

Indian Health Service

Patient Registration

Best Practices

AUGUST 2023



Fawnia Franklin

Attended University of New Mexico, 1995-2004

Scheduler, RMCHCS Home Health & Hospice, 2000-2003

Medical Support Assistant, Pre-Cert, GIMC 2003-2005

Lead Medical Support Assistant, Patient Reg & Admissions, GIMC, 2005-2008

Supervisor, Patient Reg & Admissions, GIMC, 2008-2022

Business Office Manager, THC, 2022-Current

*All growth starts at the
end of your comfort zone.*
- Tony Robbins

There's no GROWTH
in a COMFORT zone.

There's no COMFORT
in a GROWTH zone.

“DO THE THING YOU FEAR TO DO
AND KEEP ON DOING IT... THAT IS
THE QUICKEST AND SUREST WAY
EVER YET DISCOVERED TO
CONQUER FEAR.”
- DALE CARNEGIE

Growth Zone

- ✓ Boosts Your Creativity
- ✓ Gain Self-Confidence
- ✓ Improve Your Mental Health
- ✓ Enhance Your Performance
- ✓ Increase Your Adaptability
- ✓ Live an Enriching Life

*Great things
never come from
comfort zones.*

**Do It
Afraid!**

**The comfort zone is the
great enemy of courage and
confidence.** – Brian Tracy

Let's GO!

Get up and find someone you do not know.

Introduce yourself, name and what service unit and department you work for.

Take turns answering the following 2 questions:

1. You get to meet your favorite musician. Who is it?
2. What is your favorite quote and what does it mean to you?

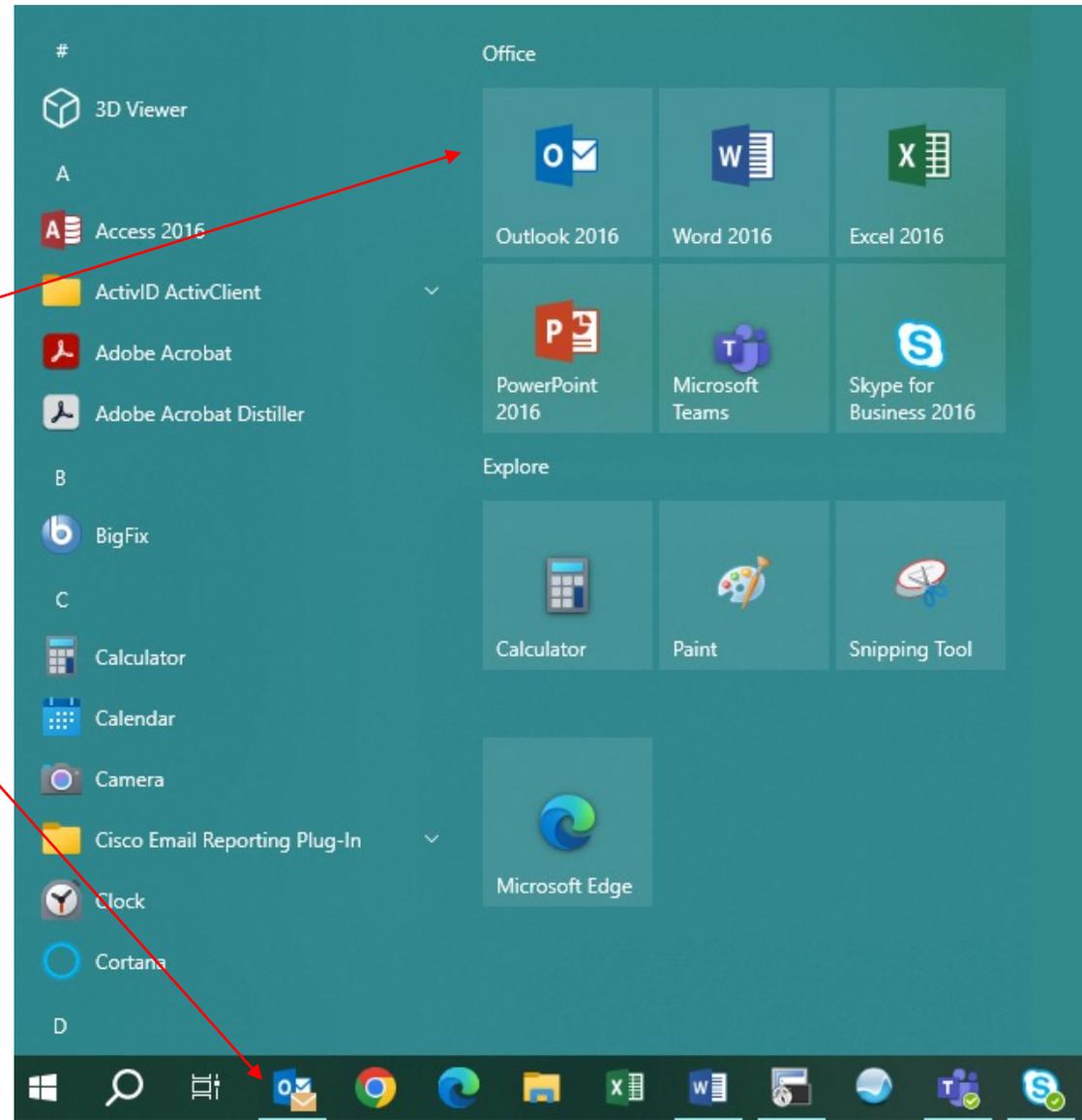
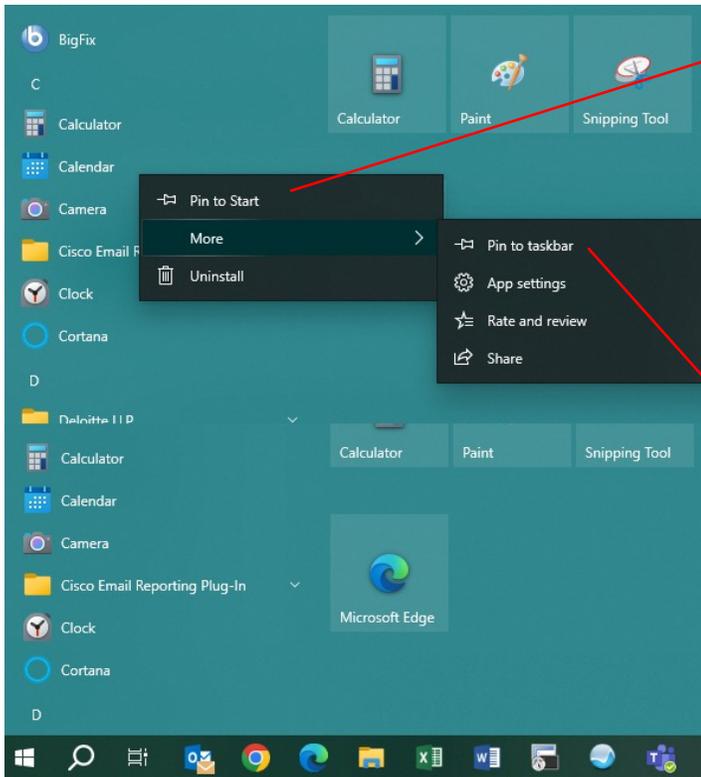
You've got 5 minutes...GO!

Improve Teamwork, Leadership & Transparency

- ✓ Daily Huddles
- ✓ Once a week staff training.
- ✓ Twice a month staff meetings.
- ✓ WWYD
- ✓ In-services, reminders, policies, skits and scripts.

- ✓ Microsoft Teams, record trainings/meetings and important updates from daily huddles, so those who missed may review.

WINDOWS AND MICROSOFT TIPS



Scheduling Meetings

- New Appointment
- New All Day Event
- New Meeting Request
- New Recurring Appointment
- New Recurring Event
- New Recurring Meeting
- Today
- Go to Date...
- Color
- Calendar Options...
- View Settings...

Untitled - Appointment

File Appointment Insert Format Text Review Tell me what you want to do...

Save & Close Delete Forward Appointment Scheduling Assistant Skype Meeting Teams Meeting Meeting Notes Invite Attendees Show As: Busy Reminder: 15 minutes Recurrence Time Zones Categorize Private High Importance Low Importance Meeting Notes Viva Insights View Templates

Subject

Location

Start time Thu 8/3/2023 2:00 PM All day event

End time Thu 8/3/2023 2:30 PM

In Shared Folder Calendar

Untitled - Meeting

File Meeting Insert Format Text Review Tell me what you want to do...

Calendar Appointment Scheduling Assistant Skype Meeting Join Teams Meeting Don't Host Meeting Notes Cancel Invitation Address Book Check Names Response Options Show As: Busy Reminder: 15 minutes Recurrence Time Zones Room Finder Categorize Private High Importance Low Importance Meeting Notes Viva Insights View Templates

You haven't sent this meeting invitation yet.

To... |

Subject |

Location: Microsoft Teams Meeting Rooms...

Start time: Thu 8/3/2023 1:00 PM All day event

End time: Thu 8/3/2023 1:30 PM

Microsoft Teams meeting

Join on your computer, mobile app or room device
[Click here to join the meeting](#)

Meeting ID: 271 445 032 340
 Passcode: p3U9Qv
[Download Teams](#) | [Join on the web](#)

Or call in (audio only)
[+1 301-228-0167,926078705#](#) United States, Silver Spring
[+1 505-456-4658,926078705#](#) United States, Albuquerque
 Phone Conference ID: 926 078 705#
[Find a local number](#) | [Reset PIN](#)

[Learn More](#) | [Meeting options](#)

In Shared Folder | Calendar

Room Finder

August 2023

Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Good Fair Poor

Show a room list:
 None

Choose an available room:
 None

Suggested times:

- 10:00 AM - 10:30 AM
No conflicts
- 10:30 AM - 11:00 AM
No conflicts
- 11:00 AM - 11:30 AM
No conflicts
- 12:00 PM - 12:30 PM
No conflicts
- 12:30 PM - 1:00 PM
No conflicts
- 1:00 PM - 1:30 PM
No conflicts
- 1:30 PM - 2:00 PM
No conflicts

Testing

00:16

Chat People Raise React View Rooms Apps More Camera Mic Share Leave

- Record and transcribe >
- Meeting info
- Meeting notes
- Video effects
- Language and speech >
- Settings >
- Call me
- Help



Waiting for others to join...

7/17 9:52 AM
Thank you! 😊



7/17 10:01 AM Meeting ended: **1h 6m 24s**



Transcript



Recording

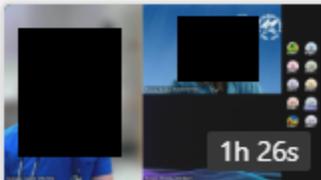
Livingston, Shileen (IHS/...



7/17 10:01 AM Recording has stopped. Saving recording...



Jim, Guinevere (IHS/NAV) no longer has access to the chat.

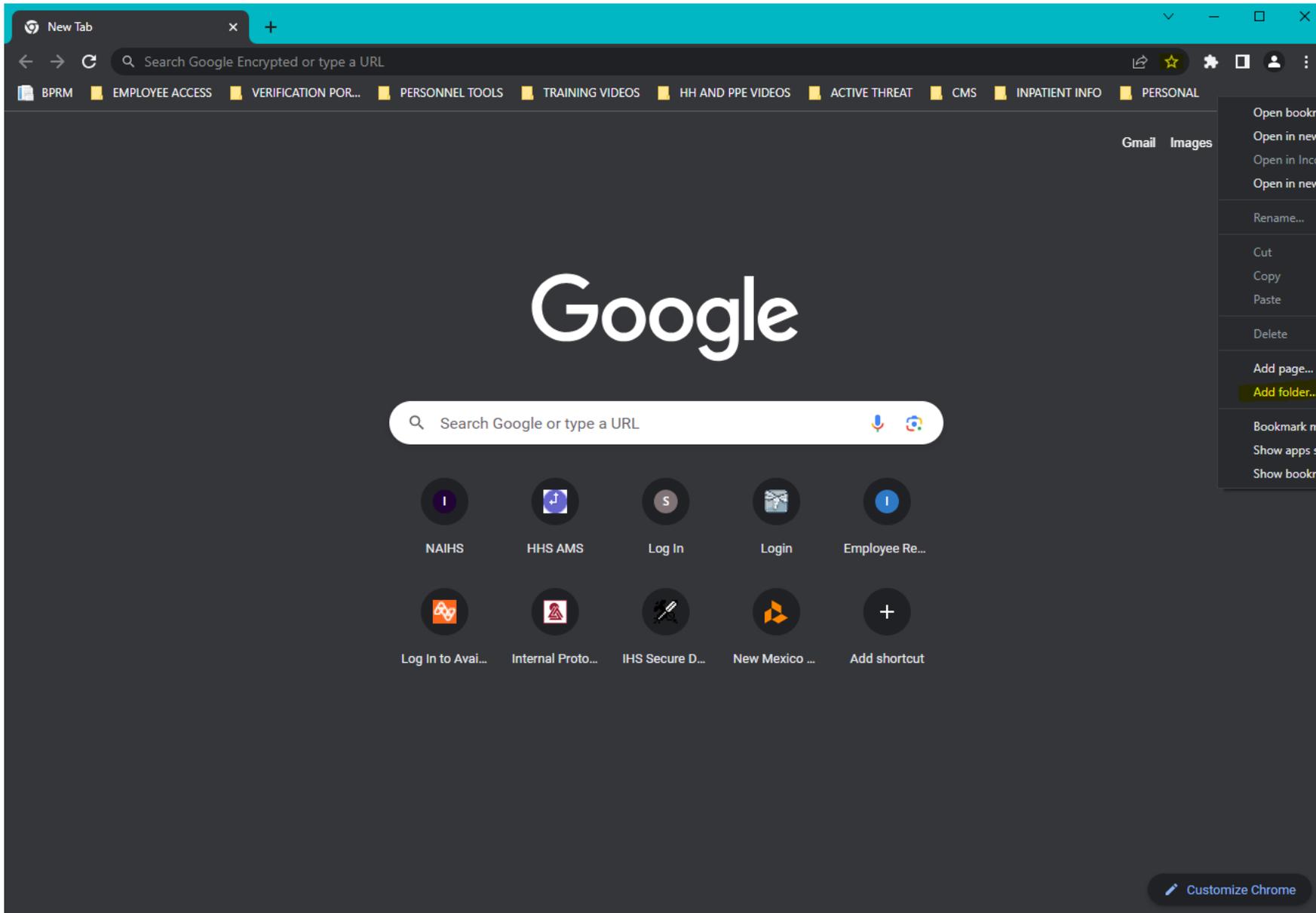


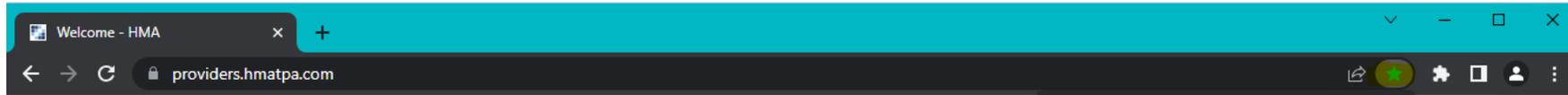
Recording

Livingston, Shileen (IHS/...



This recording is set to expire. View or change the expiration date [here](#). [Learn more](#)





HAWAII - MAINLAND ADMINISTRATORS

[Welcome](#) | [Eligibility Search](#) | [Prior Auth Search](#) | [Submit Prior Auth](#) | [Pending Requests](#) | [Documents and Forms](#)

[Provider Portal](#) / [Welcome](#)

Welcome to the Provider Portal

Logging on to providers.hmatpa.com gives you direct, 24/7 access to Eligibility and Claims Searches, Prior Auth Submission and Viewing, EOB Downloads, plan documents, forms, and other support tools.

Register for an account today to take advantage of these great tools.

Version 1.0.0 ♦ 2012 - 2018 Hawaii Mainland Administrators, LLC. All Rights Reserved.

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New Tab

← → ↻ 🔍 | 🏠 ☆ ⚙️ 🗄️ 👤 ⋮

BPRM EMPLOYEE ACCESS VERIFICATION POR... PERSONNEL TOOLS TRAINING VIDEOS HH AND PPE VIDEOS ACTIVE THREAT CMS INPATIENT INFO PERSONAL

- New Mexico Medicaid Portal
- AVAILITY PORTAL
- AHCCCS PORTAL
- PRESBYTERIAN PORTAL
- Cigna for Health Care Professionals
- UHC One Healthcare
- Welcome to AHCCCS Provider Enrollment

Gmail Images 🔬 ☰

Google

🔍 Search Google or type a URL 🗣️ 🌐

 NAIHS	 HHS AMS	 Log In	 Login	 Employee Re...
 Log In to Avai...	 Internal Proto...	 IHS Secure D...	 New Mexico ...	 Add shortcut

🔧 Customize Chrome

NAIHS - Gallup Service Unit Intra x +

Not secure | home.gimc.ihs.gov

91°F SW 5 MPH WeatherForYou.com

MonkeyPox's Powerpoint
MonkeyPox's Presentation

News

- [Mission, Vision, Values and Strategic Direction](#)
- [New Sharepoint for GSU service Unit](#)
- [GSU Quality Management Program Plan and Objectives - 2021](#)
- [GSU Strategic Plan \(2019-2023\)](#)
- [New GIMC Logo Video](#)
- [Baby Friendly USA \(10 Steps to Successful Breastfeeding\)](#)
- [GSU Infant Feeding Policy](#)
- [GSU Organizational Plan](#)
- [Spiritual References](#)
- [Medical Record Form Approval](#)
- [Medical Record Routing and Transmittal Slip](#)
- [EHR Documentation Correction Form](#)

GSU Award Program

- [GSU Award Nomination Form](#)
- [GSU Award Program Information and Guideline](#)
- [GSU Award Narrative Helpful Tips](#)

Employee Wellness

Employee Wellness Policy

- [GSU's Physical Activity Log Sheet Updated](#)
- [GSU's Employee Wellness Contract Updated](#)

Safety / Infection Control

Injury and BBP Exposure Info

Select One

[2023 Patient Safety Goals](#)
[Hantavirus PDF Version](#)
[Plague Update](#)

[STI Policy Handout](#)

[2023 Adult Antibiotic Guidelines](#)
[2023 Pediatric Antibiotic Guidelines](#)
[2019-2020 GSU Influenza Vaccine Directive](#)

[Animal Bite Reporting Form](#)

NIMS Trainings Select One

[2022 N-95 Fit Questionnaire](#)

[Suicide Prevention Resources](#)

[Grief Support Resources](#)

Events

- [2023 ACLS Schedule](#)
- [2023 Basic Life Support](#)

Online Documentation Forms

[Advance Care Directives](#)
[Patient Rights and Responsibilities](#)
[AED User Guide](#)
[Blank Patient Complaint form](#)

Documentation Forms

Select One

Referral Forms

Select One

Electronic Health Record Guides
 ** a hard copy is available upon request

Select One

Quick Reference

Phone & Pager Lists

Select One

Forms Online

Select One

[Patient Reg TPL Tools](#)

Select One

Service Units

Select One

[Patient Reg Process Forms](#)

Select One

Consent Forms

Select One

[GSU Navajo Language Interpreter's Listing](#)
[GIMC Breakfast/Lunch Menu](#)
[GIMC Incident Command Numbers](#)

Departments

Anesthesia

- [Anesthesia Pediatric Dose Calculator](#)

Nursing

NAIHS - Gallup Service Unit Intra x +

Not secure | home.gimc.ihs.gov

Safety / Infection Control

Injury and BBP Exposure Info
Select One
[2023 Patient Safety Goals](#)
[Hantavirus PDF Version](#)
[Plague Update](#)

[STI Policy Handout](#)

[2023 Adult Antibiotic Guidelines](#)
[2023 Pediatric Antibiotic Guidelines](#)
[2019-2020 GSU Influenza Vaccine Directive](#)

[Animal Bite Reporting Form](#)

NIMS Trainings Select One

[2022 N-95 Fit Questionnaire](#)

[Suicide Prevention Resources](#)

[Grief Support Resources](#)

Quick Reference

Phone & Pager Lists
Select One

Forms Online
Select One

Patient Reg TPL Tools
Select One

- Meritain Health
- Molina HealthCare
- NAVINET
- NM Medicaid
- Patient Registration Sharepoint**
- PRESBYTERIAN Online
- PRINCIPAL Online
- SUMMIT
- Tricare for Life
- TRIWEST Online
- True Health NM
- UNITED AMERICAN Online
- UNITED CONCORDIA Online
- UNITED HEALTHCARE Online
- UTAH Health MCD
- UMR
- USPS Zip Code Lookup**
- WEB TPA Online
- WellCare
- Western Skies

Departments

Anesthesia

- [Anesthesia Pediatric Dose Calculator](#)
- [Anesthesia Pre Op Orders](#)
- [Anesthesia Post Op Orders](#)
- [Consent for Anesthesia Services](#)
- [Pre-Anesthesia Questions Oct-2008](#)
- [Pre Op Anesthesia Evaluation](#)

Equal Employment Opportunity (EEO) Program

EO Counselor: Tilda Smith
tilda.smith@ihs.gov

Phone: 928-871-1304
[Contact EEO](#)

Controlled Substance/Medication Waste-Cactus Smart Sink

- [Handling Soiled Linen](#)
- [Discharge Log](#)
- [Nurse Advice Hotline](#)

Purchased/Referred Care Department: Contacts

- [Department Contact Information](#)

Documents

New Upload Sync Share More

Find a file

- Name
- DENTRIX
- TRAUMA AND UNIDENTIFIED PATIENTS
- THIRD PARTY TRAINING
- THIRD PARTY FORMS
- STAFF MEETINGS
- PRECERT and AUTHORIZATION PROCESS
- POLICIES and PROCEDURES
- PATIENT REG FORMS
- NONBEN PATIENTS
- MILITARY and VETERANS
- MEDICARE and RAILROAD RETIREMENT
- MEDICAID
- EMPLOYER GROUP INSURER LIST
- EMAIL UPDATES
- CUSTOMER SERVICE
- CLINIC INFO and PROCESSES
- CHEAT SHEETS - BY PAYER
- CHEAT SHEETS - BY GROUP
- Preferred Sands of AZ
- 1 PI EMPLOYEE GROUPS LIST
- 1 PI ONLINE ELIGIBILITY CLAIM SITES 2
- BCBS FEDERAL

Drag files here to upload

Patient Registration Links

+ new link or edit this list

✓	Edit	URL	Notes
		AHCCCS WEB PORTAL	...
		AMERIBEN	...
		AMERIGROUP	...
		AMERITAS	...
		ASSURANT EMPLOYEE BENEFITS	...
		AVAILITY	...
		BMW PATIENT REG	...
		CAPITOL ADMINISTRATORS	...
		GEHA	...
		GILSBAR	...
		GUARDIAN	...
		HMA	...
		MERITAIN	...
		METLIFE	...
		MOLINA	...
		NM MEDICAID PORTAL	...
		PRESBYTERIAN HEALTH PLAN	...
		UNITED CONCORDIA	...
		UNITED HEALTHCARE	...
		UPHEALTH	...
		ZENITH AMERICAN	...
		Southwest Service Admintrators	...
		Summit	...
		Express Scripts	...
		AVAILITY	...



Patient Registration

- Home
- Documents
- Recycle Bin
- EDIT LINKS

Get started with your site REMOVE THIS

- Share your site.
- Working on a deadline?
- Add lists, libraries, and other apps.
- What's your style?
- Your site. Your brand.

Documents

- New
- Upload
- Sync
- Share
- More

Find a file

Name
EMPLOYER GROUP LIST for Shared Folder

Drag files here to upload

Patient Registration Links

new link or edit this list

✓	Edit	URL	Notes
		AHCCCS WEB PORTAL	...
		AMERIBEN	...
		AMERIGROUP	...
		AMERITAS	...
		ASSURANT EMPLOYEE BENEFITS	...
		AVAILITY	...
		BMW PATIENT REG	...
		CAPITOL ADMINISTRATORS	...
		GEHA	...
		GILSBAR	...
		GUARDIAN	...
		HMA	...

Employer/Group Listing

Excel Online Franklin, Fawnia (IHS/NAV)

Patient Registration EMPLOYER GROUP LIST for Shared Folder

EMPLOYER / GROUP	MEDICAL COVERAGE	MENTAL HEALTH COVERAGE	PHARMACY COVERAGE	DENTAL COVERAGE	VISION COVERAGE
New Mexico Cancer Center / New Mexico Oncology Hematology	UHC 877-842-3210		OptumRx 800-791-7658 (formerly Prescription Solutions) Eff 4/1/13. Previously through Medco.		
New Mexico Gas Company Alpha Prefix YIE G# N12492	BCBS NM 888-349-3706	BCBS NM 888-349-3706	Prime Therapeutics 800-821-4795	DELTA DENTAL NM 877-395-9420 G# 8534-6105	
New Mexico Gas Company Retiree Alpha Prefix YIE G# N12491	BCBS NM 800-432-0750		Prime Therapeutics 800-821-4795 GN: NM GAS PREM RET G#: 1009		
New Mexico, State of AlphaPrefix: NMM GN: SONM EMPLOYEES G#: N66004	BCBS NM 888-349-3706	BCBS NM 888-349-3706	MEDCO 800-922-1557 G# SONMBCBSRMDACT	DELTA DENTAL NM 877-395-9420 G# 8523-2725	
New Mexico, State of	Presbyterian Health Plan (HMO) 888-923-5757	PHP (NB)	EXPRESS SCRIPTS INC 877-849-5530	Delta Dental NM	
New Mexico, State of	Cigna Healthcare	CIGNA	EXPRESS SCRIPTS INC 877-849-5530	Delta Dental NM	
NHA Navajo Housing Authority G# 0192633 Lupd 5/1/2013	GREAT-WEST LIFE/ANNUITY INS CO		CAREMARK	TOTAL DENTAL ADMINISTRATORS	
	800-331-5301		877-217-1868	877-725-8758	
	1000 GREAT WEST DRIVE		9501 E SHEA BLVD		
	KENNETT, MISSOURI 63857-3749		SCOTTSDALE, AZ 85260		
	NHA 0192633		NHA RX1930		
	192633		RX1930		
	F/L 1YR		F/L 1YR		
	VERIFY USING EMDEON				
NHA under BCBS AZ	BCBS AZ (TERMED 12/31/12)				
	800-676-2583				
	ALPHA PREFIX XBP				
	NHA BCBS AZ & 026463				
NHA under UHC	UHC (TERMED 12/31/08)		UBH (TERMED 12/31/08)		MEDCO (TERMED 12/31/08)
	877-842-3210		800-996-4183		800-922-1557
	UHC CHOICE PLUS & 709406				
			NHA MEDCO RX & UHEALTH		

Employer PGEN Report

```

EMPLOYER LISTING
^PGEN
P    PREDEFINED ORDER
P    SEARCH ALL PATIENTS
DO YOU WANT TO USE A PREVIOUSLY DEFINED REPORT? N//  CHOOSE N
CHOOSE + FOR NEXT SCREEN
AT SELECT
CHOOSE 17    EMPLOYER OF PATIENT
ENTER NAME OF EMPLOYER IN TABLE MAINTENANCE
Q    QUIT ITEM SELECTION
D    DETAILED PATIENT LISTING
AT SELECT
CHOOSE 1    PATIENT NAME
CHOOSE 3    CHART #
CHOOSE 55   THIRD PARTY ELIGIBILITY
CHOOSE 30   EMPLOYER OF PATIENT
Q    QUIT ITEM SELECTION
    
```

```

PATIENT Selection Criteria:
  Employer of Patient:  RISING SUN RIO WEST MALL

REPORT/OUTPUT Type:
PRINT Items Selected:
  Patient Name - column width 20
  Chart # - column width 11
  Third Party Eligibility - column width 20
  Employer of Patient - column width 15
  Total Report width (including column margins - 2 spaces):  74

SORTING Item:
  Patients will be sorted by:  Name/Chart #/SSN
    
```

select one of the following:

```

P    PRINT Output
B    BROWSE Output on Screen
    
```

PCC PATIENT LISTING				Page 1
NAME	HRN	3RD PARTY ELIG	EMPLOYER	
	GIMC		MEDICAID	RISING SUN RIO
	GIMC		MEDICAID	RISING SUN RIO

Total Patients: 2

RUN TIME (H.M.S): 0.0.6
 End of report. HIT RETURN: █

RPMS Recording and Material Library

The screenshot shows a web browser window displaying the Indian Health Service (IHS) website. The URL is ihs.gov/rpms/training/recording-and-material-library/. The page header includes the IHS logo and the text "Indian Health Service The Federal Health Program for American Indians and Alaska Natives". A search bar is located in the top right corner. Below the header, there is a navigation menu with links for "About IHS", "Locations", "for Patients", "for Providers", "Community Health", "Careers@IHS", "Newsroom", and "Login".

The main content area is titled "RPMS Recording and Material Library". On the left side, there is a sidebar menu under the heading "Resource and Patient Management System (RPMS)". The menu items are: Applications (+), Feedback, RPMS In Action (+), Standards & Conventions, **Training (-)**, Area Training, **RPMS Recording and Material Library**, and Upcoming Classes.

The main content area contains a login form with two input fields: "Username" and "Password". Below the fields are links for "Forgot Password?" and "Register", and a "Login" button. A red warning banner is displayed below the login form, containing the following text:

WARNING!

This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes all devices/storage media attached to this system. This system is provided for Government-authorized use only. Unauthorized or improper use of this system is prohibited and may result in disciplinary action and/or civil and criminal penalties. At any time, and for any lawful Government purpose, the government may monitor, record, and audit your system usage and/or intercept, search and seize any communication or data transiting or stored on this system. Therefore, you have no reasonable expectation of privacy. Any communication or data transiting or stored on this system may be disclosed or used for any lawful Government purpose.

Resource and Patient Management System (RPMS)

- Applications +
- Feedback
- RPMS In Action +
- Standards & Conventions
- Training -**
- Area Training
- RPMS Recording and Material Library**
- Upcoming Classes

RPMS Recording and Material Library

Category (Select at least one)

To view the full library: select all categories, do not select any subcategories, then click the "Search" button

- Major Initiative | Role-Based | RPMS Application

Sub-Category (Select all that apply)

- Laboratory (LR)
- Patient Registration (AG)
- Personal Health Record (BPHR)
- Pharmacy Inpatient Suite (PSJ)
- Pharmacy National Drug File (PSN)
- Pharmacy Outpatient Pharmacy (PSO)
- Pharmacy Point of Sale (ABSP)
- Practice Management Application

Keyword(s)

Enter one or more keywords separated by commas

Title

Enter all or part of a training title

Search for trainings that occurred between the following dates:

Start Date

Enter start date as mm/dd/yyyy



End Date

Enter end date as mm/dd/yyyy



Search

Clear form

RPMS Recording and Material Library

CE Credits **are not available** for archived webinars.

[Show search form](#)

This page contains recordings that may not be fully accessible to persons using assistive technology. For assistance with the information in these files or content details, please contact the IHS RPMS Training Team by email at RPMSTraining@ihs.gov.

Your search returned 42 results

Training Recording Title	Recording Summary	Duration	Date	Supporting Material
2015 CHIT #4 - Patient Registration (AG) V7.1 p17 and Practice Management Application Suite (BPRM) V3.0 p8 - 2015 CHIT Demographics	Click for summary	00:48:00	08/01/2020	1) Patient Registration (AG) and Practice Management Application Suite (BPRM) - 2015 CHIT Demographics Presentation 2) Patient Registration (AG) and Practice Management Application Suite (BPRM) - 2015 CHIT Demographics Q&A
COVID-19 Clinic Setup in BPRM Update	Click for summary	01:26:19	03/24/2020	
Patient Registration (AG) - Edit Existing Patient Information	Click for summary	00:32:02	09/14/2021	
Patient Registration (AG) - Enter Patient Insurance	Click for summary	00:32:00	09/14/2021	
Patient Registration (AG) - Introduction	Click for summary	01:48:11	07/19/2021	
Patient Registration (AG) - Registering a New Patient	Click for summary	00:30:44	09/14/2021	
Patient Registration (AG) - Updates Patch 15	Click for summary	00:05:29	09/14/2021	
Pharmacy Informaticist - Pharmacy POS Tutorial Training Tool	Click for summary	00:36:45	08/19/2022	Pharmacy Informaticist - Agenda 2022
Pharmacy Point of Sale (ABSP) - Correcting Rejections	Click for summary	01:10:58	07/13/2021	Pharmacy Point of Sale (ABSP) - Correcting Rejections Presentation
Pharmacy Point of Sale (ABSP) - Creating Uninsured Patient VGEN Report for Cardfinder	Click for summary	00:24:20	01/10/2023	
Pharmacy Point of Sale (ABSP) - Daily Task Checklist	Click for summary	00:45:18	05/11/2021	Pharmacy Point of Sale (ABSP) - Daily Task Checklist Presentation
Pharmacy Point of Sale (ABSP) - Days Supply on Prescriptions	Click for summary	00:46:22	03/08/2022	Pharmacy Point of Sale (ABSP) - Days Supply on Prescriptions Presentation
Pharmacy Point of Sale (ABSP) - Entry of Third-Party Insurance in the Patient Registration Package	Click for summary	58:33	03/14/2023	Pharmacy POS (ABSP) - Entry of Third-Party Insurance in the Patient Registration Package Presentation
Pharmacy Point of Sale (ABSP) - Finding Patient Insurance Info Using RPMS Functionality	Click for summary	00:13:51	06/13/2023	
Pharmacy Point of Sale (ABSP) - Finding Patient Insurance Info Using RPMS Functionality Demo	Click for summary	00:09:05	07/18/2023	
Pharmacy Point of Sale (ABSP) - Increasing Your Point-of-Sale Capacity	Click for summary	00:25:54	11/08/2022	

Point-of-Sale Trainings

Training Recording Title	Recording Summary	Duration	Date	Supporting Material
Pharmacy Point of Sale (ABSP) - Finding Patient Insurance Info Using RPMS Functionality Demo	Click for summary	00:09:05	07/18/2023	
Pharmacy Point of Sale (ABSP)- Running an Uninsured Report Using Log Session	Click for summary	00:30:29	07/11/2023	
Pharmacy Point of Sale (ABSP) - Finding Patient Insurance Info Using RPMS Functionality	Click for summary	00:13:51	06/13/2023	
Pharmacy Point of Sale (ABSP)- Monitoring Pharmacy Point of Sale Success	Click for summary	00:45:15	05/09/2023	
Pharmacy Point of Sale (ABSP) - Third Party Billing (ABM) Patch 36 Updates	Click for summary	00:48:41	04/11/2023	
Pharmacy Point of Sale (ABSP) - Entry of Third-Party Insurance in the Patient Registration Package	Click for summary	58:33	03/14/2023	Pharmacy POS (ABSP) - Entry of Third-Party Insurance in the Patient Registration Package Presentation
Pharmacy Point of Sale (ABSP)- Creating Uninsured Patient VGEN Report for Cardfinder	Click for summary	00:24:20	01/10/2023	

Pharmacy Point-of-Sale SUMI Report

```

*****
* PHARMACY POINT OF SALE V1.0 P52 *
* TOHATCHI HEALTH CENTER *
* Pharmacy electronic claims reports *
*****
    
```

^SUMI

```

DET POS Setup - Detailed Report
PHAR POS Setup - Pharmacies Report
SUMI POS Setup - Summary of Insurers
RXB POS Setup - Rx Billing Status Report
USER Display user preference settings
    
```

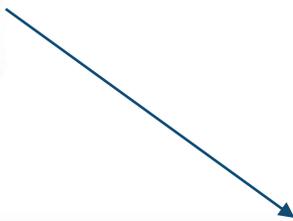
INSURER NAME	BIN	PCN
AETNA PHARMACY MGMT POS	610591	00670000
AMERIGROUP COMMUNITY CAR	7382	ADV
ARGUS		02710000
AZ MEDICAID RX	003858	AIRAZM
BCBS FEDERAL RX	610473	FEPRX
BCBS NM RX MEDICAID		SALUD
CAREMARK		ADV
CATAMARAN HMA-RX	006558	CLAIMCR
CATAMARAN POS	610014	IRX
CIGNA PHARMACY SVC CNTR		05180000
COLORADO MEDICAID RX		P303018902
D-AARP MCR RX SAVER		9999
D-AARP MEDICARE RX PLAN	800004	82260000
D-AETNA CVS MEDICARE		MEDDAET

RUNNING THE UNINSURED RX REPORT

PHARMACY NON-COVERED REPORT	
^VGEN	
P	PREDEFINED ORDER
S	SEARCH ALL VISITS
DATE RANGE	
SELECT NO	DO YOU WANT TO USE A PREVIOUSLY DEFINED REPORT
SELECT 35	ANY THIRD PARTY COVERAGE
SELECT 0	NO THIRD PARTY COVERAGE
SELECT 172	ANY MEDICATION PRESCRIBED
SELECT 1	ANY MEDICATION PRESCRIBED
Q	QUIT
D	DETAILED VISIT LISTING
SELECT 1	PATIENT NAME
SELECT 3	CHART NUMBER
SELECT 6	DATE OF BIRTH
SELECT 24	ZIP CODE
Q	QUIT
ENTER THROUGH DEFAULTS*	*AT "WOULD YOU LIKE A CUSTOM TITLE FOR THIS REPORT", YOU MAY ANSWER Y FOR YES TO SAVE. "UNINSURED REPORT".
1;180;999999999	
LOG SESSION	
SAVE AS .TXT	
OPEN IN EXCEL	

UNINSURED RX REPORT

NAME	PCC VISIT LISTING		
	HRN	DOB	ZIP
DEMO,UNINSURED1	WITR 11111	01/01/1901	57054
DEMO,UNINSURED2	WITR 22222	02/02/1902	68071
DEMO,UNINSURED3	WITR 33333	03/03/1903	68071
DEMO,UNINSURED4	WITR 44444	04/04/1904	68776
DEMO,UNINSURED1	WITR 11111	01/01/1901	57054



NAME	HRN	DOB	ZIP	COLLECTIONS	COMMENTS
DEMO,UNINSURED1	11111	1/1/1901	57054		
DEMO,UNINSURED2	22222	2/2/1902	68071		
DEMO,UNINSURED3	33333	3/3/1903	68071		
DEMO,UNINSURED4	44444	4/4/1904	68776		

ELIG/PRIV Keys

```
*****  
*   PHARMACY POINT OF SALE V1.0 P52   *  
*           TOHATCHI HEALTH CENTER     *  
* Pharmacy electronic claims reports *  
*****
```

```
CLA   Claim results and status ...  
SITE  Claims result and status by site ...  
MNT   Maintenance Reports ...  
ADMN  Administration reports ...  
SET   Setup (Configuration) reports ...  
SURV  Surveys of RPMS database ...  
ELIG  Medicare Part D Eligibility Check  
PRIV  Private Ins Eligibility Check  
OTH   Other reports ...
```

Cheat Sheets

UHC MEDICARE H0271

CARE IMPROVEMENT PLUS SOUTH CENTRAL INSURANCE CO

GSU TAX ID	THC NPI	THC RX NPI	THC RX NCPDP
860719855	1902875594	1679607014	3210604
UNITED HEALTHCARE		877-842-3210	
AVAILITY UHC ONLINE			

PART C COVERAGE

UNITED HEALTHCARE OF UTAH INC
 PO BOX 31362
 SALT LAKE CITY, UTAH 84131
 (877)842-3210 Ins. Type: HMO

|11) Grp Name: *VARIES, VERIFY VIA CARD OR PORTAL
 | Grp Number: *
 |12) Coverage:
 |13) CCopy:

PART D COVERAGE

7) Grp Name: **OPTUM MCR RX** Grp Number: **COS**

8) **D-OPTUM MEDICARE RX**
 POB 29077
 HOT SPRINGS, ARKANSAS 71903
 (888)290-5416

ADDITIONAL INFORMATION

BUS OFC: MEDICARE REPLACED BY UHC UTAH POB 31362 SLC UT 84131.
 MED/MNTL HLTH. V/PA REQ INPT HOSP/OUTPT PROCS 877-842-3210.
 F/L 180 DYS. VER'D 2/14/23, FF PER AVAILITY/UHC ONLINE.
 **RX THRU OPTUM MCR RX POB 29077 HOT SPRINGS ARKANSAS 71903.
 V 877-889-6510. F/L 180 DYS. VER'D 2/14/23, FF.

HUMANA MEDICARE ADVANTAGE PLAN

GSU TAX ID	THC NPI	THC RX NPI	THC RX NCPDP
860719855	1902875594	1679607014	3210604
ELIGIBILITY		866-291-9714	
PRIOR AUTH		866-291-9714	
AVAILITY			

*Humana Medical ID is usually the same for Rx and Dental plans.

1) Policy Holder.: |5) Gender (M/F):
 2) Policy or SSN.: HXXXXXXXXX (UNIQUE ID) |6) Date of Birth:
 3) Effective Date: JAN 01, 2022 |7) PCP:
 4) Expire Date...: |8) CD Name.....:
 -INSURER INFORMATION-----
HUMANA MEDICARE |11) Grp Name: HUMANA MCR Y5756001
 PO BOX 14601 | Grp Number: Y5756001
 LEXINGTON, KENTUCKY 40512 |12) Coverage: BASIC or STANDARD
 (866)291-9714 Ins. Type: MEDICARE HMO |13) CCopy: N

SEQUENCE UNDER MEDICAL & MENTAL HEALTH

1) Policy Holder.: |5) Gender (M/F):
 2) Policy or SSN.: HXXXXXXXXX (UNIQUE ID) |6) Date of Birth:
 3) Effective Date: JAN 01, 2022 |7) PCP:
 4) Expire Date...: |8) CD Name.....:
 -INSURER INFORMATION-----
D-HUMANA MEDICARE RX |11) Grp Name: HUMANA MEDICARE RX
 POB 14601 | Grp Number: P5447
 LEXINGTON, KENTUCKY 40512 |12) Coverage: PHARMACY ONLY
 (800)281-6918 Ins. Type: P |13) CCopy: N

SEQUENCE UNDER PHARMACY (NOT ALL PLANS HAVE RX COVERAGE)

1) Policy Holder.: |5) Gender (M/F):
 2) Policy or SSN.: HXXXXXXXXX (UNIQUE ID) |6) Date of Birth:
 3) Effective Date: JAN 01, 2022 |7) PCP:
 4) Expire Date...: |8) CD Name.....:
 -INSURER INFORMATION-----
HUMANA DENTAL CLAIMS |11) Grp Name: HUMANA DNTL 675717
 POB 14611 | Grp Number: 675717
 LEXINGTON, KENTUCKY 40512-4611 |12) Coverage:
 (800)833-2223 Ins. Type: PRIVATE |13) CCopy: N

SEQUENCE UNDER DENTAL (NOT ALL PLANS HAVE DENTAL COVERAGE)

BUS OFC: PRIMARY COV/MCR REPLACED BY HUMANA MEDICARE POB 14601 LEXINGTON KY 40512. MED/MNTL HLTH. V/PA REQ INPT/OUTPT PROCS 866-291-9714. TIMELY FILING FOLLOWS MCR GUIDELINES. VER'D 2/14/23, FF PER AVAILITY.
 **RX THRU D-HUMANA MEDICARE RX POB 14601 LEXINGTON KY. V 800-281-6918. F/L 1 YR. VER'D 2/14/23, FF PER ELIG.
 **DENTAL COV THRU HUMANA DENTAL CLAIMS POB 14611 LEXINGTON KY 40512-4611. V 800-833-2223. F/L 1YR. VER'D 2/14/23, FF PER REP.

Saving Important Emails for Reference

The screenshot shows the Outlook interface with a search bar containing '8020'. The search results show an email from Franklin, Fawnia (IHS/NAV) with the subject 'FW: FLAG EMAIL: AHCCCS Rate Codes-8020/8040/8050'. The email content includes a 'Good afternoon,' greeting, a paragraph explaining the resending of an email from Val Barker, and a 'Helpful Tip' about flagging the email for future reference. The sender's name 'Fawn x7117' is at the bottom.

File Home Send / Receive Folder View Acrobat Search Tell me what you want to do...

New Email

8020 Current Folder

All Unread By Date Oldest

Franklin, Fawnia (IHS/NAV) !
FW: FLAG EMAIL: AHCCCS R... Mon 7/17
Good afternoon, I am

Search Completed. If you don't find what you're looking for, try again using more specific terms.

Reply Reply All Forward IM

Mon 7/17/2023 3:56 PM

Franklin, Fawnia (IHS/NAV)
FW: FLAG EMAIL: AHCCCS Rate Codes-8020/8040/8050

To Franklin, Fawnia (IHS/NAV)

Follow up. Start by Monday, July 17, 2023. Due by Monday, July 17, 2023.
This message was sent with High importance.

Good afternoon,

I am resending this email sent to us from Val Barker back in October of last year. Please note that 8020 can be updated on page 4. Someone is possibly deleting these coverages. PBC had to re-add two accounts back in. We know they were previously entered because of the notations on page 8, however the accounts are missing on page 4. Please do not delete accounts. Thank you.

Helpful Tip: Flag this email so that when you have a question regarding 8020, 8040 and 8050, it will remain in your inbox. Then you simply go to the search box, type in code 8020 and it will appear. If you need help with this, let me know and I can assist you. This is how I am able to pull up important emails and keep them in my inbox.

Fawn x7117

Navigation pane (left): Favorites, Inbox, Fawnia.Franklin@ihs.gov, 3RD PARTY INFO, COB & SEQUENCING, COMM OFCR / DEPS, MEDICAID, MEDICARE, NON-BENS, PRECERT, PRIVATE INSURANCE, WORKMANS COMP.

File Home Send / Receive Folder View Acrobat Tell me what you want to do...

New Email

Search NON-BENS (Ctrl+E) Current Folder

Reply Reply All Forward IM

Tue 6/6/2023 9:48 AM

Franklin, Fawnia (IHS/NAV)
Non-Ben Guarantor

To

Follow up. Start by Thursday, July 20, 2023. Due by Thursday, July 20, 2023.
You forwarded this message on 7/24/2023 11:27 AM.

Fawnia Franklin.vcf
7 KB

Good morning,
Please save this email for future reference. To add a guarantor to a minor or other non-ben where it was not added initially, there will be problems trying to add this later after the patient is added. The work around now is:

1. Add guarantor to table maintenance in BPRM.
2. Add the guarantor to patient's page 4 in RPMS.

This is the only way of adding the guarantor after the fact that I find works. If you need my assistance with these, I am happy to help. Have a great day! ☺

Favorites

Inbox []

Fawnia.Franklin@ihs.gov

- Inbox
- TRAVEL
- UNION
- PERSONAL
- COVID VACCINE CLINIC
- COVID MASS CLINIC
- BPRM GUI
- 3RD PARTY INFO
- COB & SEQUENCING
- COMM OFCR / DEPS
- MEDICAID
- MEDICARE
- NON-BENS

WWYD?

Include in your huddles, trainings, meetings these WWYD questions.

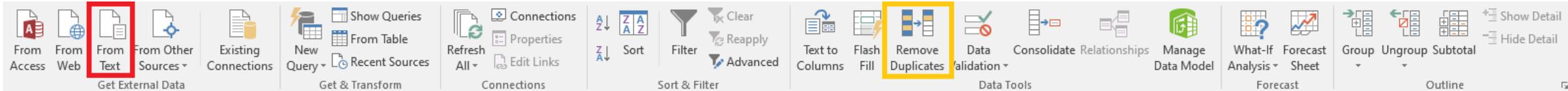
Cut up into squares, have staff choose one. During meeting, have someone share what they have, give their answer and open the question for all to answer.

You might come to one solution or multiple solutions we haven't thought of.

It's 2 PM, Wednesday, you are covering admissions. You get an admission from 3W. You go into the record and notice the patient is listed on page 2 as NON-INDIAN for CLASSIFICATION/BENEFICIARY and TRIBE MEMBERSHIP, however page 1 states DIRECT. Patient is an employee of GIMC Pharmacy. What do you do?	It's 10:45 PM, Thursday and you are covering ER. You receive a call from ED MSA stating they have a patient in bed 11 and there is an ID on the patient. You go into ED and are informed the ID is with the nursing staff who are at patient bedside. What do you do?	It's 8 PM, it's thundering and lightning. The power goes out, our generator kicks on. However RPMS, E HR, BCMA and the internet is out. A new patient arrives to be seen in ER. He is ambulatory and states he thinks he has strep throat. What do you do?	It's 8:30 PM, because there is a storm. The power goes out, the generator kicks on. However RPMS, E HR, BCMA and the internet is out. A new patient arrives to be seen in ER. He is ambulatory and states he thinks he is having a heart attack. What do you do?
It's Friday, 6 PM. You are covering admissions and notice a patient slip and fall in front of patient registration. The floor is wet. What do you do?	It's 9 AM, Tuesday. You are covering booth 4. Patient arrives to main registration for appointment a future 2 East appointment. You notice the patient has not been seen since 2001 and has two storage notations on page 8. Patient's appointment is not until next week Monday. What do you do?	It's 4 AM. Slow night. You decide to clean the keyboards with the Dust-Off The Original Compressed-Gas Duster. You spray it and nothing comes out. You take a look at it to see if it is working and test because you feel that the can is full and accidentally spray it in your face. What do you do?	Aunt brings in niece who is 16. Aunt recently was awarded custody of niece. Aunt has Final Adoption Decree and also the state birth certificate listing her as the mother. What do you do?
It is Tuesday, 11 AM. Patient arrives to Internal Med to complete update before appointment. A transgender flag appears and states patient prefers to be called "Amanda". Patient's record name is Armondo. What do you do?	It's Monday, 7 AM. Patient arrive to booth 4 to check in for surgery. You notice patient was updated, but there is no notation on page 8 stating the storage notation on page 8 was sent to HIM. There are two storage notations on line 2 on page 8. What do you do?	It's 10 AM, Saturday. You are at booth 4 and receive a call. The caller would like to be transferred to ICU to check on their family member. How do you answer the call according to our new phone etiquette guide?	It's 10 PM. You smell rubber burning and notice smoke coming from the ceiling. You are at main registration. What do you do?
It's 1 PM, you are covering Internal Med. Patient arrives to update record and states he recently got married and is taking his wife's surname. What would you do?	It's Friday, 2 PM. You're at the front and 2W states they want to place a patient in Extended Recovery. What do you do?		
It's 11 AM. ICU calls down a patient and states they want to switch the patient to Med Surg Overflow. What do you do?	It's 3 PM, Saturday, 3W calls and says they want to admit a patient that is placed in extended recovery. What do you do?	It's 2 PM in Pediatrics. You notice a mother in a panic calling out for her child. She tells you that she turned her back to talk with the nurse and the child wandered off. What do you do?	You are in at the elevators and SURPRISE! TJC is here! They are with administrators and stop to ask you what your mission, vision and values are? What do you do?
It's 10 AM, Monday. You are covering ER and at booth 3. Patient arrives from ED East and states they were referred to update. Upon update, patient went from working for Railroad to being unemployed. Patient had UHC, but no longer works, married, spouse is unemployed and states no insurance. What do you do?	Turn to the person in front of you, if no one, the person behind you. They will be a patient checking in for ER. Person who is the patient, please give bogus information. You will now update the information. How do you conduct your interview?	You are on your way back from ER into main patient registration. Suddenly you hear "Active Shooter"! It's 1 AM. What do you do?	It's 5 PM, Monday. Everyone has left and you get a call from a Workers Comp payer in California. They ask if we have billed a claim for a patient of theirs. What do you do?

VGEN REPORTS

VGEN REPORT
^VGEN P PREDEFINED ORDER (THE ORIGINAL ORDERING) S SEARCH ALL VISITS ENTER DATE SPAN PREVIOUSLY DEFINED REPORT? N// CHOOSE N AT SELECT CHOOSE THE FOLLOWING REPORT:
SELECT 76 CLINIC TYPE OPTION 2 LIST ALL CLINIC TYPES QUIT SELECT 81 VISIT DATE, 1 PATIENT NAME, 3 CHART NUMBER, 5 SEX, 12 AGE, 16 VETERAN, 98 LOCATION, 51 THIRD PARTY ELIGIBILITY, 53 VMBP, 74 PHR HANDOUT, 75 PHR ACCESS QUIT QUIT
HOME: 0;999;99999 RAW LOG SESSION NAME.TXT ENTER ENTER END RAW LOG SESSION OPEN IN EXCEL UNDER DATA FROM TEXT



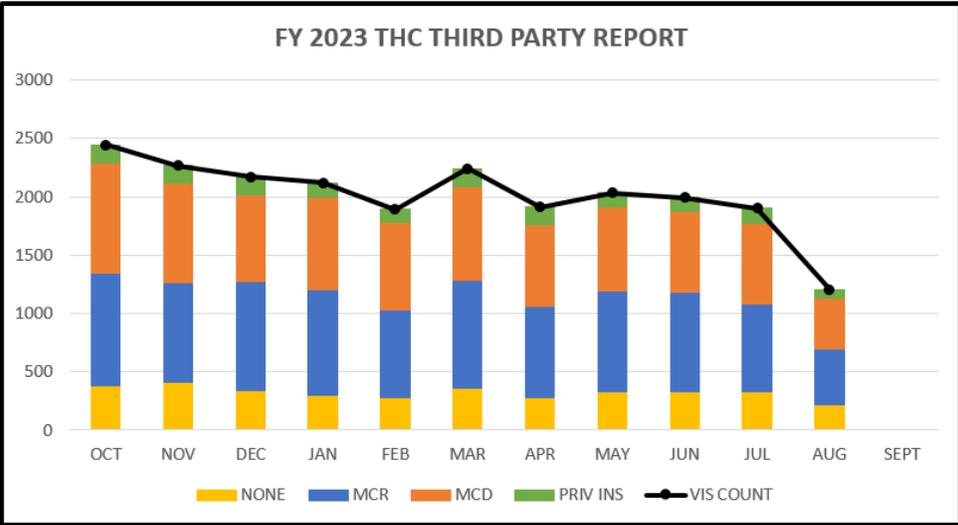
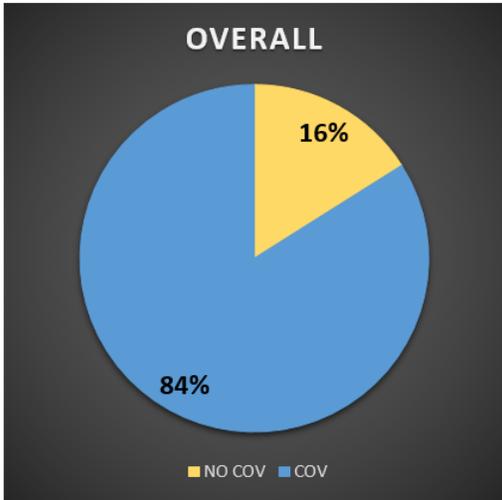
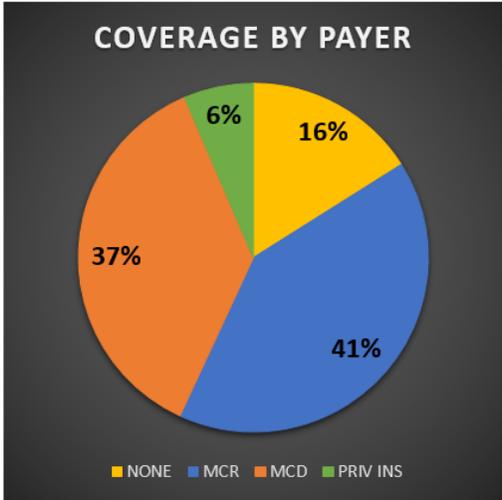
FY 2023 THC OVERALL REPORT - Excel

DOS	NAME	GS	HRN	SEX	AG	VETERAN	LOCATION	PAYER	PAYEE	VMBP PAYER	PHR HANDOUT GIV	PHR ACCESS
8/1/2023		THC		FEMALE	60	NO	TOHATCHI HEALTH	MEDICARE	MEDICAID		Yes PHR Handout	0
8/1/2023		THC		MALE	68	NO	TOHATCHI HEALTH	MEDICARE	MEDICAID		Yes PHR Handout	0
8/1/2023		THC		FEMALE	14	NO	TOHATCHI HEALTH	MEDICAID			0	0
8/1/2023		THC		MALE	61	NO	TOHATCHI HEALTH	MEDICAID			Yes PHR Handout	0
8/1/2023		THC		MALE	55	NO	TOHATCHI HEALTH	<none>			Yes PHR Handout	0
8/1/2023		THC		FEMALE	71	NO	TOHATCHI HEALTH	MEDICARE			Yes PHR Handout	0
8/1/2023		THC		FEMALE	51	NO	TOHATCHI HEALTH	<none>			Yes PHR Handout	0
8/1/2023		THC		FEMALE	49	NO	TOHATCHI HEALTH	MEDICARE	MEDICAID	HUMANA MEDICARE	Yes PHR Handout	0
8/1/2023		THC		FEMALE	69	NO	TOHATCHI HEALTH	MEDICARE			Yes PHR Handout	0
8/1/2023		THC		FEMALE	70	NO	TOHATCHI HEALTH	MEDICARE	PRVT INS	MOLINA MCR HLTHCARE OF UT	Yes PHR Handout	0
8/1/2023		THC		FEMALE	72	NO	TOHATCHI HEALTH	MEDICARE	PRVT INS	BCBS FEDERAL RX	Yes PHR Handout	0
8/1/2023		THC		MALE	89	NO	TOHATCHI HEALTH	MEDICARE	MEDICAID		Yes PHR Handout	0
8/1/2023		THC		MALE	48	NO	TOHATCHI HEALTH	<none>			Yes PHR Handout	0
8/1/2023		THC		MALE	31	NO	TOHATCHI HEALTH	MEDICARE	MEDICAID	PRESBYTERIAN MEDICARE	Yes PHR Handout	0
8/1/2023		THC		MALE	51	NO	TOHATCHI HEALTH	MEDICAID			Yes PHR Handout	0
8/1/2023		THC		FEMALE	70	NO	TOHATCHI HEALTH	MEDICARE	PRVT INS	HUMANA MEDICARE	Yes PHR Handout	0
8/1/2023		THC		MALE	62	NO	TOHATCHI HEALTH	MEDICAID	PRVT INS	PRESBYTERIAN RX MEDICAID	Yes PHR Handout	0
8/1/2023		THC		FEMALE	44	NO	TOHATCHI HEALTH	<none>			Yes PHR Handout	0
8/1/2023		THC		FEMALE	82	NO	TOHATCHI HEALTH	MEDICARE	PRVT INS	MEDCO CLAIMS PROCESSING U	Yes PHR Handout	0
8/1/2023		THC		MALE	82	NO	TOHATCHI HEALTH	MEDICARE			Yes PHR Handout	0
8/1/2023		THC		FEMALE	44	NO	TOHATCHI HEALTH	MEDICAID			Yes PHR Handout	0
8/1/2023		THC		FEMALE	88	NO	TOHATCHI HEALTH	MEDICARE			Yes PHR Handout	0
8/1/2023		THC		MALE	77	YES	TOHATCHI HEALTH	MEDICARE	PRVT INS	VA MEDICAL BENEFIT (VMBP)	Yes PHR Handout	0
8/1/2023		THC		MALE	60	NO	TOHATCHI HEALTH	MEDICARE	MEDICAID		Yes PHR Handout	0
8/1/2023		THC		FEMALE	61	NO	TOHATCHI HEALTH	MEDICARE	PRVT INS	HUMANA DENTAL CLAIMS	Yes PHR Handout	0
8/1/2023		THC		FEMALE	17	NO	TOHATCHI HEALTH	MEDICAID			Yes PHR Handout	0
8/1/2023		THC		FEMALE	52	NO	TOHATCHI HEALTH	MEDICAID			0	0
8/1/2023		THC		FEMALE	61	NO	TOHATCHI HEALTH	<none>			Yes PHR Handout	0
8/1/2023		THC		FEMALE	90	NO	TOHATCHI HEALTH	MEDICARE			Yes PHR Handout	0
8/1/2023		THC		FEMALE	14	NO	TOHATCHI HEALTH	<none>			Yes PHR Handout	0
8/1/2023		THC		MALE	65	NO	TOHATCHI HEALTH	MEDICARE	MEDICAID		Yes PHR Handout	0
8/1/2023		THC		FEMALE	78	NO	TOHATCHI HEALTH	MEDICARE			Yes PHR Handout	0
8/1/2023		THC		MALE	61	NO	TOHATCHI HEALTH	MEDICAID			Yes PHR Handout	0
8/1/2023		THC		FEMALE	60	NO	TOHATCHI HEALTH	<none>			Yes PHR Handout	0
8/1/2023		THC		FEMALE	17	NO	TOHATCHI HEALTH	<none>			Yes PHR Handout	0
8/1/2023		THC		MALE	73	NO	TOHATCHI HEALTH	MEDICARE			Yes PHR Handout	0
8/1/2023		THC		MALE	68	NO	TOHATCHI HEALTH	MEDICARE	PRVT INS	HUMANA MEDICARE	No PHR Handout	0
8/1/2023		THC		FEMALE	68	NO	TOHATCHI HEALTH	MEDICARE	MEDICAID	PRESBYTERIAN RX MEDICAID	Yes PHR Handout	0
8/1/2023		THC		MALE	82	NO	TOHATCHI HEALTH	MEDICARE			0	0
8/1/2023		THC		FEMALE	63	NO	TOHATCHI HEALTH	PRVT INS		AETNA HEALTHCARE	Yes PHR Handout	Yes PHR Access
8/1/2023		THC		FEMALE	61	NO	TOHATCHI HEALTH	MEDICARE	MEDICAID	PRESBYTERIAN MEDICARE	Yes PHR Handout	0
8/1/2023		THC		FEMALE	12	NO	TOHATCHI HEALTH	MEDICAID	PRVT INS	PRESBYTERIAN RX MEDICAID	Yes PHR Handout	0

Ready Filter Mode Count: 682 100%

Overall Third Party Coverage

	VIS COUNT	NONE	MCR	MCD	PRIV INS
OCT	2447	385	963	940	159
NOV	2268	414	852	854	148
DEC	2169	340	936	744	149
JAN	2122	298	909	793	122
FEB	1889	281	747	750	111
MAR	2242	360	924	805	153
APR	1912	276	789	701	146
MAY	2034	328	860	728	118
JUN	1994	329	854	693	118
JUL	1900	331	750	688	131
AUG	1204	213	481	436	74
SEPT					
FY 2023	22181	3555	9065	8132	1429
%		16%	41%	37%	6%

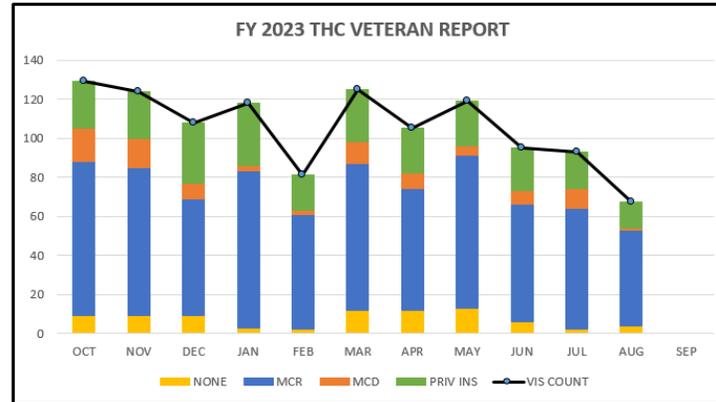
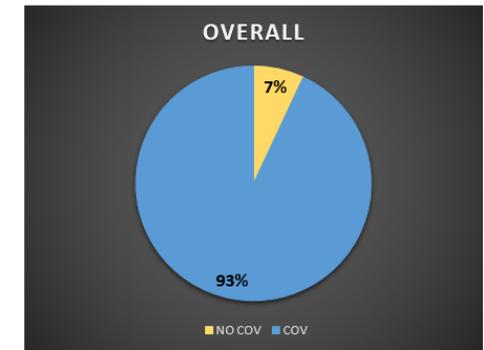
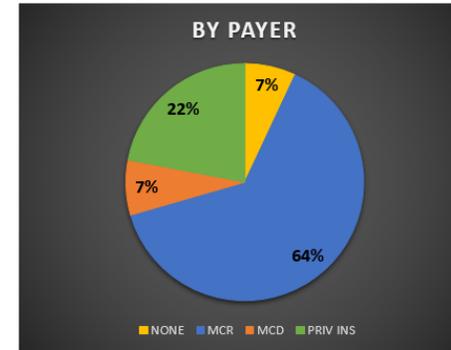


BY PAYER	
NONE	3555
MCR	9065
MCD	8132
PRIV INS	1429

OVERALL	
NO COV	3555
COV	18626

Veterans

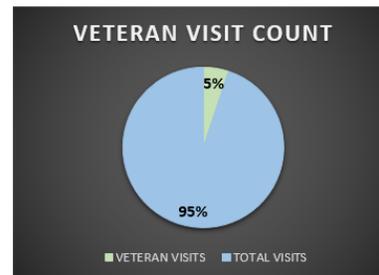
	VIS COUNT	NONE	MCR	MCD	PRIV INS
OCT	129	9	79	17	24
NOV	124	9	76	15	24
DEC	108	9	60	8	31
JAN	118	3	80	3	32
FEB	81	2	59	2	18
MAR	125	12	75	11	27
APR	105	12	62	8	23
MAY	119	13	78	5	23
JUN	95	6	60	7	22
JUL	93	2	62	10	19
AUG	67	4	49	1	13
SEP					
FY 2023	1164	81	740	87	256
%		7%	64%	7%	22%



BY PAYER	
NONE	81
MCR	740
MCD	87
PRIV INS	256

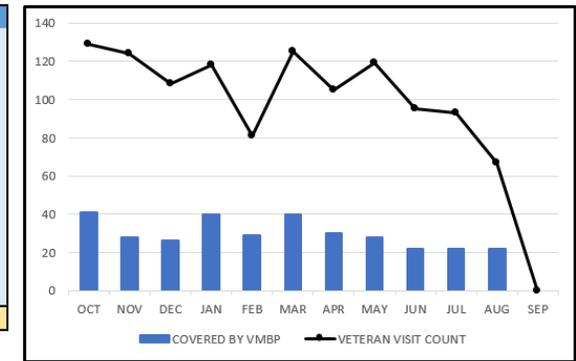
OVERALL	
NO COV	81
COV	1083

VETERAN VISIT COUNT	
VETERAN VISITS	1164
TOTAL VISITS	21684
VETERAN %	5%



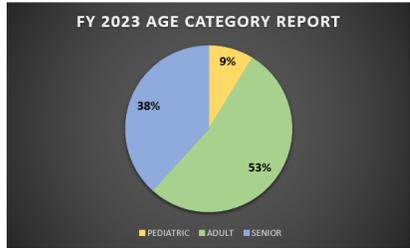
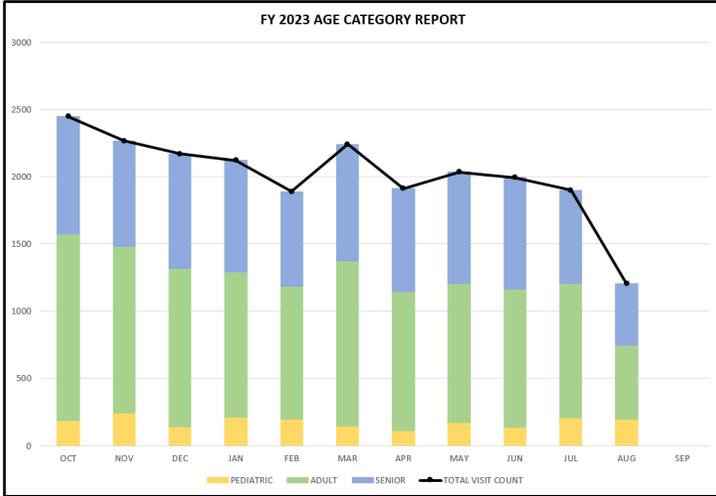
	VETERAN VISIT COUNT	COVERED BY VMBP
OCT	129	41
NOV	124	28
DEC	108	26
JAN	118	40
FEB	81	29
MAR	125	40
APR	105	30
MAY	119	28
JUN	95	22
JUL	93	22
AUG	67	22
SEP	0	0
TOTAL	1164	328

VETERANS COVERED BY VMBP 28%

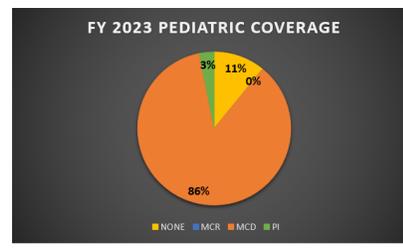
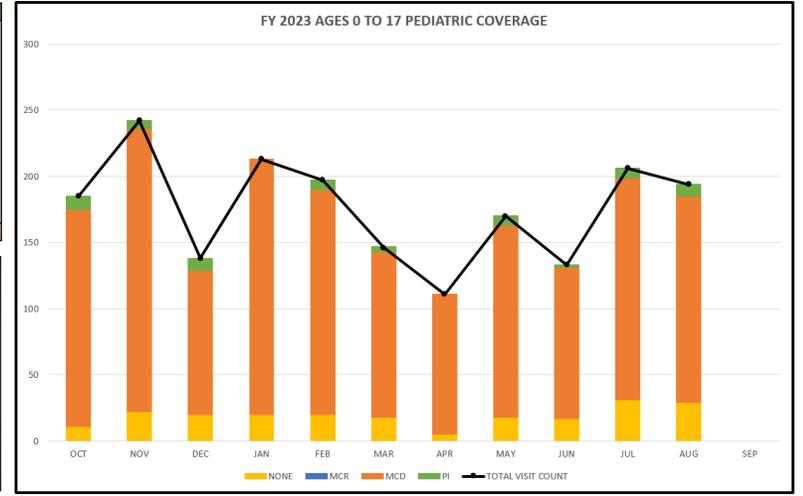


Age Category

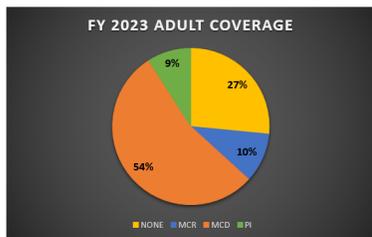
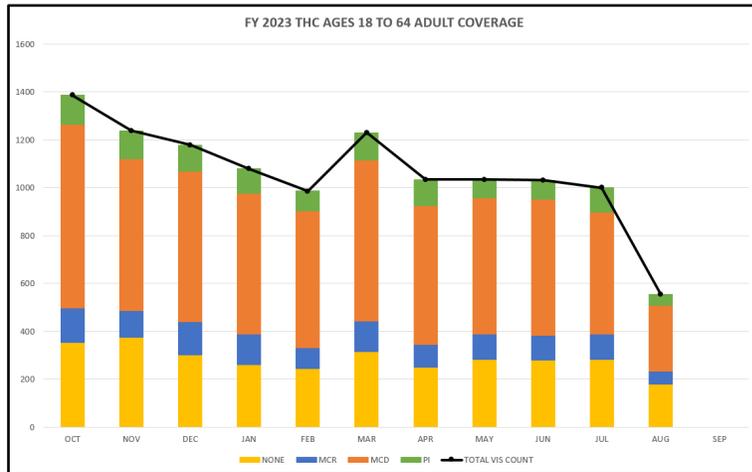
	PEDIATRIC	ADULT	SENIOR	TOTAL VISIT COUNT
OCT	185	1387	875	2447
NOV	242	1239	785	2266
DEC	138	1178	853	2169
JAN	213	1079	830	2122
FEB	197	986	706	1889
MAR	146	1230	866	2242
APR	111	1034	767	1912
MAY	170	1035	829	2034
JUN	133	1032	829	1994
JUL	206	1000	694	1900
AUG	194	554	456	1204
FY 2023 TOTAL	1935	11754	8490	22179



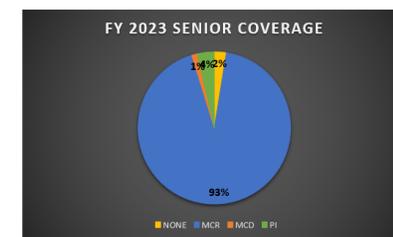
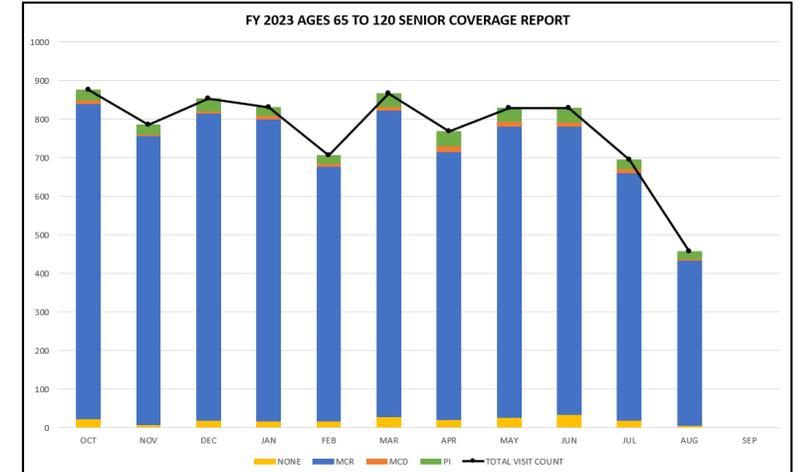
TOTAL VISIT COUNT	NONE	MCR	MCD	PI	
OCT	185	11	0	164	10
NOV	242	22	0	214	6
DEC	138	20	0	109	9
JAN	213	20	0	193	0
FEB	197	20	0	170	7
MAR	146	18	0	125	4
APR	111	5	0	106	0
MAY	170	18	0	145	7
JUN	133	17	0	114	2
JUL	206	31	0	168	7
AUG	194	29	0	156	9
FY 2023 TOTAL	1935	211	0	1664	61



TOTAL VIS COUNT	NONE	MCR	MCD	PI	
OCT	1387	352	145	767	123
NOV	1239	374	112	636	117
DEC	1178	302	138	630	108
JAN	1079	261	126	590	102
FEB	986	245	86	573	82
MAR	1230	314	129	671	116
APR	1034	250	95	579	110
MAY	1035	283	106	569	77
JUN	1032	279	105	568	80
JUL	1000	281	108	509	102
AUG	554	178	54	275	47
FY 2023 TOTAL	11754	3119	1204	6367	1064

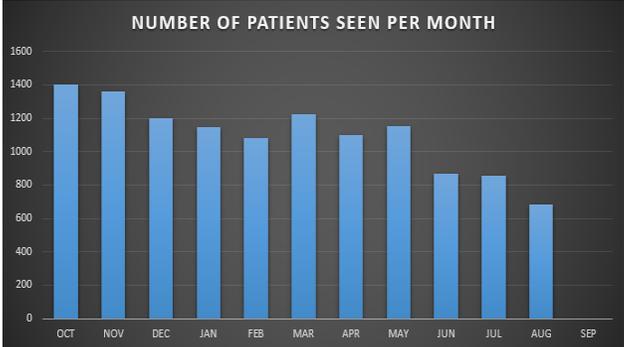


TOTAL VISIT COUNT	NONE	MCR	MCD	PI	
OCT	875	22	818	9	26
NOV	785	8	748	4	25
DEC	853	18	798	5	32
JAN	830	17	783	10	20
FEB	706	16	661	7	22
MAR	866	28	795	9	34
APR	767	21	694	16	36
MAY	829	27	754	14	34
JUN	829	33	749	11	36
JUL	694	19	642	11	22
AUG	456	6	427	5	18
FY 2023 TOTAL	8490	215	7869	101	905

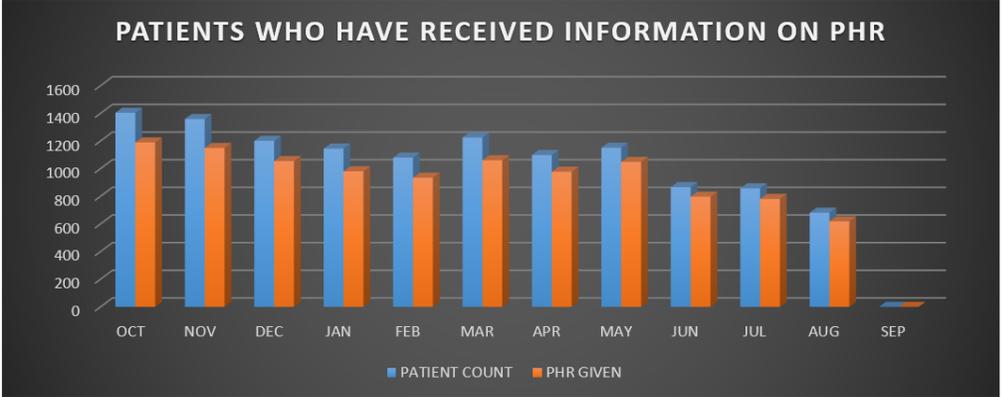


Personal Health Record

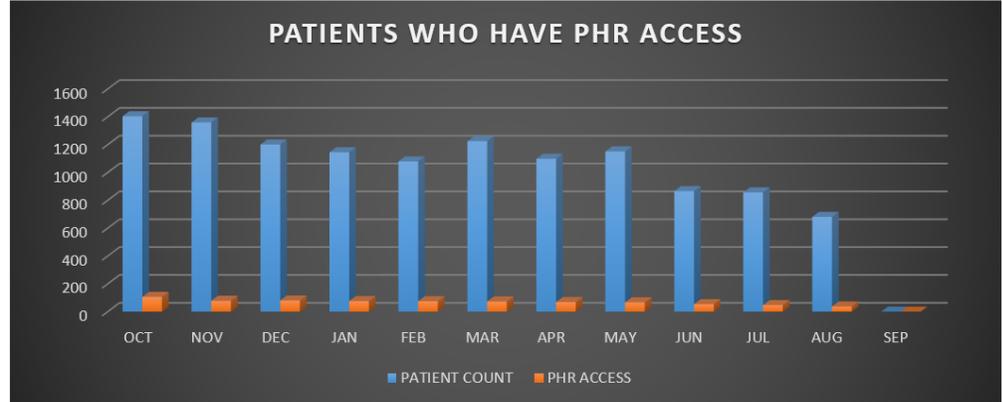
MONTH	TOTAL PATIENTS
OCT	1404
NOV	1359
DEC	1201
JAN	1145
FEB	1079
MAR	1225
APR	1098
MAY	1151
JUN	866
JUL	857
AUG	681
SEP	
TOTAL	12066



	PATIENT COUNT	PHR GIVEN	%
OCT	1404	1189	85%
NOV	1359	1149	85%
DEC	1201	1054	88%
JAN	1145	980	86%
FEB	1079	934	87%
MAR	1225	1060	87%
APR	1098	977	89%
MAY	1151	1048	91%
JUN	866	797	92%
JUL	857	781	91%
AUG	681	618	91%
SEP	0	0	#DIV/0!
FY 2023	12066	10587	88%



	PATIENT COUNT	PHR ACCESS	%
OCT	1404	106	8%
NOV	1359	78	6%
DEC	1201	80	7%
JAN	1145	76	7%
FEB	1079	75	7%
MAR	1225	73	6%
APR	1098	69	6%
MAY	1151	67	6%
JUN	866	54	6%
JUL	857	47	5%
AUG	681	37	5%
SEP	0	0	#DIV/0!
FY2023	12066	762	6%



Daily Activity Report

Daily Activity Report

Start: 08-01-2023 End: 08-16-2023 Type of Report: NEW, EDITED, REMOVED Statistics only

Preview Print

1 of 1 100%

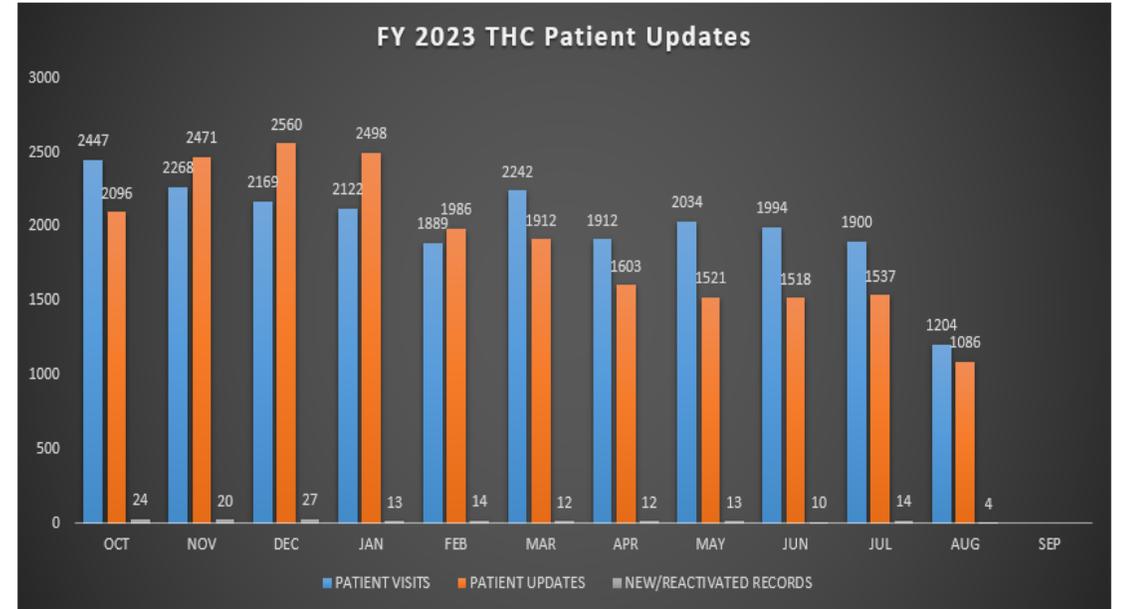
FRANKLIN, FAWNIA D BOM

page 1

TOHATCHI HEALTH CENTER
 DAILY REGISTRATION ACTIVITY REPORT
 UCI: GIMC
 as of : AUG 16, 2023@16:07:07

Report from 8/1/2023 to 8/16/2023

Total patients Added : 4
 Total patients Edited : 1088
 Total patients Removed : 0
 Total patients Registered : 43836



	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
PATIENT VISITS	2447	2268	2169	2122	1889	2242	1912	2034	1994	1900	1204	
PATIENT UPDATES	2096	2471	2560	2498	1986	1912	1603	1521	1518	1537	1086	
NEW/REACTIVATED RECORDS	24	20	27	13	14	12	12	13	10	14	4	

CUSTOMER SERVICE

Customer service is often seen as an activity, performance measurement and a philosophy.

That is why, generally speaking, one single customer service definition does not exist..

"Customer service is the ability to provide a service or product in the way that it has been promised"

"Customer service is about treating others as you would like to be treated yourself"

"Customer Service is a phrase that is used to describe the process of taking care of our customers in a positive manner"

"Customer service is a process for providing competitive advantage and adding benefits in order to maximize the total value to the customer"

"Customer Service is the commitment to providing value added services to external and internal customers, including attitude knowledge, technical support and quality of service in a timely manner"

"Customer service is a proactive attitude that can be summed up as: I care and I can do."

PERFORMANCE EVALUATION

We are expected to deliver “exceptional customer service”.

We are evaluated via patients, peers, surveys, competencies, and our annual performance evaluation (PMAP).

Critical Element: Customer Experience for All Staff	<input checked="" type="checkbox"/> Critical
Strategic Alignment:	
This element is assessed based on feedback received from internal and external customers indicating general satisfaction as defined by rating officials. Supervisors may not remove or edit the established standards but may include additional standards. Add additional aspects as applicable.	
Achieved Expected Results (AE): <ul style="list-style-type: none">• Presents advice and guidance, including providing options, recommendations, and results. Advice and guidance is complete, consistent, and provided by the established deadlines.• Establishes effective working relationships with 90% of stakeholders both internal and external to HHS as required; cooperates with co-workers and others in meeting commitments and accomplishing assigned work on time.• Routinely responds to each customer request within 24 hours of initial contact, at a minimum to confirm receipt of the request, while ensuring that the most accurate and complete information is communicated to the customer as it is available.	

Supervisor’s are expected to improve customer service within their departments. This includes holding those providing poor customer service accountable. Poor customer service is misconduct.

Supervisor’s are also encouraged to reward exceptional customer service. Rewards can include recognition, time off, and monetary awards.

Internal:

- Patients
- Visitors
- Family
- Friends
- GSU Employees

External:

- Contractors – Maintain equipment & supplies.
- Insurance Payers – Medicaid, Medicare, Workers Comp, Health Insurers, etc.
- State - ISD
- Tribes- CHR
- CMS
- Joint Commission

FIRST IMPRESSIONS

Only takes **30 seconds** for the patient to form an opinion.

Huge Challenge for health care workers.

Patient will decide whether your facility will give what he/she needs.

What does our appearance say about us?

What does your appearance say about you?

Take pride in your appearance and the appearance of our facility.

How We Are Judged

In Person:

- **55% - Body Language**
- **35% - Tone of Voice**
- **7% - Words**

On the Phone:

- **80% - Tone of Voice**
- **20% - Words**

People can hear your smile
on the phone.

Poor Customer Service

Is **deliberate**. You have a choice to provide the kind of customer service you want.

Poor customer service **taints** our overall image. From your section to the overall hospital and even extends IHS wide.

Can you recall a time you received poor customer service?

Q&A – Examples of the WORST customer service.

What went wrong?

Will you go back?

What would you have done differently?



Great Customer Service

Is **intentional**. You determine the type of service you want to deliver. Decide to deliver EXCEPTIONAL CUSTOMER SERVICE.

Exceptional customer service **paints** our overall image as a GREAT organization that people want to be a part of!

What are examples of exceptional customer service?

Q&A – Examples of the BEST customer service.

What was great about it?

Will you go back?

What can we learn & practice from this?

AIDET

A CKNOWLEDGE	Immediately acknowledge the importance of every patient/family/customer/coworker, confirm their presence by making eye contact* or smiling and greeting them • “Hello” • “How may I help you?” • “I will be with you shortly” *Culturally appropriate eye contact
I NTRODUCE	Introduce yourself with name and title to each patient/family/customer/coworker and identify the type of care you are providing. • To reduce patient anxiety, manage up your skills and experience as well as those of other team members and departments. • Encourage others by using genuine compliments and praise; look for ways to preserve and build others’ self-esteem
D URATION	By providing information about time, we set clear expectations with the patient/family/customer/coworker • How long <u>before</u> the test, procedure, visit or admission takes place? • How long will the test, procedure, appointment or admission <u>actually</u> take? • How long until the test results are available? • How long it will take you to complete the task or follow-up?
E XPLAIN	Explain to every patient what they can expect • Where the patient is going next? • Who is taking the patient to their destination? • What will happen once they arrive? • Include the patient in decisions regarding their care by providing explanations before beginning a procedure and asking the patient if they have any questions • Use easily understood and appropriate language when giving patients information about health, special diets, tests, procedures or medication. • What’s the process for the task.
T HANK	<u>All</u> patient/family/customer/coworker are worth our effort-they are the reason we’re here! Take the time to thank them and let them know you’re happy to serve them. • “Thank you for letting me care for you” • “It was my pleasure to help” • “Thank you for choosing Tohatchi Health Center ” • “I’m glad I can support your department”

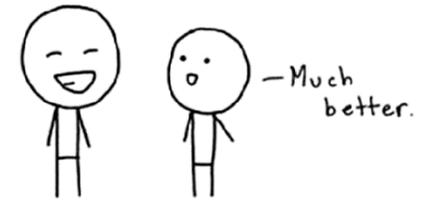
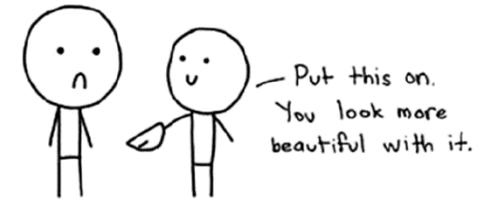
WELCOME CUES PEOPLE LOOK FOR:

ACKNOWLEDGEMENT

- **SMILE!!!!!!**
- Have an open, friendly face.
- Look the patient in the eye.
- Address the patient by their name.
- Be the expert. Learn about our organization & services.
- Communicate – Be nice. Listen without interruption. Respond in a caring and informative manner. It's best to keep the patient informed.

Benefits of Smiling!

- It only takes 17 muscles to smile, but 43 to frown.
- It makes you appear and feel more confident, it gives others confidence and puts them at ease because they feel approved of and accepted.
- If you wear a smile you will have friends, if you wear a frown all you will have is wrinkles.
- Smiles are a language that even babies understand. Smiles are multi-lingual; they are understood in every language.
- Smiling actually makes you feel better and lifted up. Studies show that when you smile, your heart rate lowers and breathing slows down. Particularly when you are stressed.
- A smile costs nothing, but gives much. If you are not smiling, you are like a millionaire who has money in the bank, but no checks.
- A smile is a facelift that's in everyone's price range. It's an inexpensive way to improve your looks instantly.



POSITIVE MENTAL ATTITUDE

- ✓ Think of it as your mental posture. Resolve to be a reverse paranoid.
- ✓ Look at every situation as an opportunity to grow, improve, and excel.
- ✓ Practice makes permanent. 30 consecutive days to make or break a habit.

BE PROACTIVE

CHOOSE to be happy!

AVOID toxic people. Choose to be with people who build you up. Surround yourself with winners. Be a victor, not a victim. Attitudes are contagious.

DELETE – Delete, erase, stop negativity.

Diné Bizaad

Every day, learn 10 new words, write it down on a 3x5 card, practice throughout the day. The next day, add 10 more words and practice those words with the words you learned the previous day(s).

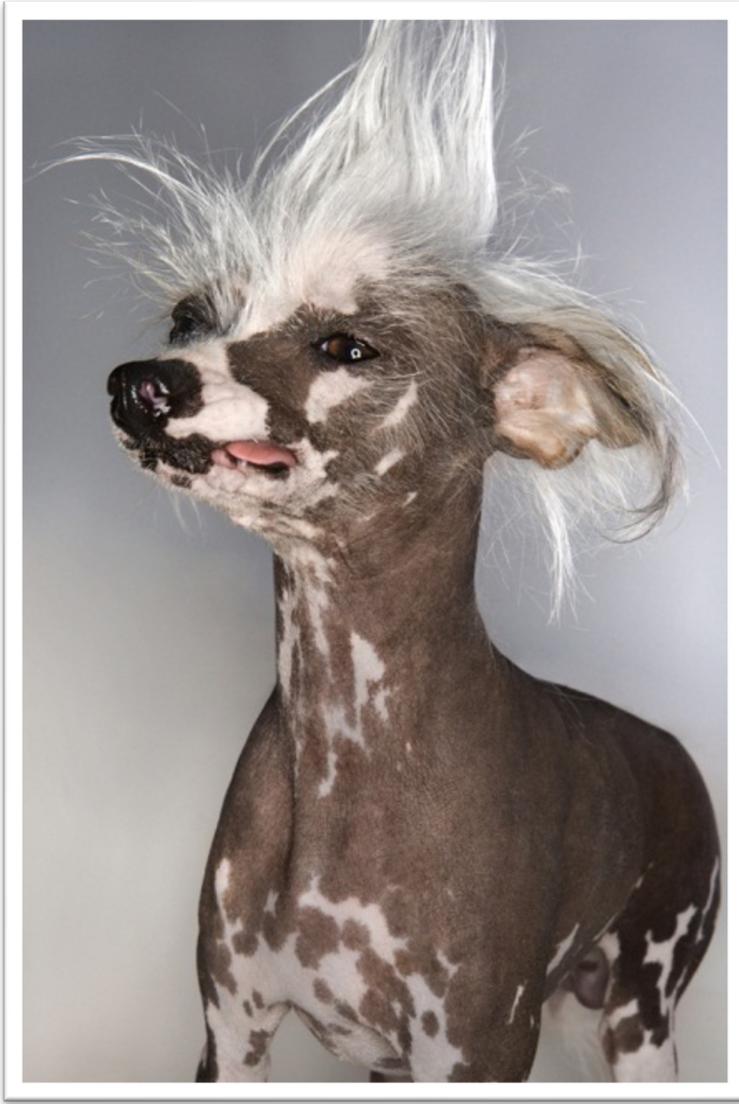
NUMBERS	
Ah-lah-ah	One
Nah-kee	Two
Tah	Three
Dingh	Four
Ash'lah	Five
Has'tah	Six
Sos-T'did	Seven
Say'bee	Eight
Na-hah-stay	Nine
Nayz'nah	Ten

Shiwi'ma

GREETINGS	MEANING
Keh-shay	Hello
SALUTATIONS	
Ella'kwah	Thank you
Della-ih-bah	Later

GREETINGS	MEANING
Yah ah t'aye!	Hello!
Ha-eeh-lah?	How can I help you?
Oat!	Yes!
QUESTIONS	
Hah-dawhn-nii-dish-chinh?	When were you born?
Hall-in-yeh?	Name?
Hash-yiin-yeh?	Name?
Niihsh chart number bah-ha-zin?	What's your chart number?
Chart number shawnggh?	What's your chart number?
Hah-dih Nal-tsols nahl-naHee-jay?	Where do you get your mail?
Baysh-bah-hole-ne'eeh?	Telephone?
Hah-dish nahl-nah?	Where are you from?
Hash nah-gwhun?	Where do you live?
Nal-nishish? Hah-dith?	Do you work? Where?
Hah-dith-lah nal-nilch?	Where do you work?
Tlsee-hlo bii'-chinh weh-do-neh?	Emergency Contact
Haysh-nah-yal-tli'icht?	Next of Kin
	Insurance?
Tsi-law-sctwoh?	Are you a Veteran?
Baysh-tah-Hinh? (Elderly)	CIB?
Baysh-ba-nal-tsols?	CIB?
Ahdo nii che'eh	And your child...?
INSTRUCTIONS	
Nih-zhii en-layh	Sign.
Dee-yay nih-zhii en-layh	Sign this.
Kweh-eh nih-zhii en-layh	Sign right here.
Dee naltsols "Urgent Care" goh dilth'tsols.	Take this to "Urgent Care".
Ah-zay-ilth-ini-bah-naltsos.	Give the paper to the nurse.
Ah-zay-na-knee-he-gee goh dilth'tsols.	Take this to Pharmacy.
SALUTATIONS	
Ah-yheh-eh!	Thank you!
Ahl-stwoh!	Done.
Hah-goh-shinh-neh!	You're done.
Hah-go-in-eh!	Goodbye.
Awe-iih-quih-dih!	That's good. That's enough. That's it.
Nizhonih-goh-neh-eh-ah-doe-alth!	Have a nice day!

Draw a picture of a dog. You have two minutes.



Be clear.

State exactly what you expect.

Ask questions.

Active Listening

Active listening is a specific way of hearing what a person says and feels, and reflecting that information back to the speaker.

“If you want them to hear it, you talk.
If you want them to learn it, they talk.”

Keys to Active Listening

- Limit distractions.
- Body language.
- Repeat what you understand.
- Have the person tell you what they understand.
- Ask questions.

Limit Distractions

Our hospital can be noisy. Loud machines. Large patient care load. Some things we cannot control and some things we can.

Do your best to eliminate any additional distractions so the person knows they have your full attention.

Body Language

Be approachable. Arms crossed with a frown is not approachable.

Eye contact. No eye contact can sometimes be interpreted as not interested, distracted, not caring.

Try to face the patient when speaking and listening to them.

Repeat What You Understand

Repeat what the person has told you to show that you do understand.

“Just to be sure I understand you Ms. Begay, this is what I heard you say...”

This will ensure you understand the person’s concern and eliminate any misunderstandings.

What Does the Person Understand

Ask the person to repeat what you said.

“Ms. Begay, will you explain to me the treatment plan I gave you...”

The person will then give you a verbal explanation of what they understand you said. If there are any discrepancies, these can be addressed and clarified.

Ask Questions

Ask questions for further clarification. People may say “yes” or nod their head when asked a question when they don’t really understand.

“Do you understand?” vs. “How many times a day are you to take this medication? Do you take it with food?”

Difficult People

It's never okay to upset the patient.

It's nothing personal.

- The person doesn't even know you. These people are unhappy about a problem. They're venting their anger at you, but it's not personal.
- Your job is to remain calm, objective, and take responsibility and the blame for something you probably didn't do. Say to yourself "I'm responsible," even if, at that moment, you are responsible only for controlling your responses.
- Taking responsibility gives you the opportunity to resolve the problem and increases your self-control and personal confidence.

The top people in every field are intensively solution-oriented.

Use the **ASAP** Technique (**A**pologize, **S**ympathize, **A**ccept, **P**repare)

- Reduce the patient's anger by apologizing and acknowledging their feelings. You'll spend about 80% of your time massaging the person's feelings and 20% actually working on the problem. Feelings are key. Apology should be sincere and immediate. Follow up with action.
- Sympathize with the patient.
- Accept the responsibility of the situation. Reintroduce yourself.
- Prepare to help. Be very willing to help. Use the patient's name. If the patient senses insincerity it will make the patient stay angry. Most patients want sympathy almost as much as they want the problem fixed. You accomplish this by listening. It's disturbing and frustrating to share a complaint with someone who obviously doesn't care.

“Seek first to understand than to be understood.”

– Stephen Covey

REACTING vs RESPONDING

Always choose to respond than to react. When you react, you give away the control over the situation. *Out of control emotions can make smart people look stupid.* Remain calm, cool, and collected.

Try the “GOAT HIDING” strategy’s:

1. Breathe.
2. Think of the names of the “seven dwarfs”.
3. Do math in your head. (Not counting to ten.)
4. Coping statements – Present tense & desired behavior. “I am *insert desired behavior.*” And repeat to yourself. Example: “I am patient. I am patient. I am patient.”

“What people say and do means nothing. How you respond means everything.”

Which is better? To be effective or right?

Sometimes we have to sacrifice.

Do you want to be happy or right?

Let's arm wrestle!

For every time you win, a charity of your choice get's **\$10k**. Ready? **Get set. Wrestle!**

Contact Information

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