



# Patient Financial Services News

## What's Happening?

Keane 9.0 Go Live 9/11

Staff Assessments start 9/01

Labor Day 9/5



**PICNIC** 09/29/05  
12-4:00

First Day  
Of Autumn 9/22



## New PFS Staff

Toni Mata-Hernandez Self Pay  
Lisa Davis Blue Cross

## Quote of the month

Lose this day loitering, Will be the same story tomorrow—and the next more dilatory. Then indecision brings its own delays, and days are lost lamenting overdays! Are you earnest? Seize this very minute! What you can do, or dream you can – begin it! Courage has genius, power and magic in it. Only engage, and the mind grows heated. Begin it, and the work will be completed.

Goethe



## Catch A Shining Star

Carolyn Williams  
Chris Samuels

The nomination form is located at:  
<http://www.hopkinsmedicine.org/service/recognition/nominationform.html>

## Edward A. Halle Award

### Warren Barnes, PFS Customer Service Representative won the Edward A. Halle Prize for Excellence in Patient Service

this award honors an employee who exemplifies extraordinary human compassion and outstanding patient service. The award was established in 1993 by the late Edward Halle, who championed excellent service during his 23 years at Hopkins Hospital. The recipient of the award is selected based on complimentary letters sent by patients throughout the year. Warren receives a certificate by JHHSC/JHH leadership and a \$500 check at the Employee Recognition Ceremony which will be held on Monday, September 19, 2005 in Turner Auditorium.

On August 12, 2005 Dr Judy Reitz, Executive Vice President and COO of JHH, paid a visit to PFS where she was able to see Warren's work space and the Customer Service department. She then interviewed Warren and his supervisor, Sharon Guthrie. Warren and Sharon answered detailed questions regarding the job Warren performs and what makes him an exemplary employee demonstrating excellent patient service. Sharon answered the question by stating that Warren's success comes from the fact that he truly cares about the people he serves and wants the patient to find comfort in knowing that he will follow-through on whatever action is necessary to resolve the issue.

The following excerpts are from letters written by patients and their families specifically to express gratitude for the service and care provided by Warren Barnes:

*"I would like to compliment Mr. Warren Barnes on his efficiency, courteousness and swiftness in responding to my query of an insurance claim regarding my husband. My husband has been a patient at Hopkins for about five years. Our contact with Mr. Barnes was among the best customer service during that time."*

*"Mr. Barnes helped me receive a refund and did so quickly and courteously. He deserves to be praised for his actions and kindness. He actually cared about my situation, which is a rare trait in today's business world."*

*"Mr. Barnes' response was prompt and polite, confirming that my payments were correct. Moreover, he sent me his contact information should I have any further problems. I've contacted him on two subsequent occasions and each time he has been very helpful. It is very reassuring to know that there are real people who are competent and who care."*

Our PFS team is really proud to have Warren as this year's award winner.

Thank You,

*Congratulations!* 

## Pop Quiz

1. True or False Keane 9.0 spilt PatCom into two functions, PA Patient Account Mgmt and PR Patient Registration Mgmt.
2. True or False The MPI Self Pay Balance Amount on the PI, Patient Inquiry screen is the total amount of self pay balance for the patient in Bad Debt.
3. True or False When performing a Global Insurance Update, you do not have to go into each account to order a rebill.
4. True or False When adding Global Comments to accounts, you can use F7 to select all the "other" accounts for a patient.
5. True or False In order to view the PM Patient Master Update audit history in the comment screen you must use the "F7" Filter function.

Answers: 1 True 2 False 3 False 4 True 5 True

## Birthdays

Veronica Farr	9/2
Michele Yost	9/4
Kila Faulkner	9/8
Jeanne Steps	9/10
Dorothy Nolan	9/13
Dottie Grubb	9/13
Crystal Terry	9/16
Tonya Bell	9/18
Brenda Faulkner	9/21
Terah Overby	9/23
Sherri Stevens	9/24
Ivy Cuan	9/25
Ava Wallace	9/29
Mike Nowakowski	9/29
Debbie Addicks	9/30

## PFS Website Information

The web address is:

<http://finance.jhmi.edu/finance.pfsMAIN.html>, you can find the following information.

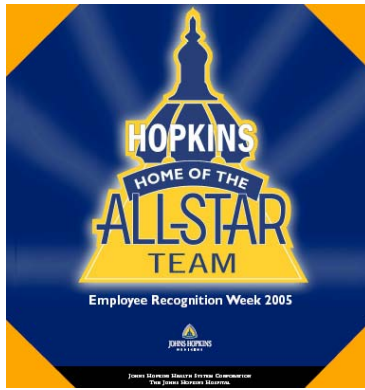
- ~ Mission
- ~ Training and Development
- ~ Policies and Procedures
- ~ Department Phone Listing
- ~ Newsletters
- ~ Link to other JHHS sites

## Got News?

If you would like to contribute news or information send it to Pat Degenkold @ [pstokes@jhmi.edu](mailto:pstokes@jhmi.edu). The deadline is the 20<sup>th</sup> of the month preceding the publication month. Submissions may be edited due to space limitations.

## Employee Recognition

## Week 2005



### Monday, September 19:

- Service Awards Celebration  
Turner Auditorium  
1:00 - 3:30 p.m., reception follows, Turner Concourse

### Tuesday, September 20:

- Raffle Entry / Gift Giveaway- JHHS
- President's Dinner for 30-year, 40-year & 40+ Anniversaries  
6-9 p.m., Turner Concourse

### Wednesday, September 21:

- Raffle Entry / Gift Giveaway-PFS

### Thursday, September 22:

- Raffle Entry

### Friday, September 23:

- Food Giveaway

## Staff News

Karen Moss was promoted to Patient Service Support III in August.

Best Wishes to Margo and Timmy Garner, they will renew their wedding vows on September 2, 2005.

Congratulations Crystall Diggs and Ernest Wooten they will be wed on September 10, 2005.

## Do Not Call Registry



FCC regulations prohibit telemarketers from using automated dialers to call cell phone numbers. Automated dialers are standard in the industry, so most telemarketers are barred from calling consumers on their cell phones without their consent. The federal government **does not maintain a national cell phone registry**. Personal cell phone users **have always been** able to add their numbers to the National Do Not Call Registry which is the same Registry consumers use to register their land lines— Register online at [www.donotcall.gov](http://www.donotcall.gov) or by calling toll-free **1-888-382-1222** from the telephone number they wish to register. Visit FTC at [www.ftc.gov](http://www.ftc.gov) or the FCC at [www.fcc.gov](http://www.fcc.gov). For more information about a planned "wireless 411" directory, visit <http://www.qsent.com/wireless411/index.shtml>.

## ICE: In Case of Emergency

ICE stands for In Case of Emergency. If you add an entry in the contacts list in your cell phone under ICE, with the name and phone number of the person that the emergency services should call on your behalf, you can save them a lot of time in an emergency situation. Paramedics know what ICE means and they look for it immediately. ICE your cell phone NOW! Paramedics will turn to a victim's cell phone for clues to that person's identity. You can make their job much easier with a simple idea that they are trying to get across to everyone.