



# Patient Financial Services News

## What's Happening?

### Daylight Savings Time Begins

03/08/09



### Happy St. Patrick's Day!

03/17/09



03/20/09

### Catch A Shining Star

- Shannon Williams
- Scott Anderson
- Brandy Inches
- Nicole Owens
- Norma Green
- Anna Cheng
- Izzy Blyden
- Lisa Davis
- Kim Baer

#### Two Time Nominee

- Jackie Orwig
- Jo Line

### St. Pat's Day Word Search

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

- JIG
- CHAMP
- CODDLE
- COLCANNON
- DANCING
- FAIRIES
- FARLS
- GUINNESS
- IRELAND
- IRISH
- BLARNEYSTONE
- LEPRECHAUN

- MIST
- RAIN
- SAINT
- SHAMROCK
- SHANNON
- SNAKES
- SODABREAD
- STPATRICK
- WHISKEY
- IRISHSTEW



## CPAT



### CPAT – February 2009

AAHAM (American Association of Healthcare Administrative Management) developed the Technical (CPAT) examination to test the proficiency of individuals involved in the collection of patient accounts and to prepare them for the many changes to come. Successful completion of the exam should indicate to a prospective employer that an individual has mastered the common body of technical knowledge required of an employee in the patient accounts department. [www.aaham.org](http://www.aaham.org)

Patient Financial Services proctors the CPAT examination 4 times per year through our Training Department. The February 2009 exam hosted the highest number of participants since the program began. We were privileged to have 22 examinees. Those 22 people committed themselves to reading the CPAT Study Manual and attending training sessions to prepare them for a very difficult exam. As a result, PFS has 11 additional Certified Patient Account Technicians.

PFS commends all those who participated in the February 2009 exam as well as those who have participated in the past. Here is a list of our recent CPAT's:

- 👉 Kimberly Baer, Special Programs
- 👉 Amanda Blose, HMO
- 👉 Clinique Davis, MA/MCO
- 👉 Angela Faidley, Blue Cross
- 👉 Natalie Gamble-Feggins, Self Pay
- 👉 Carrie Jennings, Customer Service
- 👉 Tina Metzger, Medicare
- 👉 Connie Sorensen, Commercial
- 👉 Jodi Vasilas, Blue Cross
- 👉 Mary Ann Wallace, Self Pay

## HR Corner

### Diversity Climate Survey 2009

Johns Hopkins is a community committed to sharing values of diversity and inclusion to achieve and sustain excellence. The leaders of the institution are interested in hearing from you in order to identify strengths, best practices and areas that need improvement with regard to diversity and inclusion.

We need your help. We are conducting a brief, 10-minute survey of all Johns Hopkins administrators, faculty and staff. Your thoughtful feedback is important to this process. We want to gather data that represents the diversity of opinions, views and experiences at Johns Hopkins. Please take a few minutes to let us know your thoughts and give us your valuable input.

The survey is available online at [www.insidehopkinsmedicine.org/climatesurvey](http://www.insidehopkinsmedicine.org/climatesurvey) from February 23 through March 16. Paper copies are also available for pick up from the HR Service Center on the 4th floor of Phipps, or you can print out a copy on line.

## Birthdays

Helen Myers	3/1
Lorraine Gorham	3/3
Betty Oliver	3/4
Karen McGhee	3/9
Michael Brijbasi	3/10
Karen Connor-Quamina	3/10
Tenille Johnson	3/12
Kristen Gebhardt	3/12
Susan Davis	3/19
Lisa Freistat	3/20
Teresa Fernandez	3/20

## Definition of the Month

### Beneficiary

A person designated as the recipient of funds or other property under a will, trust, insurance policy, etc.

## New PFS Staff

Tonia Ryan-Baker-Blue Cross  
Mohamed Bongoura-Cust.Ser.

## Quote of the month



There's a dear little plant that  
grows in our isle, 'Twas St.  
Patrick himself, sure, that set it.  
And the sun on his labor with  
pleasure did smile, and with  
dew from his eye often wet it.  
It thrives through the bog,  
through the brake, and the  
mireland; and he called it the  
dear little shamrock of  
Ireland...



Andrew Cherry

## 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.

## XactiMed

On Tuesday, 2/17/09, the System Support Department, with the help of dedicated SuperUsers and Testers, implemented our new electronic billing system called XClaim from XactiMed®. XClaim has replaced Relay Health and CareMedic.

The PFS Training Department conducted several training sessions prior to XClaim going live. Your manager will sign you up for XClaim training if needed. However, going forward an XClaim Training Class will be offered monthly.

## Staff News

### SECOND DEBUT IN MIAMI INTERNATIONAL SCENE

Keith Dorsey also known as ( THEQUIETBOY) in the music scene is making his second debut in Miami south beach this month, from March 23rd to March 27<sup>th</sup>. This venue is well known all over the world as the WMC ( Winter Music Conference). This event brings all artist, producers, DJ's, from around the country every year to celebrate the gift of music. Keith will be mixing with the radio station that he has been with for the last two years [www.handzonradio.fm](http://www.handzonradio.fm). You can catch his live show on Saturdays from 9:30 am to 11:30 am.

Keith has been on the rise with the underground house music scene for the last year and is making his way to the top, being offered many gigs from Detroit, Oklahoma, and NJ (which he has mixed there twice in 2008).

Just 3 weeks ago he has been given his own night at Club Gossips Night Club @ 21 South Calvert St. in downtown Baltimore every 1st Thursday of the month. Keith has a lot of projects coming his way and he is determined to get to the next level. His info for radio shows and music releases, are below:

[www.handzonraio.fm](http://www.handzonraio.fm) ( World wide internet radio station) Saturdays 9-2am  
[THEQUIETBOY@YAHOO.COM/](mailto:THEQUIETBOY@YAHOO.COM) FOR BOOKINGS

[www.djy2k.podomatic.com](http://www.djy2k.podomatic.com) for mixed shows every week

Juno records - #1 HOUSE MUSIC RECORD LABEL BASED IN LONDON  
which he has his first release through

[www.Juno.co.uk](http://www.Juno.co.uk), key world ( THEQUIETBOY) GO DEEP FEAT : BELL  
FARELL

## Guest Columnist

### Work-Life Balance : Ways to restore harmony and reduce stress

Let's face it, finding work-life balance in today's frenetically paced world is no simple task. We need to evaluate our relationship with work and apply some specific strategies for striking a healthier balance. Juggling the demands of work and our personal life is always an ongoing challenge. There are so many demands from work and our personal life it can feel difficult to strike a balance.

Here are some ideas to help you find the balance that's best for you:

1. **Keep a log** - Track everything you do for 1 week whether it is career or personal. Decide what's necessary and what satisfies you most.
2. **Take advantage of your options** - Find out if there is flexibility with your employer. Flexibility may alleviate some of the stress and free up some time.
3. **Learn to say NO** - Remember that it's ok to respectfully say "no". When you quit doing the things you only do out of guilt or false sense of obligation, you make room for other activities.
4. **Leave your work at work** - Make a conscious decision to separate work time from personal time. Turn off the cell phone and computer and make time for family.
5. **Manage your time** - Organize your household efficiently. A weekly family calendar of important dates and to do lists will help avoid deadline panic.
6. **Fight the guilt** - Remember, having a family and a job is ok; for both men and women.
7. **Nurture yourself** - Set aside time each day for an activity that you enjoy.
8. **Get enough sleep** - The #1 thing that we all don't do. There's nothing as stressful and potentially dangerous as working when you're sleep deprived. Remember, striking a work-life balance isn't a one-shot deal. Creating balance in your life is a continuous process.

- Mayo Foundation for Medical Education and Research (MFMER)  
Lydia Tanksley