Indian Health Service
Patient Registration Best Practices

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

Growth Zone

✓ Boosts Your Creativity

✓ Gain Self-Confidence

✓ Improve Your Mental Health

✓ Enhance Your Performance

✓ Increase Your Adaptability

✓ Live an Enriching Life

There's no GROWTH in a COMFORT zone.

There's no COMFORT in a GROWTH zone.

Great things never come from comfort zones.

"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

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?

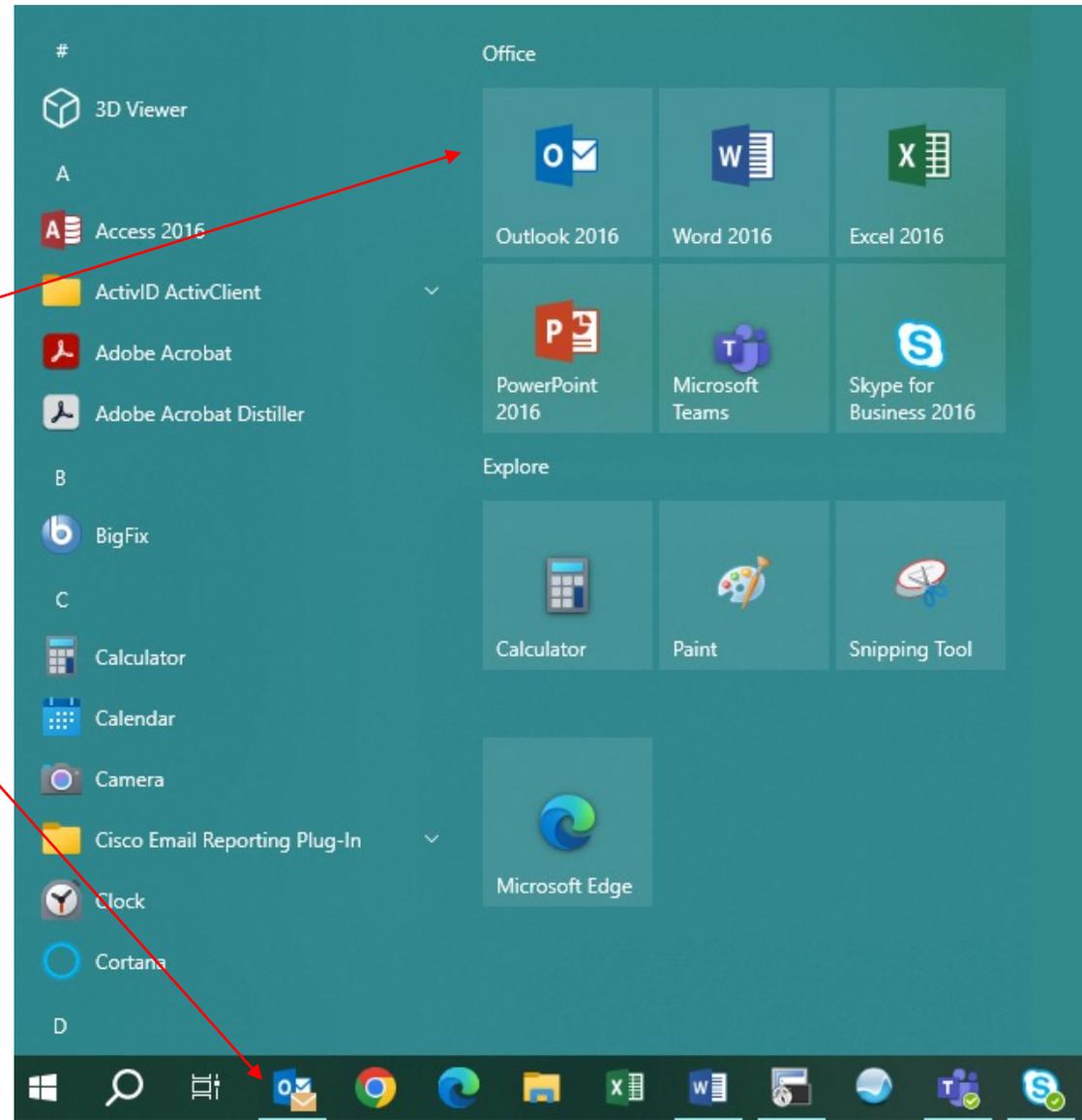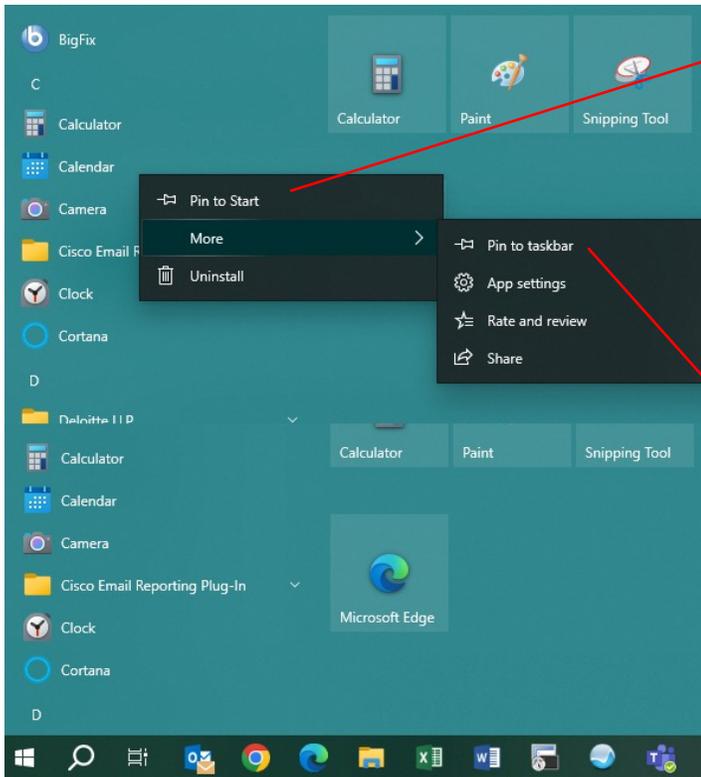2. What is your favorite quote and what does it mean to you?

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

Franklin, Fawnia (IHS/NAV)

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Documents

Patient Registration Links

⊕ **new link** or edit this list

⊕ New   ↑ Upload   ⟳ Sync   Share   More ▾

Find a file

✓		Edit	URL	Notes
			AHCCCS WEB PORTAL	⋯
	Name		AMERIBEN	⋯
📁	DENTRIX	⋯	AMERIGROUP	⋯
📁	TRAUMA AND UNIDENTIFIED PATIENTS	⋯	AMERITAS	⋯
📁	THIRD PARTY TRAINING	⋯	ASSURANT EMPLOYEE BENEFITS	⋯
📁	THIRD PARTY FORMS	⋯	AVAILITY	⋯
📁	STAFF MEETINGS	⋯	BMW PATIENT REG	⋯
📁	PRECERT and AUTHORIZATION PROCESS	⋯	CAPITOL ADMINISTRATORS	⋯
📁	POLICIES and PROCEDURES	⋯	GEHA	⋯
📁	PATIENT REG FORMS	⋯	GILSBAR	⋯
📁	NONBEN PATIENTS	⋯	GUARDIAN	⋯
📁	MILITARY and VETERANS	⋯	HMA	⋯
📁	MEDICARE and RAILROAD RETIREMENT	⋯	MERITAIN	⋯
📁	MEDICAID	⋯	METLIFE	⋯
📁	EMPLOYER GROUP INSURER LIST	⋯	MOLINA	⋯
📁	EMAIL UPDATES	⋯	NM MEDICAID PORTAL	⋯
📁	CUSTOMER SERVICE	⋯	PRESBYTERIAN HEALTH PLAN	⋯
📁	CLINIC INFO and PROCESSES	⋯	UNITED CONCORDIA	⋯
📁	CHEAT SHEETS - BY PAYER	⋯	UNITED HEALTHCARE	⋯
📁	CHEAT SHEETS - BY GROUP	⋯	UPHEALTH	⋯
📄	Preferred Sands of AZ	⋯	ZENITH AMERICAN	⋯
📄	1 PI EMPLOYEE GROUPS LIST	⋯	Southwest Service Admintrators	⋯
📄	1 PI ONLINE ELIGIBILITY CLAIM SITES 2	⋯	Summit	⋯
📄	BCBS FEDERAL	⋯	Express Scripts	⋯
			AVAILITY	⋯

Drag files here to upload

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Employer/Group Listing

Patient Registration   EMPLOYER GROUP LIST for Shared Folder   Edit Workbook ▾   Print   Share ▾   Data ▾   •••

	EMPLOYER / GROUP	MEDICAL COVERAGE	MENTAL HEALTH COVERAGE	PHARMACY COVERAGE	DENTAL COVERAGE	VISION COVERAGE
192	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.		
193	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	
194	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		
195	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	
196	New Mexico, State of	Presbyterian Health Plan (HMO) 888-923-5757	PHP (NB)	EXPRESS SCRIPTS INC 877-849-5530	Delta Dental NM	
197	New Mexico, State of	Cigna Healthcare	CIGNA	EXPRESS SCRIPTS INC 877-849-5530	Delta Dental NM	
198–205	NHA Navajo Housing Authority G# 0192633 Lupd 5/1/2013	GREAT-WEST LIFE/ANNUITY INS CO 800-331-5301 1000 GREAT WEST DRIVE KENNETT, MISSOURI 63857-3749 NHA 0192633 192633 F/L 1YR VERIFY USING EMDEON		CAREMARK 877-217-1868 9501 E SHEA BLVD SCOTTSDALE, AZ 85260 NHA RX1930 RX1930 F/L 1YR	TOTAL DENTAL ADMINISTRATORS 877-725-8758	
206–209	NHA under BCBS AZ	BCBS AZ (TERMED 12/31/12) 800-676-2583 ALPHA PREFIX XBP NHA BCBS AZ & 026463				
210–212	NHA under UHC	UHC (TERMED 12/31/08) 877-842-3210 UHC CHOICE PLUS & 709406	UBH (TERMED 12/31/08) 800-996-4183	MEDCO (TERMED 12/31/08) 800-922-1557 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

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

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 of 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

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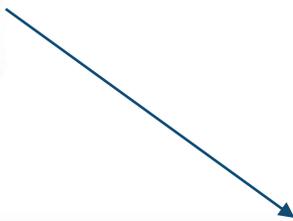
NAME	HRN	DOB	ZIP	COLLECTIONS	COMMENTS
DEMO,UNINSURED1	11111	1/1/1901	57054		
DEMO,UNINSURED2	22222	2/2/1902	68071		
DEMO,UNINSURED3	33333	3/3/1903	68071		
DEMO,UNINSURED4	44444	4/4/1904	68776		

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 |11) Grp Name: *VARIES, VERIFY VIA CARD OR PORTAL
 PO BOX 31362 | Grp Number: *
 SALT LAKE CITY, UTAH 84131 |12) Coverage:
 (877)842-3210   Ins. Type: HMO |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.: **H**XXXXXXXX (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.: **H**XXXXXXXX (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.: **H**XXXXXXXX (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

WWYD?

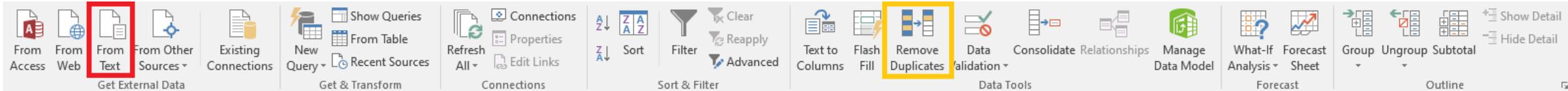Include in your huddles, trainings, meetings these WWYD questions.

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 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 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 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 **Q**UIT 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

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%

COVERAGE BY PAYER

- NONE 16%
- MCR 41%
- MCD 37%
- PRIV INS 6%
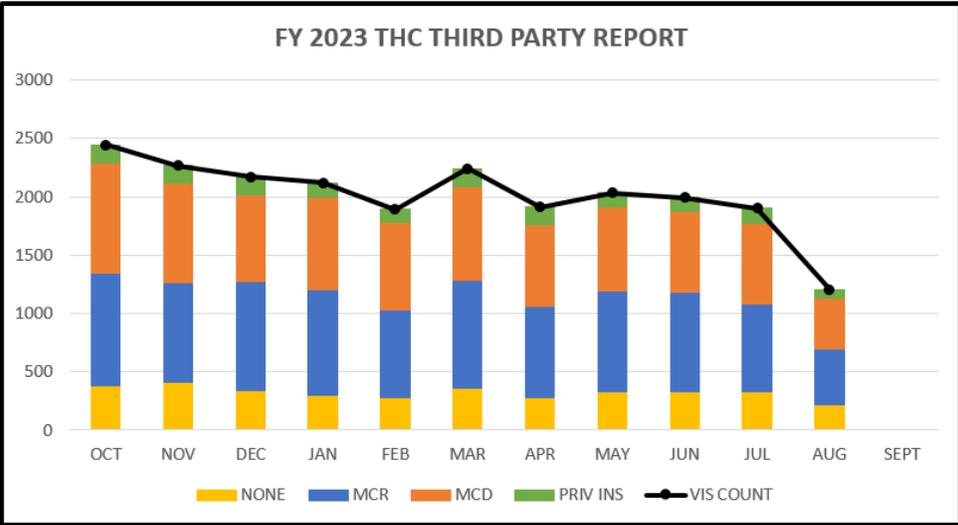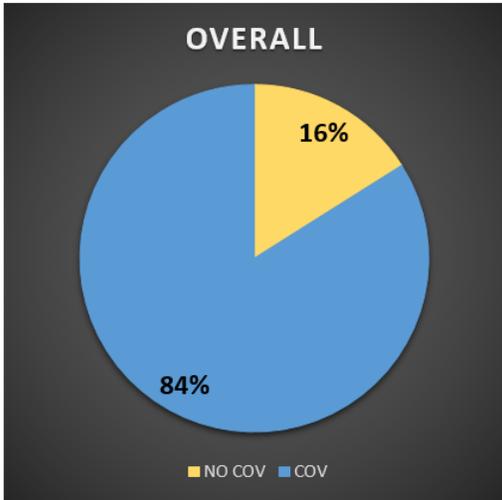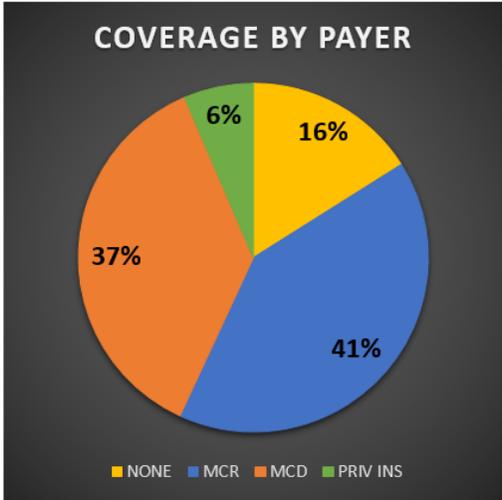
BY PAYER	
NONE	3555
MCR	9065
MCD	8132
PRIV INS	1429

OVERALL

- NO COV 16%
- COV 84%

OVERALL	
NO COV	3555
COV	18626

FY 2023 THC THIRD PARTY REPORT

Legend: NONE, MCR, MCD, PRIV INS, VIS COUNT

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%
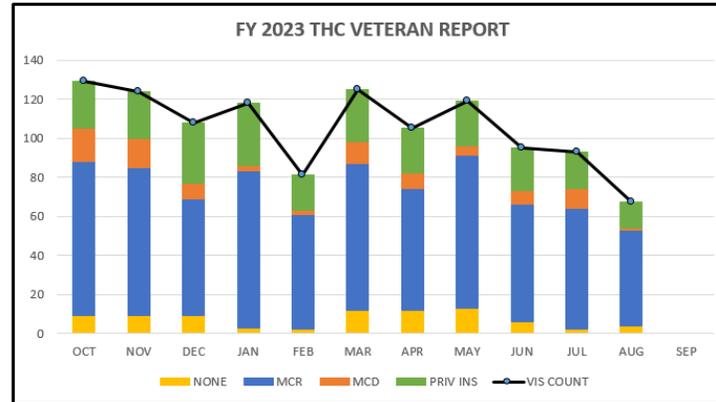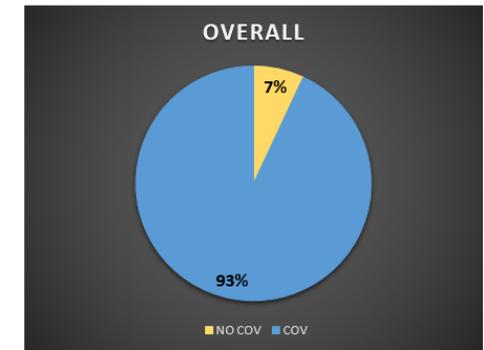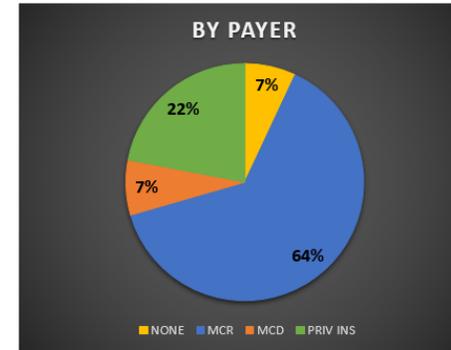
BY PAYER

OVERALL

BY PAYER	
NONE	81
MCR	740
MCD	87
PRIV INS	256

OVERALL	
NO COV	81
COV	1083

FY 2023 THC VETERAN REPORT

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%

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

VETERAN VISIT COUNT
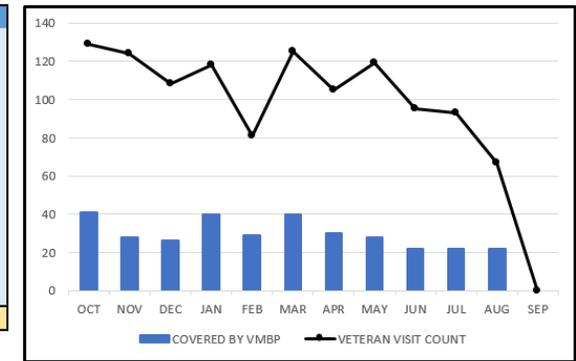
Age Category

	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
SEP				
FY 2023 TOTAL	1935	11754	8490	22179

FY 2023 AGE CATEGORY REPORT (pie chart): PEDIATRIC 9%, ADULT 53%, SENIOR 38%

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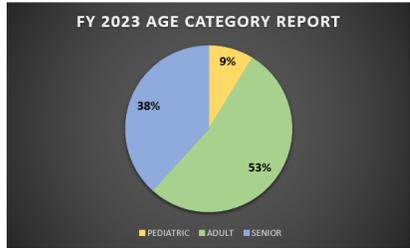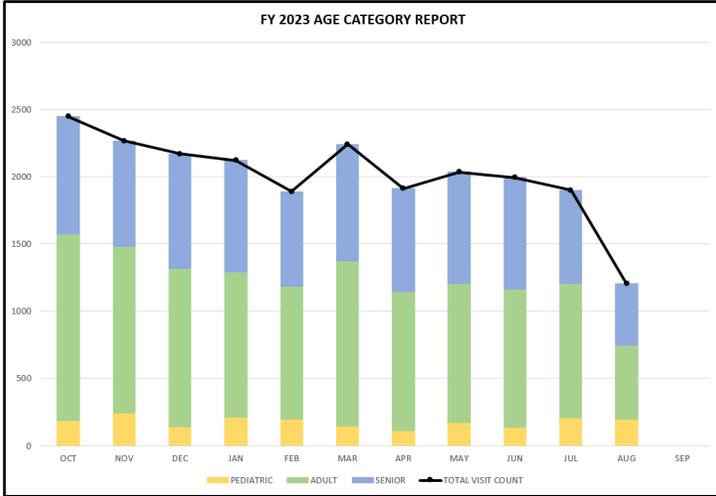
	TOTAL VISIT COUNT	NONE	MCR	MCD	PI
OCT	185	11	0	164	10
NOV	242	22	0	214	6
DEC	138	20	0	109	9
JAN	213	20	0	193	0
FEB	197	20	0	170	7
MAR	146	18	0	125	4
APR	111	5	0	106	0
MAY	170	18	0	145	7
JUN	133	17	0	114	2
JUL	206	31	0	168	7
AUG	194	29	0	156	9
SEP					
FY 2023 TOTAL	1935	211	0	1664	61

FY 2023 PEDIATRIC COVERAGE (pie chart): NONE 11%, MCR 0%, MCD 86%, PI 3%

FY 2023 AGES 0 TO 17 PEDIATRIC COVERAGE (stacked bar chart)
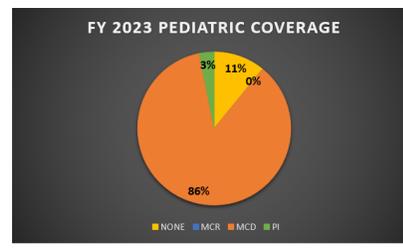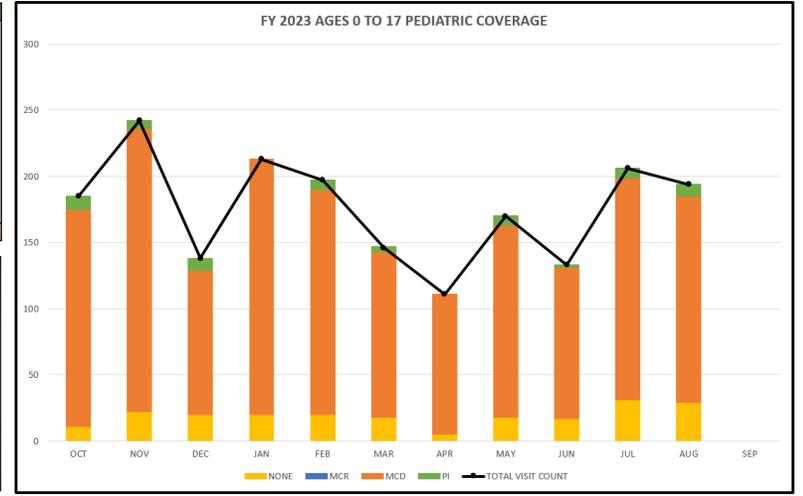
	TOTAL VIS COUNT	NONE	MCR	MCD	PI
OCT	1387	352	145	767	123
NOV	1239	374	112	636	117
DEC	1178	302	138	630	108
JAN	1079	261	126	590	102
FEB	986	245	86	573	82
MAR	1230	314	129	671	116
APR	1034	250	95	579	110
MAY	1035	283	106	569	77
JUN	1032	279	105	568	80
JUL	1000	281	108	509	102
AUG	554	178	54	275	47
SEP					
FY 2023 TOTAL	11754	3119	1204	6367	1064

FY 2023 ADULT COVERAGE (pie chart): NONE 27%, MCR 10%, MCD 54%, PI 9%

FY 2023 THC AGES 18 TO 64 ADULT COVERAGE (stacked bar chart)
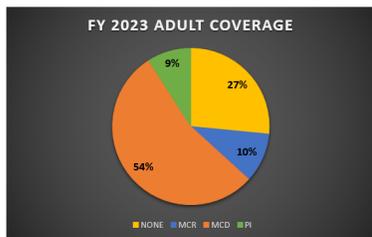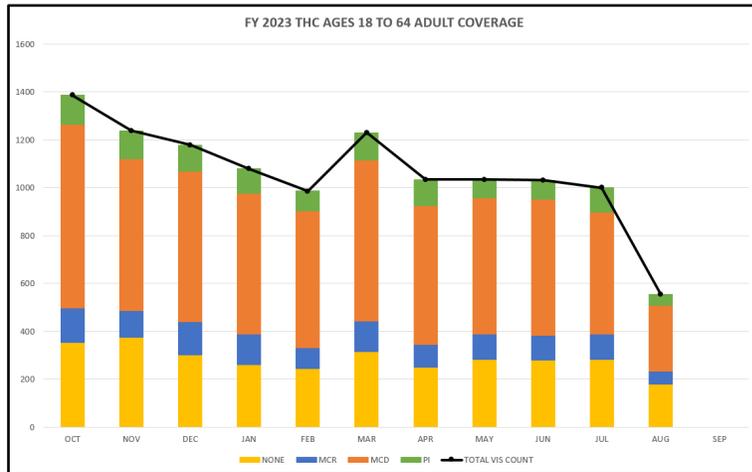
	TOTAL VISIT COUNT	NONE	MCR	MCD	PI
OCT	875	22	818	9	26
NOV	785	8	748	4	25
DEC	853	18	798	5	32
JAN	830	17	783	10	20
FEB	706	16	661	7	22
MAR	866	28	795	9	34
APR	767	21	694	16	36
MAY	829	27	754	14	34
JUN	829	33	749	11	36
JUL	694	19	642	11	22
AUG	456	6	427	5	18
SEP					
FY 2023 TOTAL	8490	215	7869	101	305

FY 2023 SENIOR COVERAGE (pie chart): NONE 1%, MCR 2%, MCD 93%, PI

FY 2023 AGES 65 TO 120 SENIOR COVERAGE REPORT (stacked bar chart)
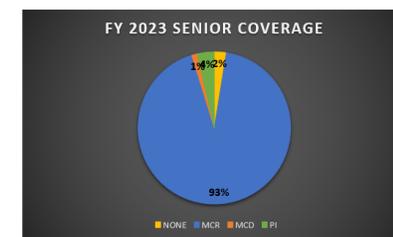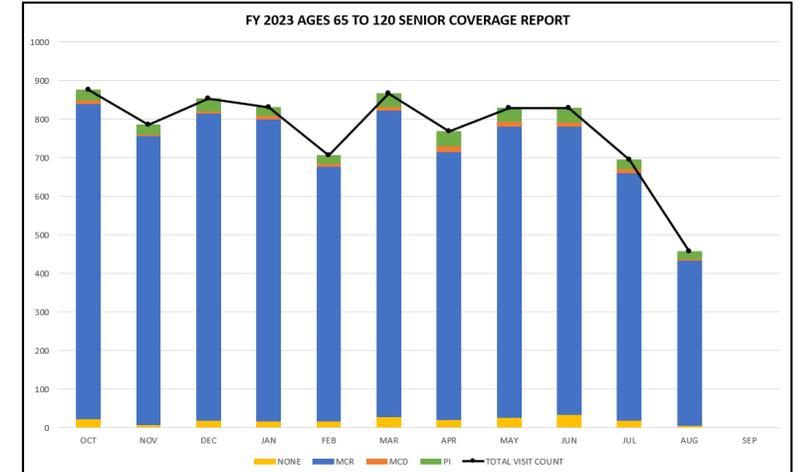
Personal Health Record

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

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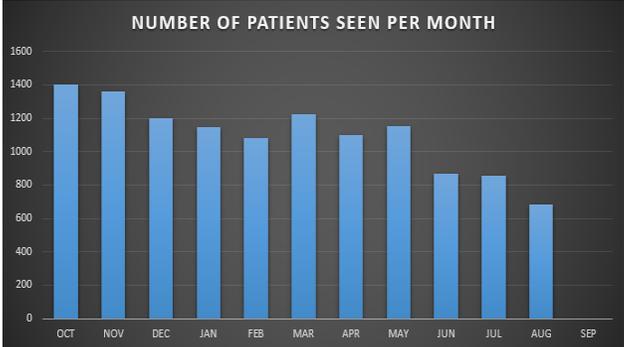
	PATIENT COUNT	PHR GIVEN	%
OCT	1404	1189	85%
NOV	1359	1149	85%
DEC	1201	1054	88%
JAN	1145	980	86%
FEB	1079	934	87%
MAR	1225	1060	87%
APR	1098	977	89%
MAY	1151	1048	91%
JUN	866	797	92%
JUL	857	781	91%
AUG	681	618	91%
SEP	0	0	#DIV/0!
FY 2023	12066	10587	88%

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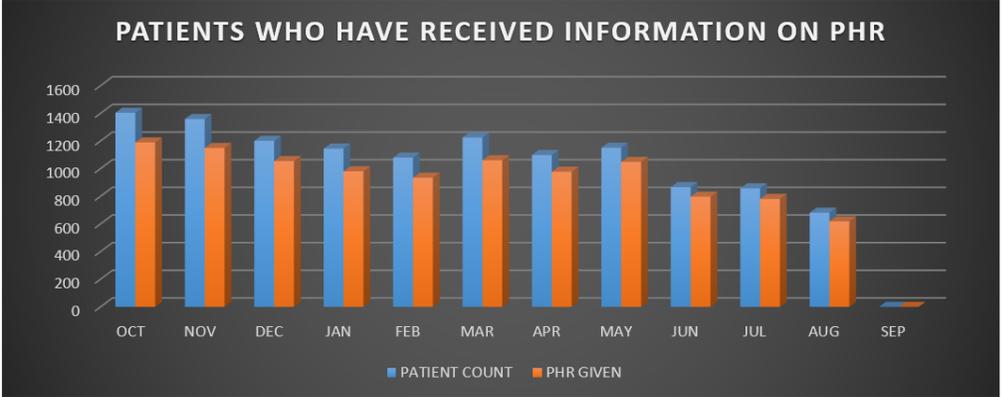
	PATIENT COUNT	PHR ACCESS	%
OCT	1404	106	8%
NOV	1359	78	6%
DEC	1201	80	7%
JAN	1145	76	7%
FEB	1079	75	7%
MAR	1225	73	6%
APR	1098	69	6%
MAY	1151	67	6%
JUN	866	54	6%
JUL	857	47	5%
AUG	681	37	5%
SEP	0	0	#DIV/0!
FY2023	12066	762	6%

PATIENTS WHO HAVE PHR ACCESS
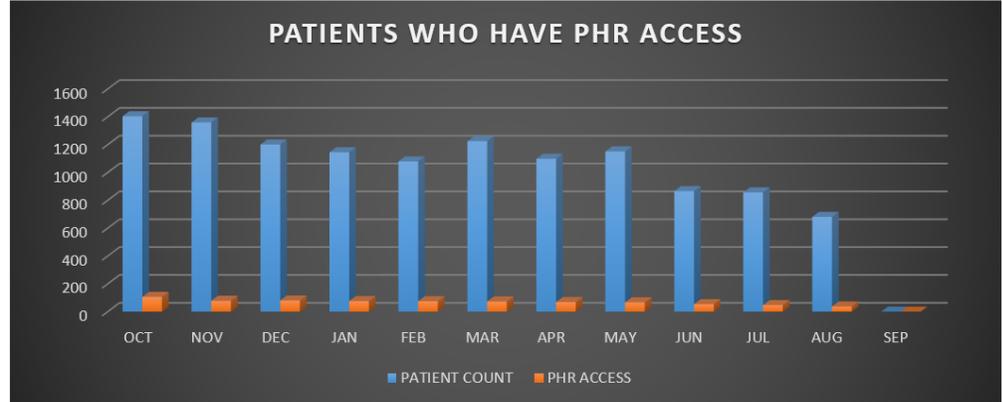
Daily Activity Report

Daily Activity Report

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

[Preview] [Print ▾]

|< < > >| 1 of 1   ⊖ ⊕   100%

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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
```

FY 2023 THC Patient Updates
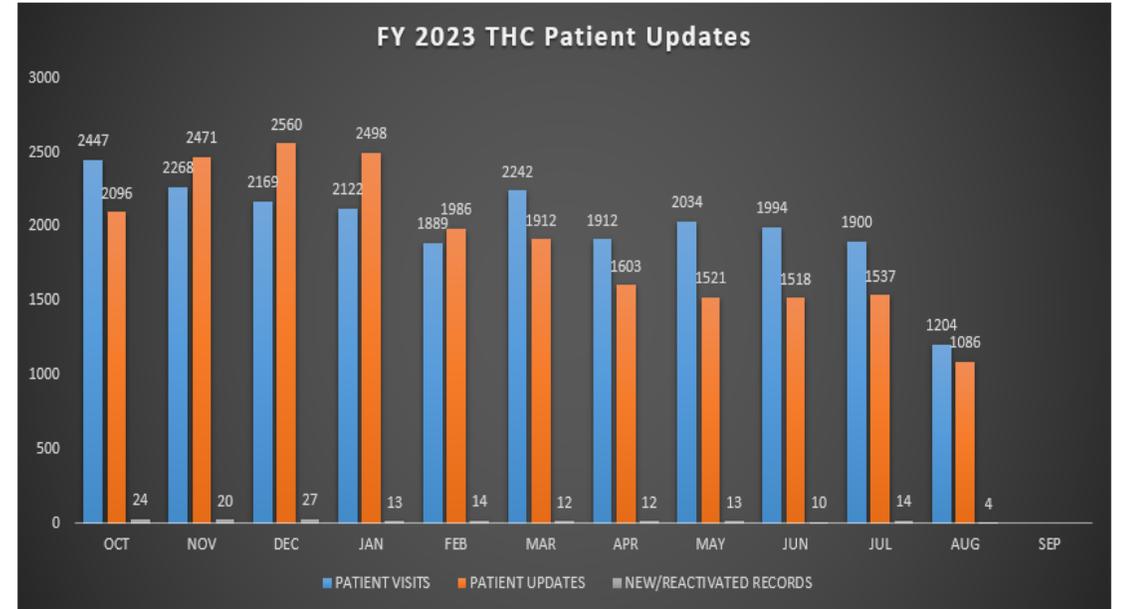
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
PATIENT VISITS	2447	2268	2169	2122	1889	2242	1912	2034	1994	1900	1204	
PATIENT UPDATES	2096	2471	2560	2498	1986	1912	1603	1521	1518	1537	1086	
NEW/REACTIVATED RECORDS	24	20	27	13	14	12	12	13	10	14	4	

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   ☑ 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):
- 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

How We Are Judged

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.

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

ACKNOWLEDGE	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
INTRODUCE	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
DURATION	By providing information about time, we set clear expectations with the patient/family/customer/coworker • How long before the test, procedure, visit or admission takes place? • How long will the test, procedure, appointment or admission actually take? • How long until the test results are available? • How long it will take you to complete the task or follow-up?
EXPLAIN	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.
THANK	All 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.
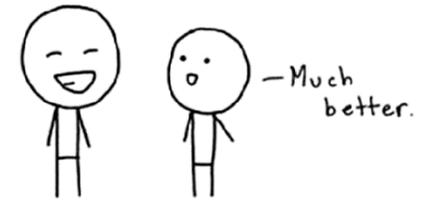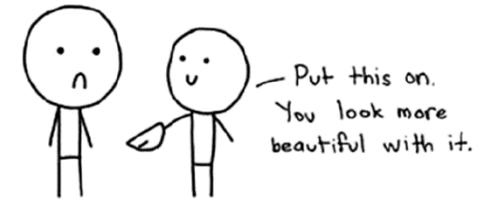
POSITIVE **M**ENTAL **A**TTITUDE

✓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-yiln-yeh?	Name?
Niihsh chart number bah-ha-zin?	What's your chart number?
Chart number shawngh?	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.
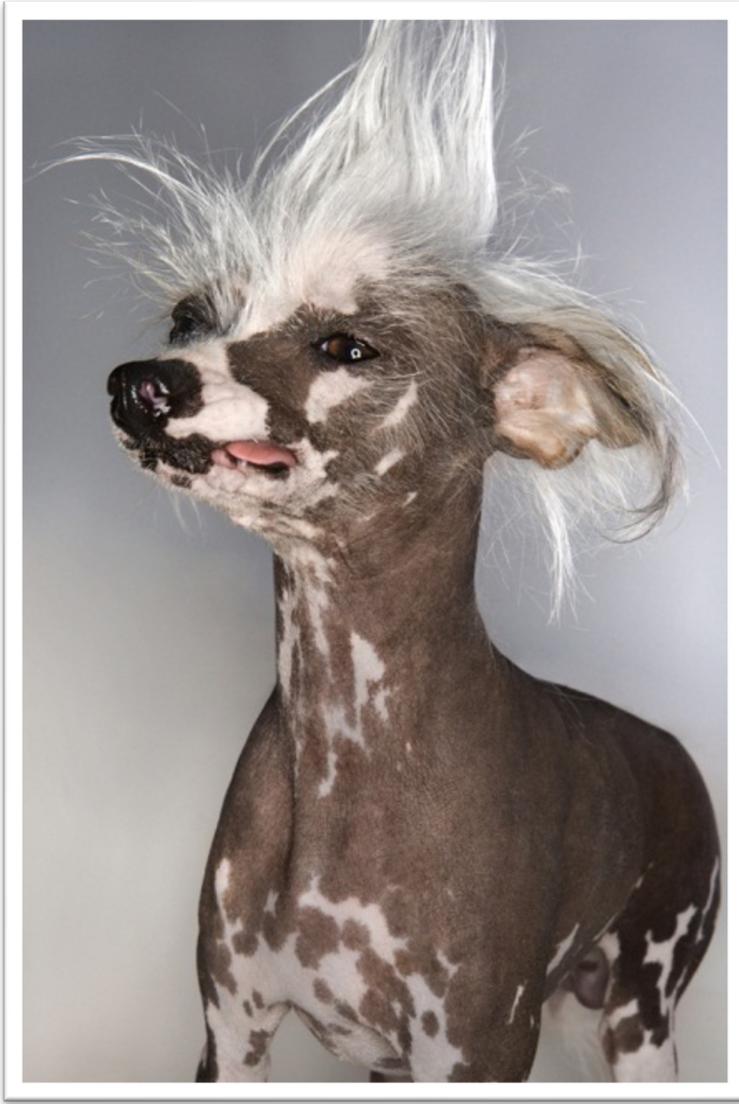
Be clear.

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

Fawnia Franklin

Tohatchi Health Center

fawnia.franklin@ihs.gov

(505)733-8212 Work