



# Patient Financial Services News

## What's Happening?

A HAPPY  
NEW YEAR



January 1st



January 15th



Begins  
January 22nd

## New PFS Staff

Joanne Bradshar – MA Dept.  
Shannon Mack – MA Dept.

## Quote of the month

The winners in life think constantly in terms of “I can, I will, I am”. Losers, on the other hand, concentrate their waking thoughts on what they should have done or on what they don't do.

Dennis Waitley



## Catch A Shining Star

Narvis Addison-Carter-Bey  
Ametrise Leazer  
Crystal Wooten  
Helen Edwards  
Erica Williams  
Nicole Owens  
Krystal Beard  
Betty Monroe  
Meleka Kaka  
Lisa Freistat

Two Time Nominee  
Victoria Parker

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

## News to Know

### HopkinsOne Web Addresses

HopkinsOne Technical Support: 410-735-4500

Monday - Friday (7am - 7pm)	Fully Staffed
Nights and Weekends	Skeleton Crew

HopkinsOne E-mail: [hopkinsonehotline@jhmi.edu](mailto:hopkinsonehotline@jhmi.edu)  
(Please note that response time is not guaranteed & can take upwards of 24 hours)

#### Support Websites:

HopkinsOne Home Page:  
[http://www.jhu.edu/hopkinsone/Secure\\_Private/index.htm](http://www.jhu.edu/hopkinsone/Secure_Private/index.htm)

HopkinsOne FAQ:  
<http://orchid.hosts.jhmi.edu/hopkinsone/FAQ/faqs.cfm>

Custom HELP:  
[http://www.jhu.edu/hopkinsone/Secure\\_Private/deployment/custom\\_help.htm](http://www.jhu.edu/hopkinsone/Secure_Private/deployment/custom_help.htm)

Human Resources Shared Services:  
<http://ssc.jhmi.edu/humanresources/index.html>

Payroll Shared Services:  
<http://ssc.jhmi.edu/payroll/index/html>

Accounts Payable Shared Services:  
<http://ssc.jhmi.edu/accountspayable/index.html>

Supply Chain Shared Services  
<http://ssc.jhmi.edu/supplychain/index.html>

SWAT Team:  
[http://www.jhu.edu/hopkinsone/Secure\\_Private/deployment/SWAT\\_Team.htm](http://www.jhu.edu/hopkinsone/Secure_Private/deployment/SWAT_Team.htm)

#### How to:

Create Active and Passive Substitutes:  
[http://www.jhu.edu/hopkinsone/Secure\\_Private/deployment/documents/create%20active%20and%20passive%20substitutes.doc](http://www.jhu.edu/hopkinsone/Secure_Private/deployment/documents/create%20active%20and%20passive%20substitutes.doc)

Adopting a Substitute:  
[http://www.jhu.edu/hopkinsone/Secure\\_Private/deployment/documents/adopting%20a%20substitute.doc](http://www.jhu.edu/hopkinsone/Secure_Private/deployment/documents/adopting%20a%20substitute.doc)

### A Thought for the New Year

The achievements of an organization are the results of the combined effort of each individual.

## Holiday Puzzle

O N E W N Q L P P R  
S Q I G E E K R H Y  
K N E T W Z I E H U  
T K O V R A U H F B  
N V P W M A Q T K L  
Q T W Y S V M U W L  
X E C R E R K L G K  
D U A E D Q J M F E  
Q E K I N G A W Q C  
Y L I H J G E C A D

### Birthdays

Tamara Harrington	1/1
Shirley Means	1/6
Kathy Thuerrauch	1/6
Laverne English	1/8
Charlotte Keene	1/9
Patrick Applegate	1/11
Joann Sherrod-Stewart	1/13
Kim Smith	1/15
Glenda Matthews	1/16
Beverly Barnes	1/16
Paula Polek	1/17
Karen Lombardi	1/17
Mary Bergin	1/20
Kelli Smith	1/22
Janice Lyons	1/23
Felecia Moore	1/23
Donna Steitz	1/24
Nicole Owens	1/24
Stephanie Germano	1/25
Tracey Cyr	1/26
Marlesa Goldberg	1/26
Valerie Faulkner	1/27
Kelvin Paige	1/27
Donna Henson	1/30
Bernadette Keene	1/30

### PFS Website Information

The web address is:  
<http://finance.jhmi.edu/FinancePFS/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 proceeding the publication month. Submissions may be edited due to space limitations.

### CPAT

The CPAT exam will be held the 3<sup>rd</sup> week of February. Study sessions will begin this month, including a lunch and learn. If you have not picked up your book, please see Pat Degenkolb.

### HR Corner

#### *Service Excellence Standards of Behavior*

PFS will be having a Standards of Behavior in-service for all regular PFS staff. The in-service is required for all management and staff hired before 1/8/07. See the training calendar for *Service Standards in-service dates and times*. All staff will receive a guide on the expectations related to service and be required to sign an acknowledgement of receipt of the guide.

### Training Update

Any staff requiring refresher classes for Keane, Meditech, Health Insurance 101 or Insurance Terminology classes will be held in January. See the Training calendar for the dates/times.

### Parking Rate Increase Effective January 1, 2007

The Hopkins Bayview Parking Committee appreciates your patronage and support of operations as we work to meet parking growth and improvement needs throughout the Medical Center community.

The committee has several improvement projects in planning for the near future, and also has recently made an addition in the Northeast shuttle service in response to user demand.

To continue to meet improvement needs, a scheduled increase in parking rates is required. Effective January 1, 2007, the following parking rates will increase:

**Full-time Employee Rate**  
\$46.25 to \$52

**Part-time Employee Rate**  
\$31.25 to \$35

Parking administration welcomes your comments and suggestions. For more information, call 0-0168, or visit [www.insidehopkinsbayview.org/parking](http://www.insidehopkinsbayview.org/parking).

### Service Excellence



Service excellence is divided into six categories--customer relations, self management, teamwork, communication, ownership/accountability, continuous performance improvement--and each category is defined by several service standards. These standards describe what we as providers of service must do to meet customer needs.