ROVER Hospital Unleashed Transcript

Joe: Alright, I just typed it in the chat, but if you can hear me go ahead and type in your name and email address if you wanted to get like a certificate of attendance emailed to you as proof that you came to this in case your supervisors are wanting it or something like that. And I’m trying to get ahold of our Newbirth department so they can hop on and take you through.

Nikki: Joe

Joe: Yea

Nikki: This is Nikki

Joe: Hi Nikki

Nikki: Hey, one second I’m trying to get Cynthia on

Joe: Okay. We’ve got quite a few people already logged in. And how did you want me to set this up for you? Did you want me to just mute everyone and just have you talking and have questions at the end or did you want just to be kind of open and back and forth while you’re going?

Nikki: Ya, it can be open. That’s fine.

Joe: Okay.

Nikki: I don’t want to particularly make them hold all their questions. Especially if we’re already covering it they can go ahead and ask questions. You got it guys? 991-….hold on joe….

Joe: And in case you’ve joined and I haven’t done it yet, please type in your name and Email address in the chat to just me if you’d like, and we can try to make sure that you get a certificate of attendance if you would like to show your supervisors or whoever. So I see several people doing that. Please continue to do so and we’ve got Newbirth on and she’s going to be starting very soon. My monitor is the one that you will be seeing and she will just be going through all the stuff she wants to talk about. And if she wants me to show you something specific in the training environment I can pull it up really quick. We’re going to leave everybody unmuted so you can chime in with questions as she’s going through the presentation. If I see… I can see when you’re speakers are picking up sound, but I can’t really necessarily see names. But if I see somebody with a lot of background noise or they put us on hold or something like that, I have the power to mute you. But you also have the power to mute yourself, so you know, you don’t have to let it come to that you can just mute yourself if you want to / need to put us on hold / have a side conversation or something like that. So I’d appreciate you guys controlling that.

Nikki: Oh your name is in there…ya you need to put all that in there…I’m ready Joe.

Joe: You’re ready? Alright well you should… are you on the web part, or are you just on the phone?

Nikki: I’m on the web part; I can see where you have ROVER pulled up on the Main Menu.

Joe: Okay, yup I’m logged into the training spot, I’m like a hospital. So feel free to get started Nikki.

Nikki: Okay, for #1, we’ve got a few little things that we need to go over. We’ve been getting a lot of incomplete birth certificates. And in order for us to get it accepted by the state we have to have all the information completed. Or it will kick it back to us. And that’s why so many hospitals have been getting Emails from us asking for stuff like Mothers birth weight and for it being entered as 9’s. And actually at the end it requires you guys to have to do more work. Because if we don’t get that information put in at the beginning, then you’ll have to go back and find the record once we Email you. There’s no way that we can get that record accepted by the state if we don’t have that information. Mom’s delivery weight has been a major issue with all the hospitals, we’ve been getting a lot of 9’s and also a lot of delivery weights that kind of don’t measure out to make sense. If you don’t know the pre-delivery weight you must either go back into the folder of the pre-natal visits and all that and just kind of go into their files and make sure you have that pre-weight in there. Delivery weight is pretty much self-explanatory the weight that she delivered. Don’t enter all 9’s. If we get a pre-weight of 130 pounds and then we get a delivery weight of 230 pounds that means that mom’s gained 100 pounds while she was, in between her pregnancy. And the state will kick that back because that’s kind of abnormal. The mothers weight should normally not be greater than 50 pounds. And it will give you an error on that and if you click OK it’s basically going to kick it back. Most of the time whenever you click in the error, it will give you an error if something doesn’t sound right. So you just go back and check on the previous page whether you’ve entered the right pre-weight or not. Any questions about the weight before I move on?

Another problem that we’ve been having is we’ve been getting a lot of babies that has been listed deceased. I know when you look on the child’s medical information number 48 “is the infant living at the time of report?” and then number 49 “is infant being breastfed at the time” a lot of people are moving too fast and their putting NO and NO. They’re going to number 49 thinking it’s a part of number 48. You guys gotta pay attention that number 48 “is the infant living” we’ve been getting a lot of hospitals pressing NO and say they’ve just pressed it too fast. Thinking they were on 49 instead of 48. So pay close attention to whether the infant is living or not. We will have to contact you. Especially if it doesn’t make sense. If the baby is weighing 8 pounds 9 ounces and you’re APGARS are 8 and the baby’s gestation went for full term pregnancy but the baby isn’t living on #48. That doesn’t make sense so the state will kick it back. So you have to pay close attention whenever you’re completing number 48. It also pops up a page on there to indicate whether that information is correct. So I think a lot of people are just pressing a little bit too fast.

Another issue we’ve been having is whenever it’s an adoption and they tell you that it’s an adoption ahead of time 16 needs to be NO and NO. on the mother’s we cannot send a birth mom a social security card. So if it’s an adoption it needs to be 16 as NO and NO.

Same thing with Surrogacies. Permission given for the request issue of the Social Security cannot be released. If you put YES on there and it’s an adoption or a surrogacy they will send the Mother a social. And we don’t want that. You have to make sure you put NO and NO on that. Also, married + refused. If they’re married and refused information 16 needs to be NO and NO. Any questions about that? No questions?

Again, on the socials if they do not have a social, if they happen to be born outside of the states and they do not have a social and you hear them say that they do not have a social it needs to be listed as all 8’s. 9’s we won’t accept it. And it will end up being flagged as incomplete. We get a lot of parents we haven’t sent the certificate out. Because we don’t have a social and they don’t have a social. But we get a lot of parents calling in saying that they didn’t receive the certificate and they didn’t receive the babies social security number because they didn’t have a social. So if they don’t have a social then it needs to be all 8’s. If not it will leave the record incomplete.

Another issue that we’ve been noticing is we’ve been getting a lot of acknowledgement of paternities sent into us without the fathers signature listed on them. If an Acknowledgement of paternity is filled out at the hospital, and the father is not there then the father does not go on the birth certificate. You cannot put in the comments among users that the father is supposed to come back and sign. If he’s not there by the time you complete the paperwork then we are not going to put him – we are just going to remove him if we don’t get a signature. And they are going to end up having to come down and fill one out anyway. So if the father is not present with his ID he doesn’t go on the birth certificate. You’re more than welcome to give the Acknowledgement of paternity to the mom and tell her she can contact us and bring it down to us once he signs it – once they both sign it. They’re more than welcome to come down and we can have them sign in front of us and we can witness it as well. We’ve been getting signature pages that haven’t been signed as well. You want to go on that acknowledgement of paternity Joe?

Joe: Is that this one? The acknowledgement of paternity?

Nikki: Yea. Alright on the acknowledgement of paternity if you look at the bottom it’s supposed to be signed by both parents. If you sign it at the hospital it will of course be signed by whoever witnessed it at the hospital. I’ve been getting a couple not signed by the hospital but stamped the address at the bottom. I have to have the RN or whoever witnessed it sign right there. I’m gunna call and have to have you guys sign it again and send it back. Also, we can’t just have the mother’s signature on there. We have to have the fathers signature. I’ve got a few last week that it didn’t have a fathers signature on there but in the comments in ROVER it said something about the father was going to come back and sign. If he’s not there when your faxing into ROVER then he doesn’t go on it. You need to remove his information as the father.

Alisa: This is Alisa with Baptist I have a question on that. For me, I go ahead and complete my paperwork if father is not there – mom, a patient usually says that dad’s at work and is going to pick me up at 7-8 this evening can we just leave the paperwork at the front desk. So I leave the paperwork at the front desk, when he comes in they sign. Sometimes they forget to sign. I just put in the comment cell father forgot to sign paternity or did not return to sign.

Nikki: Okay on those Alisa, just give us a call. Because we’ve got other people here now and they’re going to be registering it as well. So if you come in the next day and see that the father’s not listed shoot us an Email or give us a call so we can get him removed before someone registers it without the signature on there. And I’m always on my Email so you can always send me an Email.

Alisa: Okay, so if mom was still issued a social?

Nikki: Yes, we would still issue the social but remove the father off of there

Alisa: Okay, so shoot you an Email

Nikki: Yea, shoot me an email or give me a call or something like that. Another thing is I’ve been receiving acknowledgements of paternity and when the parent is married and they’ve been sending the denial of paternity with the mother to be completed by the husband. If you don’t have both of those, it needs to go as married refused. You can’t put the acknowledgment in there without the denial of paternity. We’re going to go ahead and pull up a denial of paternity so you can go ahead and see it whoever’s not familiar with it. Here’s a denial of paternity. And also, on the denial of paternity it doesn’t ask for the husbands place of birth – but we do need that information so always try to write in under where it asks the present address / city / state / zip code of the presumed fathers. Try to write in there what state he was born in because we’ll end up having to contact them by phone if not. If we don’t get the, if the mother releases the information to you guys, fill out the denial but we don’t have a signature, it’s going to be un-accepted. We’re going to end up flagging it married refused. So if they do fill out that’s fine. If they do fill out the acknowledgement and denial at the hospital. As long as everything looks good go ahead and send it through. But we can’t accept one without the other. So if you don’t have the denial just go ahead and send the mom with the acknowledgement of paternity as well. And they can turn them both into us at the same time so it won’t get crossed. But we cannot accept acknowledgement without a denial – especially when you’re married. And if they say I don’t know where my husband is or anything like that, mark it as married refused and put it in the comments. Mark 16 as NO and NO and they can deal with us once the certificate is completed. Because we don’t want the certificates just hanging in there. Any questions on that?

Alright, last but not least I’ve been getting a lot – this is very important – a lot of letters of correction / mistakes. I mean like simple mistakes as far as genders and an A instead of an I or something like that. Try to just everyone just try to pay close attention you know to how you’re spelling the names. I’ve been getting you know the parents last names spelled one way, then the child’s last name spelled another. When they all should have the same spelling . This something really tedious. As Joe is putting in the Unleashed, the child is unleashed with 2 D’s but the mother and father have 1 d. you have to pay attention to those mistakes because it’s hard to go back. Especially if we’re trying to get these records registered in 7 days. It’s hard to tell what’s right and what’s wrong without the parent bringing it to our attention. And that’s going to cause them to have to pay a fee or the hospital to have to pay a fee and we don’t want that. As well as genders, pay attention. I know the names now are kind of hard to tell whether it’s a girl or a boy, but you guys have to pay attention to the genders. I’ve been getting a lot of mistakes on gender, I mean there’s nothing we can do about that besides a letter of correction and that’s going to again cause either the parent or the hospital to have to pay a fee. We’re trying to keep all the mistakes down, so. Just basically make sure that even if you have to go over it twice just make sure the spellings are correct and the genders are correct. You got anything else? The Genders, the first page. If he didn’t show that.

Joe: Uh, yea. Hold on… there

Betty: Nikki

Nikki: Yes Ma’am

Betty: I’m going to need to go and double check the chart and make sure on the gender that there’s not any conflicting information through the chart.

Nikki: Right

Betty: Thank you

Nikki: If you’re unsure of the information you will need to go back and check the chart. I mean, because that’s like I mean, that’s a really big mistake as far as the genders and we don’t want to have the parents paying unnecessary fees and a lot of parents they don’t like to show an Amendment on their babies birth certificate. Especially when they are just born, they’re all excited about the certificate, they get it and it’s the wrong gender. Betty, did you have anything else? You have something Cinthia? Cinthia’s got something Joe.

Cinthia: I just wanted to say something. We had an incident last week where a mom was wanting to remove the father because on the acknowledgement of paternity that she completed at the hospital the father was not actually there. And she admitted to us here at the office that she was the one who signed the fathers signature on there and the hospital witnessed that signature was under the fathers information. And actually the mother was the one who forged the signature and she admitted that here in our office. So if you don’t see the father there you cannot witness a signature if you don’t see that person there.

Betty: Just a reminder to, when we have to go in and make changes it also causes extra work for the hospital, the clerks, as well as ourselves. So the more accuracy that we can get our records in, the better everybody is. Everybody is a little bit happier, and we appreciate that. Also, we had a situation last week were the mother delivered the baby at 1 hospital and but she admitted that she was married I believe and the father that was there / boyfriend was not the father. She didn’t accept the information that the hospital was trying to give her. So she went to another hospital and filled out an acknowledgement of paternity there for the father to be added on. If someone admits to something like that, or if it’s any type of funny stuff/scenario it needs to be put in the comments so it can bring us aware of what the situation is so we can make sure that we’re aware and if something else comes in we’ll already be on top of: Okay we already received this why are we receiving it again from another hospital. Anything else Cinthia? Sharon you got something? I think that’s all I got for now. Ms. Betty you got anything?

Betty: No I don’t have anything else other than just double check double check double check.

Nikki. Yea, and like I said any adoptions / surrogacy 16 needs to be No / No. Married refused 16 needs to be No / No. And let’s get a little better on those; putting those preweights and delivery weights in. As well as the mothers menses also. We’ve been getting 9’s as the date of menses, and we’ve got to have. Even if you don’t know down to the exact date, the month and year would be greatly appreciated.

Joe: So, I want to show – if you can see the screen – I’ve put up a signature page we got. In case you don’t know, signature pages aren’t necessarily viewed by a person all the time. It’s sent to a computer basically. And the computer scans the barcode at the top and it tries to read it. And it looks for key things. One of them being ink. So if you look at the signature of the parent, we have an X. And my guess is that is just to make it clear for the parent where to sign the clerk must have put an X there to say Sign Here. But the parent didn’t sign it. And they ended up faxing this in. And the problem is that the system – the computer that’s looking for this – see’s ink, thinks the X is a signature, and says OK the parent signed it I’m going to go ahead and try to register this like the parent signed the record. And they didn’t sign it. That’s kind of a big problem. So you need to make sure not to put ink marks anywhere where there should be a signature unless it’s an actual signature, including where you sign or where the parents sign. So just be careful of this, this is something we see off and on continuously. So it’s not something new that only new people are doing, and it’s not something that only people who’ve been there forever are doing. It’s something that kind of everyone forgets about at some point. So just be aware of this. It just looks for ink so keep that blank. If they refuse to sign check the REFUSE TO SIGN over here on the side. Okay, that’s all I wanted to show.

Nikki: Anything else? I think I covered everything I needed to cover.

Joe: Umm, remember to type in your Email and Name and we can send out some certificates of attendance. Did anyone have any questions for the Newbirth staff or myself while we’re all here? No?

Nikki: No questions? Well, if you can think of any questions you’re more than welcome to send me an Email I’m Nikkis@health.ok.gov N I K K I S and Cinthia is CinthiaD@Health.ok.gov, Cinthia is with an I. C I N T H I A. Do you have anything else? Alright.

Joe: Alright, thanks everyone for coming.

Nikki: Alright, thank you Joe.

Joe: You’re welcome.