



Patient Financial Services News

What's Happening?



January 1st

Martin Luther King, Jr. Day

January 19th



Inauguration Day
January 20th

New PFS Staff

Samantha Jones – Comm. Dept
Alicia Houseknecht – MA Dept.

Quote of the month

Darkness cannot drive out darkness; only light can do that. Hate cannot drive out hate; only love can do that. Hate multiplies hate, violence multiplies violence, and toughness multiplies toughness in a descending spiral of destruction. The chain reaction of evil hate begetting hate, wars producing more wars must be broken, or we shall be plunged into the dark abyss of annihilation.

Martin Luther King, Jr.



Catch A Shining Star

Lorraine Gorham
Nicole Owens
Brandy Inches
Deana Ruby
Kim Baer

Staff News

Congratulations

Congratulations to James Allen (our security guard) who made employee of the month.

Christmas Cubicle Contest

1st place for most festive – Natalie Feggins-Gamble

2nd place for most festive – Rae Smith

A tie for 1st place on originality – Tracy Haddox and Julieta Ferrari

Honorable mention to - Vickie Parker

All winners received a \$25.00 gift card. Thanks to all the contestants, judges and visitors.



THANK YOU!!

We want to thank the management staff for having the cubicle decorating contest on the third floor. It was nice competing with each other in a positive way. A special thanks to manager, Sharon Guthrie, for suggesting this and promoting unity among the departments. Sharon's positive outlook is very contagious in a good way and it makes coming to work a lot less stressful even if you don't work for her. Thank You Sharon!

Sincerely

The Collection, Self Pay and Customer Service Staff

A Meaningful Moment

On December 17, 2008 the HMO Department visited with the Johns Hopkins Care Center residents for a little "Holiday Jubilation". The residents at the Care Center congregated in the Dining Room with their smiles big and bright to hear a few carols. Some joined in and others just watched. This was a very refreshing activity for us as it did not cost a cent nor did we get anything in return. What we did all walk away with was a warm feeling that we forget about this time of the year. It was a gratifying experience and we hope to return to the Care Center again next year to do it again.

Special Thanks to Christina Willig, Dipika Patel, Shanin Amend, Amanda Blose, Carlye Cree, Melanie Padilla, Latarsha Allen, Lacey Sigmon, Timothy Brady, Stepahnie Donbullian, Dale Philips, Cynthia McCauley, Donna Henson, Ann Sigmon and special thanks to Beverly Yurche who lead us in tune throughout our musical debut.



Birthdays

Happy Birthday

Kathy Thuerrauch	1/6
Kimberly Baer	1/8
Laverne English	1/8
Cleoptra Mobley	1/9
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
Karen Lombardi	1/17
Mary Bergin	1/20
Peggy Royster	1/22
Janice Lyons	1/23
Kathy Pulliam	1/23
Felecia Moore	1/23
Nicole Owens	1/24
Tracey Cyr	1/26
Marlesa Goldberg	1/26
Valerie Faulkner	1/27
Donna Henson	1/30

Average Length of Stay

The total number of patient days divided by the number of admissions and discharges during a specified period of time, which results in an average number of days in the hospital for each person admitted.

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 Degenkolb @ pstokes@jhmi.edu. The deadline is the 20th of the month preceding the publication month. Submissions may be edited due to space limitations.

HR Corner

New Discount Shopping Program for JHHSC/JHH Employees

In an effort to help save you time and money, we have an exciting new online discount shopping benefit. This voluntary benefit will allow you to save money while shopping either online or in local merchant stores. You'll get discounts on things like clothing, electronics, flowers, dry cleaning and more.

Visit <http://hopkins.corporateperks.com>

1. Click on the "Register Now" button
2. Enter your first and last name
3. Enter a 5 letter password
4. Enter your email address
5. Click Submit – enter company code "hopkins"
6. Click Submit

Email Etiquette

Email Etiquette ~ Get to Know the Basics!

"There are four ways, and only four ways, in which we have contact with the world. We are evaluated and classified by these four contacts: what we do, how we look, what we say, and how we say it."

~ Dale Carnegie (1888-1955) American Educator

- ✓ Do not type in all caps. Typing in all caps is considered yelling, screaming or at the very least adding emphasis to the word you type.
- ✓ Do not leave the Subject: field blank. Always fill in the Subject: field with a brief and concise description of the content of your email. This is very important in helping those you communicate with organize and manage their email.
- ✓ Refrain from formatting your email with colored text and background colors or images in your day to day communications. Your color and formatting choices can make your emails impossible to read. In addition, formatting could make your emails difficult to reply to without having to go through a procedure to convert your email to plain text first.
- ✓ Do not use Return Receipt Request (RR) for each and every email you send because you like "knowing" when someone opens your email. Not only is this annoying to the recipient, this feature is intrusive!
- ✓ If you receive a nasty email - do not respond immediately - if at all.
- ✓ Do not forward virus warnings! Virus warnings received from others are generally always hoaxes.

www.netmanners.com

