



## **Conference Breakouts**

### **PM**

Collections – overview, set up, letters, other practices implementation

Advanced collections – management of collections, advanced tips for better productivity

Workflow processes (Front Desk responsibility, confirming pt eligibility, etc)

Scheduling – appointment and rooming (MediCall, implementation, how are other practices doing this?)

Advanced Recall – setting up the advanced features (phone calls and letters), recalling based on CPT code vs just manually entering a tickler, and how it ties into the HealthWatcher module in EHR

EDI – ECS insurance submission – reading through all the reports, what is necessary, what is not? Can reports go to a file and not always print?

### **EHR**

E-send – how to send enough information in the right places. What fields are esent, how can providers write for days supply, what information is appropriate in the Pharmacy instruction field, Adding medications to a patient med list. Various methods of getting a new med listed on the patient account. How to print/esend once med is listed

Patient Access Portal – capabilities, how to manage, patient training

New Features PM / EHR – Clients request new features for product

Red flag rules – How are other offices implementing?

HealthWatcher – How to set up, how are other practices using this?

Template building – using bookmarks, tips on how to get the most data, building template and will make good reports

Advanced Template building – E & M Coding, Advanced Bookmarks, Advanced tips and tricks

### **SUPPORT**

Basic Troubleshooting: What to do when... basic troubleshooting before support is contacted, client communication – blog, forum, etc, New support features

### **Provider Workshop – Provider Presentations**

Workflow / Productivity – Provider's only session to talk about workflow / productivity tips and tricks

Forum – Provider's only – open forum to discuss topics that face Provider's today