



# Patient Financial Services News

## What's Happening?

**Daylight Savings Time Ends**  
November 2<sup>nd</sup>



**Election Day**  
November 4, 2008



November 27<sup>th</sup>

## New PFS Staff

Shantel Lloyd-Transplant Dept.

## Quote of the month

The golden opportunity you are seeking is in yourself. It is not in your environment; it is not in luck or chance, or the help of others; it is in yourself alone.



Orison Swett  
Marden

## Thanksgiving Word Search



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

THANKSGIVING  
CELEBRATE  
FEAST  
HARVEST  
MAYFLOWER  
PILGRIMS  
TURKEY  
INDIANS  
PARADE  
GOBBLE



## Microsoft Office Tips

### Excel 2003

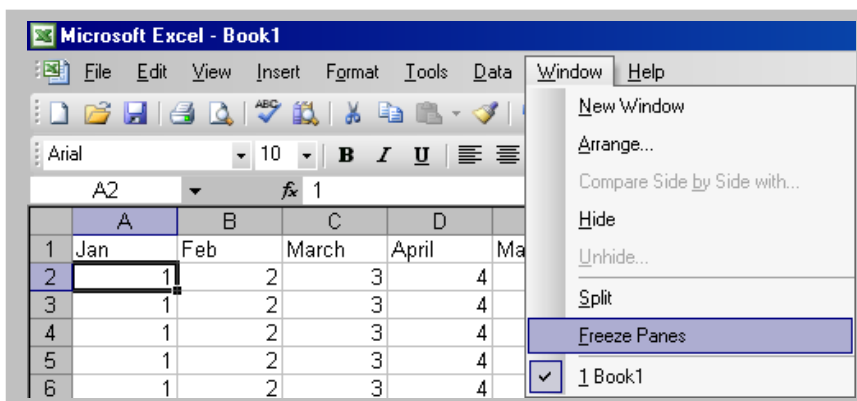
Have you ever had to work in a large worksheet and found yourself scrolling again and again back to the top to see the column titles? Very frustrating!

Fortunately, there is a simple solution. It is called Freeze Panes. To keep a row at the top of your screen:

- Click in the cell in column A that is directly below the row you want to freeze
- From the Menu bar select Window → Freeze Panes
- To return to the normal view select Window → Unfreeze Panes
- 

To keep a column on the left of your screen:

- Click on a cell in the row that is to the right of the column you want to freeze
- From the Menu bar select Window → Freeze Panes
- To return to the normal view select Window → Unfreeze Panes



## United Way

From the suggestion box (yes, what you put in there is actually read and discussed) we have learned that some employees are upset that JHHS allows them the opportunity to contribute to the United Way and a few other JHM sponsored initiatives, although the solicitation policy that was recently distributed prevents us from selling tickets and merchandise to support local churches, schools and sports teams. My first thought in writing this response was to say that the policy comes from HR and not PFS, but, although that's true, it's not a very satisfying answer. I guess the best way to think of this is that, if you look at this from an HR point of view and consider the thousands of employees in JHHS; if everyone was allowed to solicit for their own special cause, we would each be constantly approached to give, give, give, or buy, buy, buy. In addition, hard feelings could develop because you gave or bought from one co-worker but didn't support another's cause. Therefore, as means to allow JHHS employees to express their charitable attributes we sponsor a once a year drive for United Way. This allows us to contribute once, but support multiple agencies in our communities. Chances are that many of the non-profit institutions you would like to solicit for also receive support in this way. Thanks to each of you who did make a contribution this year.

Charlie Myers  
2008 PFS United Way Chair

## Birthdays

Joan Sutton	11/3
Jo Line	11/4
Norma Green	11/4
Michael Allen	11/5
Brandy Inches	11/7
Sharon Guthrie	11/8
Linda Vogel	11/9
Paula Skyrzczuk	11/10
Lori Holland	11/10
Paula Darr	11/14
Warren Barnes	11/14
Deborah Witczak	11/18
Carolyn Williams	11/18
Rodney Davis	11/21
Twan Towah	11/21
Claudia Lindsey	11/25
Laura McCauley	11/26
Jeanne Radke	11/30

## Belated Birthday

Dave Monroe 9/26

## Definition of the Month

*What does it mean?*

## Ancillary Services

Diagnostic or therapeutic services performed by specific hospital departments and distinguished from general or routine patient care such as room and board. Examples include lab, radiology and surgical services.

## 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 preceding the publication month. Submissions may be edited due to space limitations.

## PFS News

Many of you may have heard rumors about PFS moving to a different location. We'd like to take this opportunity to address those rumors. It is true we have a need for more space. We have been investigating other locations, but rest assured, the staff is our number one priority. Not only are we looking into other locations which are reasonably close, but also the possibility of taking more space in our current building. We believe that everyone will be happy with the choice once it is made. We will keep you informed as new developments emerge. Please direct any questions to Marty Swank.

## Staff News



### Blue Cross Team Shining Stars



**Michael Brijbasi** is friendly and helpful and will do whatever is asked of him. His team members love him and so does management. If you have a question, Michael will do his best to help. He is a great asset to the Blue Cross Team and the only man. Yeah Michael.

**Tiana Burrell** knows her stuff. She makes sure that when new employees join the team she is there with open arms to help with training. She always has a smile for everyone and makes sure that Jodi is doing it the JHHS way. Yeah Tiana

**Brigette Shortt** started out with BMC and only after a few weeks requested the biggest receivable we had. She is now doing JHH inpatient and stays on top of it. She is helpful and friendly and is a great team member. Yeah Brigette

**Julia Wolf-Crawley** has accelerated from being responsible for HCGH BX to BMC and onto JHH. Julia is determined to learn everything she can and is very happy to help others when we are short staffed or someone is out of the office. She is approachable and friendly and is a pleasure to be around. Yeah Julia

**Sandy Stevens** is not new to the shining star, she has been an employee with JHH for 44 years and her team members think the world of her. Although she has taken on a very demanding job, she continues to help others in the department when ever the situation arises. Yeah Sandy

## Congratulations

All new directors, managers and supervisors have to attend a cohort within the first year of employment while in that position. Congratulations to Julius Brown, Supervisor of Customer Service for successfully passing the Supervisors Cohort, and Sharon Guthrie who just completed the Managers Cohort.

After 40 years of service, Maxine Jones of Self Pay Collections will be retiring. Maxine's last day with us will be Friday, November 21. We wish her good luck in her new phase of life.

## THANK YOU!

I want to thank all of our PFS Heart Walk Team Members and everyone who supported us for this year's Heart Walk. We could not have achieved our mission without each one of you. A special thank you to all those who walked, in spite of the weather report, we had no rain fall during the event. We raised \$4,147, making us the top team at Hopkins and #10 for the entire walk.

## Food Drive for "Our Daily Bread"

Our Daily Bread is Maryland's hot meal program, serving more than a quarter million meals to the hungry of Baltimore City each year. Please help this Holiday Season. What is needed: Sugar, teabags with strings, sandwich size lock bags and brown lunch size bags, napkins, paper towels, toilet paper, laundry detergent, dish detergent, salt, cold cereal, oatmeal.

Teresa Fernandez