

DEPARTMENTAL UPDATES FROM

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

June 2026

The Importance of Emotional Intelligence in the Workplace

In today's fast-paced healthcare environment, technical skills and clinical expertise are essential but they are only part of what makes a team successful. Emotional intelligence (EI), the ability to recognize, understand, and manage our own emotions while effectively navigating the emotions of others, has become one of the most valuable workplace competencies.

As healthcare professionals we interact with patients, families, providers, and colleagues who may be experiencing stress, anxiety, frustration, or uncertainty. Emotional intelligence enables us to respond with empathy, patience, and professionalism, creating positive interactions that enhance both the patient and employee experience.

Individuals with strong emotional intelligence demonstrate self-awareness, effective communication, adaptability, and empathy. They are better equipped to manage conflict, handle difficult conversations, and remain calm under pressure. These skills not only improve workplace relationships but also contribute to stronger teamwork and collaboration.

For leaders, emotional intelligence is particularly important. Leaders who actively listen, provide thoughtful feedback, and understand the needs of their teams foster an environment of trust and engagement. Employees who feel valued and understood are more likely to be motivated, productive, and committed to organizational goals.

In Patient Access, emotional intelligence directly impacts the quality of service provided. Whether explaining financial responsibilities, assisting with registration, or helping a patient navigate a challenging situation, emotionally intelligent employees can build trust and create meaningful connections. These interactions often leave a lasting impression on patients and families during vulnerable moments.

Developing emotional intelligence is an ongoing process that requires reflection, practice, and a willingness to learn. By focusing on self-awareness, active listening, empathy, and effective communication, we can strengthen our relationships, improve workplace culture, and deliver exceptional service.

Inside This Issue:

Registration Tips	2
Insurance Corner	3
Announcements	4
NAHAM	5
Years of Service	7
Kudos	8
Top Collectors	11
Birthdays	12
Movers & Shakers	12
Open Positions	13
Training Resources	14



REGISTRATION TIPS

- Be sure to offer the *patient handbook* at *every visit*.
- Check to see if the *Driver's License Photo ID* has expired. If so, ask for the updated copy. If unable to obtain, enter a *HAR* note . Also be sure the photo on file is legible.
- Be sure to review the MyChart status on the storyboard with every registration.
- Just a reminder to thank patients for using *MyChart Pre-Check* in even if they still need a couple of data points.
- Review the *RTE response* on every encounter. Managed care plans can change from month to month. Review the response to determine the *correct insurance* assignment.
- Always ask the patient if they have a *middle name* or *initial* if one is not listed.
- Collect missing *SSN numbers* whenever you can, as they help with *patient identity* and insurance look up.



LUNCH AND LEARN SESSIONS

PAS Power Hour

Topic: Downtime Workflows

**Hosted by Jack LaPorte and
Myranda D'Elia**

Tuesday June 23rd at 2 pm

Room C1076 A B C

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://teams.microsoft.com/
meet/231569476632508?
p=ho404RJa9p7ixX0yhO](https://teams.microsoft.com/meet/231569476632508?p=ho404RJa9p7ixX0yhO)

Meeting ID: 231 569 476 632 508

Pass code: FG7wQ7YU

Quote of the Day

"All progress takes place outside the comfort zone"

— Michael John Bobak

ANNOUNCEMENTS

Congratulations to the following for their years of service ranging from 50 years to 5 years

50 Years:

Teresa Engelbrecht Pre Services

35 Years:

Linda Hernandez Verification

30 Years:

Shannon Austin Pre Services

25 Years:

Vicki Niedzwecki Bed Board

Jackie Pilon UC Call Center

20 Years:

Tricia Eldred Verification

Harmony Mantor Verification

15 Years:

Dustin Adams Data

Tracey Cohesbro MDD

Ed Rios Float

Kristen Songer UC CC

10 Years:

Hayam Khalil ED Reg

Brett Parsons Verification

Martha Prater MDD

Coleen Schaefer Verification

Elizabeth Solazzo ACC

Michelle Stine UC CC

Lauren Suits MDD

5 Years:

Shylah Brown ED Reg

Melanie Carbone ACC

Alexander Colella ACC

Deanna D'Arrigo ED Reg

Doug Dever Ambassadors

Pamela Dinneen ACC

Shaquana Woodley UC CC



ANNOUNCEMENTS

Monthly Alert-Insurance Corner

Patient Photos

Important information

In modern healthcare, accurate patient identification and effective clinical communication are critical to ensuring safety and quality care. One increasingly valuable tool in achieving these goals is the use of patient photographs within hospital systems. While it may seem like a simple addition, integrating patient photos into medical records can significantly reduce errors, enhance documentation, and improve overall patient outcomes.

Misidentification remains a persistent challenge in hospitals, particularly in fast-paced environments such as emergency departments or intensive care units. Patients with similar names, unconscious individuals, or those unable to communicate are especially vulnerable. By attaching a patient photograph to the electronic health record (EHR), healthcare providers can visually confirm identity before administering medications, performing procedures, or transferring care. This added verification layer helps prevent serious medical errors, including wrong-patient treatments.

In patient access we should follow this workflow. When a patient presents, if an infant, it is recommended to ask the parent for permission to take the infant's photo. This is not a requirement. Once a toddler presents at 3 years of age, we should be taking a photo yearly.

With adults a photo should be taken and reviewed at every registration. Be sure the photo is clear and visible. If a photo is outdated, please retake.

A warning will display in the Sidebar Checklist when a patient needs to have their photo taken.

The warning will include the buttons **Collect** to take you to the photo collection activity, **Ask Later**, and **Patient Declined**.

If Ask Later is selected, the warning will disappear from the Sidebar Checklist until the following day.

Selecting Patient Declined will cause the warning to go away for six months. Adult patients will be prompted to take new photos every five years, and patients under 20 years old will be prompted to take a photo every year.

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) to schedule.



Insurance Basic Classes Schedule

Note: The Insurance Basics Class will be offered from 8:30 to 12:30 on the 4th Thursday of every month.

Sign up will be available in Self-Serve.

**IMPORTANT
REMINDER**

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.

Reminder: A registrar's role in patient safety is properly identifying a patient

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.

ANNOUNCEMENTS

TakeNote



Nellie Hurley Scholarships applications due June 26

The Advocates for Upstate is accepting applications for Nellie Hurley Scholarships for fall semester 2026. The scholarships are open to Upstate employees and volunteers pursuing undergraduate degrees in health-related fields. For more information on eligibility criteria for the scholarships and for a downloadable application form, visit:

<https://www.upstate.edu/advocates/grants-scholarships/scholarships.php>.

For more information or to receive the application in another format, email Jonathan Adler at adlerj@upstate.edu. Deadline for applications is June 26.



NAHAM Recertification

Reminder for those that will need to recertify in June for their CHAM or CHAA. Be sure to enter and load all your continuing education for the credit needed to satisfy recertification for the CHAM /CHAA.

Once you enter in your CE credits please send Carol Andrews the recertification invoice and she will submit for payment.

Feel free to reach out to NAHAM for any questions regarding the process.

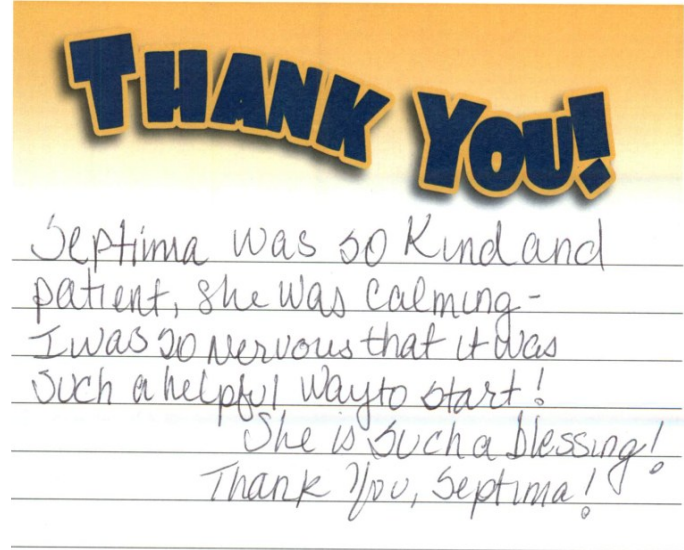
ANNOUNCEMENTS

Congratulations to Manager Megan Carey and her family for the new addition of her granddaughter Lydia . Lydia was born on 4/27 and weighed 8lbs, 2 oz.



STAFF KUDOS

Compliment for **Septima Stobart.**



Celebrating **Deanna D'Arrigo** and **Shylah Brown's** 5 year milestone as two of the first OAS team members to join the ED Team. Submitted by Hayam Khalil



Congratulations to Deanna D'Arrigo and Shylah Brown on your 5-year work milestone with the ED Team!

Thank you for being an essential part of our team's success and for your continued dedication.



STAFF KUDOS

Congratulations goes out to **Kristen Henry** for completing the Executive Leadership Program.

Upstate's Executive Leadership Program



Upstate Leadership
Apr 7 · 1m read · 20 views

English Listen



TOP COLLECTORS WAY TO GO

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

Brett Parsons.....Collected on 184 accounts (\$26,481)

Randi Proctor.....Collected on 58 accounts (\$6,444)

Cullen Castrello.....Collected on 58 accounts (\$5,667)

Lorrelle Ash.....Collected on 56 accounts (\$4,895)

Laura Hand..... Collected on 56 accounts (\$2,217)

Lets all try to make 2026 a ground breaking year with off the chart collections !!!



HAPPY BIRTHDAY

June Birthdays

Lonniesha Lynch	06/02	Admitting
Reyla Swift	06/02	UC CC
Allison Wainman	06/03	Nappi
KeNajah Mathis	06/04	Nappi
Linda Hernandez	06/05	Verification
Shaleyia Peterson	06/05	DT CR
Loretta Owens	06/06	ED Reg
Shante Taylor	06/06	Nappi
Laura Rockwell	06/07	Nappi
Robin Gilfilian	06/08	PID
Kristin Gordon	06/08	ACC
Naffie Krubally	06/08	Nappi
Emma Demane	06/09	CG CR
Cora LoVetere	06/10	ED Reg
Brenda Passardi	06/10	PID
Natasha Mohr	06/12	CG CR
Diane Mills	06/15	Verification
John Ouyang	06/16	ED Reg
Olivia Cheung	06/17	Nappi
Alexandra Campbell	06/19	Ambassadors
Marianela Encarnacion-Roldan	06/19	Ambassadors
Harmony Mantor	06/19	Verification
Donna Hernandez	06/20	Nappi
Danielle Carrera	06/21	ACC
Gabri-el Rose	06/21	DT CR
Carol Andrews	06/23	All
Whitney Camby	06/24	Pre Reg
Marissa Lefever	06/29	ACC



Welcome to the following new employees:

Victoria Dwyer	UH-ED
Ellia Antwi	Ambassador
Marianela Encarnacion-Roldan	Ambassador
Fasika Zewdie	Ambassador
Emerson Badea	UC CC



MOVERS & SHAKERS

Kachelah Flournory accepted the PID Team Leader Position

Victoria Watts accepted the PID Team WQ Specialist Position

Donna Hernandez accepted a position in PM&R

Amanda Demperio accepted a manager position in Urology.

Admitting:

OAS

Ambulatory Call Center:

Call Center Agent

Sr. Call Center Agent

Nappi:

Manager

Team Leader

Ambassador

PAS Associate

Ambassadors:

Team Leader

Ambassador

Downtown Central Reg:

Senior Registrar

CG CR:

Ambassador

Registrar

ED Registration:

OAS

PID/Float:

Team Leader

Senior Registrar

Pre-Services:

Scheduler/ Registrar

PAS Admin/Admitting:

OAS



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](#)