  
 Reason for Recognition very hard dedicated employee willing to go above and beyond duties. very important team player joy and pleasure to work with.  
 Your Name (Optional) \_\_\_\_\_  
☐ Patient /Family ☐ Faculty ☐ Staff ☐ Volunteer ☐ Other

## RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Thenda Bey  
 Department/Unit Labs  
 Reason for Recognition Very Polite and Kind Service  
 Your Name (Optional) Allanca Cervantez  
☐ Patient /Family ☒ Faculty ☐ Staff ☐ Volunteer ☐ Other



# STAFF KUDOS



## RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Teetee Taylor

Department/Unit 2nd Floor Lab

Reason for Recognition Excellent employee always have a smile when greeting patient & co-workers pleasure to work with.

## RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Mark White

Department/Unit Patient Access Team Lead At The Nappi Wellness Inst.

Reason for Recognition Mark is such an amazing person. He is thoughtful, approachable, helpful and makes work fun. keep up the amazing work mark. You are very much appreciated.

Your Name (Optional) \_\_\_\_\_

☐ Patient /Family ☐ Faculty ☒ Staff ☐ Volunteer ☐ Other



# TOP COLLECTORS WAY TO GO

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

*Brett Parsons .....Collected on 340 accounts (\$60,089)*

*Lorelle Ash .....Collected on 98 accounts (\$17,215)*

*Spencer Bradshaw.....Collected on 56 accounts (\$4,215)*

*Heather Wilhelm .....Collected on 35 accounts (\$27,022)*

*Laura Hand..... Collected on 32 accounts (\$1,320)*

**Lets all try to make 2025 a ground breaking year with off the chart collections !!!**





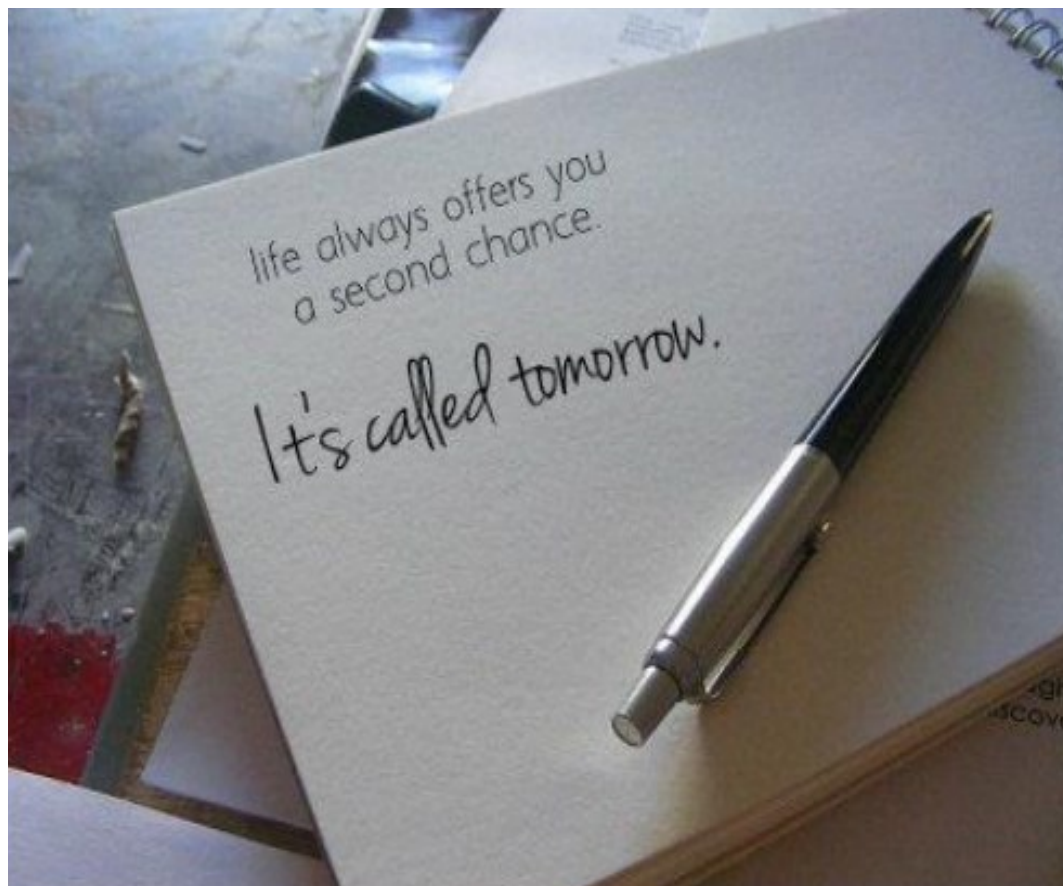


Thanks to the Pathway To Wellness Program and Suzanne Brisk , each month I will include an affirmation card taken from the Positivity Pack. Each card provides an optimistic outlook.

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:**

HPSC2-Bedboard

## **Ambulatory Call Center:**

OAS- Call Center Operator

## **CC Switchboard:**

Clerk 1 Operator

## **Nappi:**

HPSC1 Ambassador

HPSC1 Registrar

OAS- Senior Patient Access Associate

OAS- Patient Access Associate

## **Ambassadors:**

HPSC1 Ambassador

## **Downtown Central Reg:**

HPSC1 Registrar

## **ED Registration:**

OAS Registrar

## **PID/Float:**

HPSC2 Senior Registrar

## **Pre-Registration:**

HPSC1 Registrar

## **Central Scheduling:**

HPSC2 Scheduler

## **CG Central Reg:**

HPSC1 Registrar

OAS Registrar

## **Verification:**

OAS Copay Specialist



# HAPPY BIRTHDAY

## May Birthdays

Becky Erwin	05/01	ED Reg
Vicki Niedzwecki	05/05	Bedboard
Lorraine Montreal	05/07	Nappi
Kimberly Luckette	05/11	Amb Call Center
David Witchley	05/11	Amb Call Center
Kristin Hall	05/12	Nappi
Edgardo Rios	05/15	PID/Float
Amanda Demperio	05/16	Nappi
Elizabeth Solazzo	05/17	Amb Call Center
Dreydel Johnson	05/18	Nappi
Jessie Diamond	05/21	Amb Call Center
Margaret Hart	05/22	Amb Call Center
Alex Ortiz	05/22	UC Call Center
Victoria Watts	05/23	Pre Registration
Doris Price-Webb	05/24	ED Reg
Katrina Jones	05/25	CG Central Reg
Septima Stobart	05/28	CG Central Reg
Karicia Axson	05/30	CG Central Reg
Nancy Lewis	05/31	UC Call Center
Alisha McDowell	05/31	Nappi



### Welcome to the following new employees:

Karicia Axson CG Central Reg  
 Heather Fenton ED Reg  
 Shymere Gandy ED Reg  
 Latoya Johnson PAS Verification  
 Amanda Parsons DT Central Reg



**MOVERS & SHAKERS**

Sue Kehrer retired from Pre-Services  
 Freedom Torrence promoted to ED Team Leader



# 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>

[HOME](#)
[NO SURPRISE BILL LEGISLATION](#)

Help make **Patient Access Services** responsive to your needs and those of the greater Upstate community.

HAVE A QUESTION? ASK US!

Patient Access Services

[No Surprise Bill Legislation](#)
[Pre-Services](#)
[For Managers](#)
[Insurance](#)
[Managed Care Notices](#)
[Contact Us](#)
[Training Resources](#)

## Patient Access Services

### QUICK LINKS

- [Patient Handbook](#)
- [UH Guide](#)
- [CC Guide](#)
- [Participating Provider List](#)
- [Interpreter Services](#)
- [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](#)