



# Patient Financial Services News

## What's Happening?



**Labor Day**  
Sept. 1st



**Grandparents Day**  
Sept. 7<sup>th</sup>



**First Day of Autumn**  
Sept. 22<sup>nd</sup>

**Rosh Hashanah**  
Sept. 30<sup>th</sup>



## New PFS Staff

Kelly Dobbins – Sys. Support  
Jodi Vasilas – BX Dept.  
Amanda Lawhorn – BX Dept.  
Kelly Kehn – MA Dept  
Bruce Mihalick- Comm. Dept.

## Quote of the month



What is success? I think it is a mixture of having flair for the thing that you are doing: knowing that it is not enough, that you have got to have hard work and a certain sense of purpose.

Margaret Thatcher

## Catch A Shining Star

Janet King  
Aletha Jones  
JoAnn Pelham  
Mary Ann Wallace  
Randy Zimmerman  
Anna Siu Man Cheng

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

## New Neighbors



### New Neighbors ...

On August 11, 2008, the Alpha Commons building welcomed the Psychiatric Outpatient Clinic to the 4<sup>th</sup> floor. The physician in charge of the clinic is Dr. Constantine Lyketos. The clinic houses a Memory Clinic which is focused on patients being treated for memory problems like dementia and Alzheimer's disease; an Anxiety Clinic and psychological consultation services for sleep disorders and bariatric patients. I spoke with Marcella Post, the Ambulatory Services manager, who said, "so far the patient experience has been good."

So, if you see some unfamiliar faces in the lobby, offer a smile and some friendly assistance if needed. Remember, we represent Johns Hopkins.

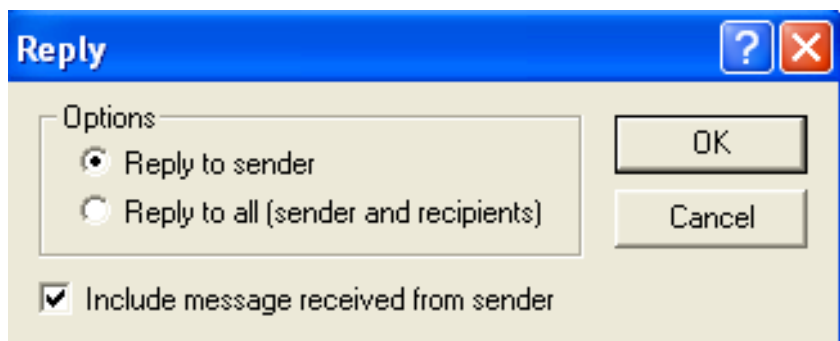
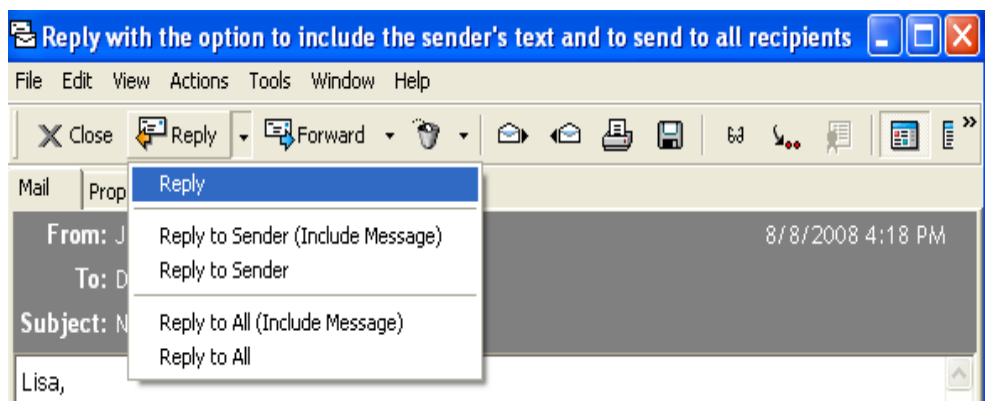
## Groupwise Reminder

### Responding in GroupWise

Don't forget! When responding in GroupWise please be aware of the difference between "Reply" & "Reply to All". Unless there is good reason for all recipients listed on the email to receive your message, replying to the sender is the appropriate choice.

To review this topic and several other Email Do's and Don'ts, visit the GroupWise Guidelines Policy & Procedures document at:

<http://finance.jhmi.edu/Finance/DataFiles/SYS014.pdf>



## Birthdays

### Happy Birthday

Veronica Farr	9/2
Jeanne Steps	9/10
Dottie Grubb	9/13
Brenda Faulkner	9/21
Alice Bailey	9/23
Debbie Addicks	9/30



### Happy Belated Birthday

Joanne Bradshaw 08/07

## CPATS

CONGRATULATIONS

Sheila Thompson  
WC/Commercial Dept

Margo Stokes  
JHM Access Svcs

## PFS Website Information

The web address is:

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

- ~ Johns Hopkins Medicine Mission
- ~ Training and Development
- ~ Policies and Procedures
- ~ Department Phone Listing
- ~ Newsletters
- ~ Link to other JHHS sites
- ~ Finance Dept Vision Statement

## Got News?

If you would like to contribute news or information send it to Pat Degenkold @

[pdegenk1@jhmi.edu](mailto:pdegenk1@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.

## HR Corner

### Employee Recognition Week

Each year, JHHSC/JHH hosts a variety of events during Employee Recognition Week to thank employees for their dedication to the workplace and for delivering quality care to our customers. An annual awards ceremony recognizes employees who have reached important service markers at JHHSC/JHH (e.g., 5, 10, 20, 30, 40 and 50 years). At the same ceremony, Baker-King Awards and the Edward A. Halle Prize for Excellence in Patient Service are presented to employees who have demonstrated service excellence. The HR Presidential Leadership Award is also presented to a top manager or administrator. Other recognition events, which may change from year to year, have included a health fair, courtyard activities with refreshments, talent shows, giveaways, raffles and a dinner honoring employees with 30, 40 and 40-plus years of service. These activities are scheduled at a variety of times so that employees on all shifts can participate.

Congratulations to those of you who have reached the important service milestones of 5, 10, 20, 30, 40 and 50 years!

## Staff News



Congratulations!

Lorraine Gorham is a grandmother for the 4th time! Her daughter Nicole & husband Jesse, are the proud parents of Caleb Jesse Norton. Caleb was born at 3:48 AM on Sunday, weighing 9 lbs., 6 ½ oz. and measuring 21 ½ inches long. Mom and baby are doing well.

Sherawn Ruffin is the proud mother of a baby girl, born Sunday, August 31st at 3:57 PM, weighing 8lbs, 20 1/2 inches long. Baby's name is Shirelle. Mother and daughter are doing fine.

Paulette Hendricks who works in Cash Application Dept. left Johns Hopkins Hospital on 08/20/08. She accepted a new position in the International Service Department at Mt. Washington.

Please welcome PFS System Support's new programmer analysts: Scott Anderson has been with PFS as an Operations Analyst and Nicole Owens is bringing experience from the Special Programs area in PFS to assist on Keane, Meditech and VRS.

Lydia Catanzariti has accepted the position of Supervisor of the MCO department.

Stephanie Davis accepted the position of team leader of Special Programs.

THANK YOU!

Thanks to all for making the trip to Atlantic City so successful. Thank you Margo for the movies, thank you Sharon, Debbie and Sandy for all of your help. And a big thank you to all who went. We had a great time. Looking forward to the next trip possibly in October.

## Guest Columnist

**Maya Angelou quoted : " Intelligence is not always knowing the answer. It is always asking the question."** We are surrounded by experience, wisdom, and knowledgeable persons in the work place. Always remember that among us is different generations of people who bring character and great knowledge that we can learn from. When I hear the different conversations and ideas I smile and think there is so much more to learn and that it is awesome to work in a diverse workplace.