

Patient Financial Services News

What's Happening?

April Fools Day 4/1

Daylight-Savings Time Begins 4/3

Employee Satisfaction Survey 4/4 thru 4/15

Deadline for Taxes 4/15

New PFS Staff

Rynthia Williams HMO Dept

Quote of the month

No problem is insurmountable. With a little courage, teamwork and determination a person can overcome anything.

B. Dodge



Catch A Shining Star

Lyuda Nakhshunova
Michaëlle Nesifort
Kimberly Dillow

Training Sign Up Notice:

Please remember when signing up for a class to sign your full name and list your phone number. This will allow us to notify you on the dates and times of your classes.

The nomination form is located at:

<http://www.hopkinsmedicine.org/service/recognition/nominationform.html>

News to Know

Meditech 5.4 Enhancement, this month you will notice some changes to Bayview Meditech Client Server. April 2, 2005 is the go live date for this update. Many of the changes will be transparent to most users, some involve a new look for a screen and some are new features. Such as:

Admission Notes: Users now have the ability to view admit notes in B/AR. The admit notes can be seen in the "All Collections Transactions" screen. They can also be isolated by bringing up the "List Comments" option under "Patient Inquiries" and choosing "ADM" at the prompt.

Account Audit Trail: This new feature can be located in "Patient Inquiry". The audit trail allows the user to view edits to patient and guarantor demographic information by date. The user will be able to view the old and new info, who made the edit and when the edit was performed.

Bad Debt Notification Warning: A warning message will appear when users select an account for a patient who has another account in Bad Debt status. This alerts the user that they may want to review the BD account(s) history prior to working the non-bad debt account.

Comments: A new prompt is available in the "Enter/Edit Comment" screen. This allows the user to associate a comment with a specific bill number. This can come in handy when entering comments on accounts with interim bills or late charges. As with any system enhancement, please report any unusual or "odd" functionality to management. This helps to identify possible system problems and training needs.

Microsoft Office Specialist certification is the globally recognized standard for validating expertise with the Microsoft Office suite of business productivity programs. Earning Office Specialist certification acknowledges you have the expertise to work with Microsoft Office programs. Office Specialist-certified individuals report increased competence and productivity, as well as increased credibility which sets you apart in today's competitive job market, bringing employment opportunities, greater earning potential and career advancement. identify your personal goals for certification, and set a timeline for accomplishing the different levels of certification exams.

You can assess your existing knowledge of the desktop program based on experience, training, and personal needs. In selecting the appropriate Office Specialist certification exam, consider the following: the amount of time you have used the programs; the frequency and depth of your experience with the program; and the version of the program with which you are most familiar. Specialist-level certification exams test your ability to complete a wide range of standard business tasks with ease. Expert-level certification exams test your ability to complete complex assignments requiring advanced formatting and functionality, in addition to standard business tasks. You can also prepare by visiting free testing links.

View an Exam Demo - Familiarize yourself with the format and functionality of Office Specialist exams by viewing a demonstration exam. Locate approved courseware materials and practice exams that will advance and confirm your mastery of desktop program skills. The best materials are Course Technology publishers. http://www.microsoft.com/learning/mcp/Officespecialist/officespecialist_materials Remember, you can prepare by taking Microsoft classes we offer, or you can use Self-Help books. Locate an Authorized Testing Center in your area to register and take a free exam. http://www.microsoft.com/learning/mcp/officespecialist/officespecialist_locator.asp Go to this Microsoft website to take a free assessment.

Pop Quiz

RDS/View Direct

1. Will your EPR password be effected when you change your View Direct Password? Y/N
2. How many days is the report(s) retention set for?
3. What Host interface will you use to change your password?
4. How long does it take to recall a report from your available reports screen?
5. What are the research options you have to when viewing a selected report?

1- Y, 2- 185 days, 3- HIP, 4- 3 – 5 min. from the archive,
5- Print, Search, Search Again,
Download, Search by case sensitive,
etc.

If you had any difficulty in answering these questions, please call the training department.

Birthdays

Bea Kuchta	04/03
Linda Guy	04/07
Audrey Bell	04/08
Joyce Yankovich	04/10
Towanda Evans	04/15
Amy Goodman	04/16
Eva Hecner	04/18
Barbara Matthews	04/23
Mary Ann Kalin	04/23
Charles Neal	04/24

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. The deadline is the 20th of the month preceding the publication month. Submissions may be edited due to space limitations.

Educational Opportunities

HIPAA security regulations go into effect on April 20, 2005. Your Manager/Supervisor will be meeting with you to review the standards. All employees, including the managers and supervisors, are required to review the handout and sign the *Acknowledgment and Agreement to Comply* form by April 20, 2005.

HR Corner



Get Ready to Make Your Mark: April 4-15 Employee Satisfaction Survey.

All employees of Johns Hopkins Medicine are invited, and strongly encouraged, to take a confidential, anonymous survey during the weeks of April 4-15. Through the survey, you will have the chance to say

what you like about your job and the organization, as well as what you would like to see improved. New this year - complete either a paper or an online version of the survey. Each JHHS employee who participates will receive a gift.

The Johns Hopkins Health System is enhancing its benefit communication program by providing you with a new opportunity to see your pension benefits at <http://www.LincolnAlliance.com>. Starting Thursday, March 17, you will be able to go to the website and view your 403(b) account balances and your current pension information in one place. Please note that the online pension benefits information applies only to JHH/JHHS and JHBMC employees. For Bayview campus employees, demonstrations will be held from 11 a.m. to 2 p.m. on Thursday, April 7, and Monday, April 25, 2005, in the Pavilion conference room on the Bayview campus. Staff from the pension office and Lincoln Alliance will be available to answer your questions.

Customer Service

Thousands of people walk through our facilities on a daily basis. But, when it comes to "first encounters" for our customers (patients, referring physicians, family members, visitors, other employees), guess what their initial contact is, the telephone.

Every point along that conversation allows the customer to judge how we are doing. So, put on your best smile and be prepared to "delight" the customer by exceeding their expectations. **Remember:** Customers are not an interruption of our work. They are the purpose of it!

Your Commitment, as you know, there's always room for improvement. Think one thing that you are willing to do differently for the next two weeks, so you can deliver "delightful" telephone service to our customers.

Staff News

Wilma Dobbins and Carol Duvall would like to thank everyone in the PFS Dept. who helped and joined us in celebrating Sandy Stevens' 60th birthday.

Hot Off The Press

Reminder: PerSe has added an additional status code for pending claims. "I" This new status code will let the Manager/Supervisor know that the claim is being actively worked by the user. Pending additional information, if you leave the status code "H" on the account it look like the claim has not been worked.

Parking Increase, Effective April 1, 2005. The new monthly rate for full time employees will be \$43.25. The new monthly rate for part time employees will be \$29.25. These fees are not taxed. All off-campus parking rates remain free.



PFS will continue to test the KRONOS system through May 19, 05. All PFS non-exempt staff needs to swipe their badge in the morning, at lunch, when you return from lunch and when you leave for the day.