

PracticeOne 2009 Client Conference Agenda

Day of Education: Monday October 26, 2009

7:30am – 8:25am	Registration and Continental Breakfast Artist Hall 3 & 4
8:30am – 10:00am	Collections – Pool, Sub Pool set ups, Auditing Reports <i>Crystal Nowell</i> Artist Hall 1 & 2
10:05am – 10:15am	Break Artist Hall 3 & 4
10:20am – 11:50am	Billing File Maintenance / Coding / Superbill <i>Crystal Nowell / Debra Lehman</i> Artist Hall 1 & 2
11:50am – 12:10pm	Group Discussion Artist Hall 1 & 2
12:15pm – 1:15pm	Lunch Break / Round Table Discussion Artist Hall 3 & 4 <i>*Registration open to Attendees not participating in a.m. EHR Session*</i>
1:20pm – 2:50pm	Template Building / Word Merge <i>Patrick Grengs</i> Artist Hall 1 & 2
2:55pm – 3:05pm	Break Artist Hall 3 & 4
3:10pm – 4:40pm	Template Building cont... HealthWatcher – set up overview (if time) <i>Patrick Grengs</i> Artist Hall 1 & 2
4:40pm – 5:00pm	Group Discussion Artist Hall 1 & 2

CONFERENCE DAY ONE: Tuesday, October 27, 2009

7:45am – 8:30am	Registration and Continental Breakfast Artist Hall 3 & 4			
8:30am -9:00am	Welcome and Introductions <i>David Pack</i> Artist Hall 1 & 2			
9:05am – 10:15am	A Day in the Life of a Medical Practice: Technology to the Rescue <i>Rosemarie Nelson, M.S., Principal</i> <i>MGMA Health Care Consulting Group</i> Artist Hall 1 & 2			
10:20am – 10:35am	Break / Visit with Exhibitors Artist Hall Foyer			
10:40am – 11:00am	OFFICE DEMONSTRATION Artist Hall 1& 2			
11:05am – 12:25pm	PM NEW RELEASE <i>Rhonda Elward / Debra Lehman</i> Artist Hall 1& 2			
12:30 pm – 1:40pm	Lunch Break / Round Table Discussion / Visit with Exhibitors Artist Hall 3 & 4			
1:45pm – 2:45pm	Note Template Building <i>Patrick Grengs</i> Artist Hall 1	Collections <i>Crystal Nowell</i> Artist Hall 2	Patient Access <i>Jenny Martin</i> Artist Hall 5	PLANNED PARENTHOOD EHR Templates <i>Deb Hartley</i> Artist Hall 6
2:50pm – 3:50pm	Advanced Template Building <i>Patrick Grengs</i> Artist Hall 1	Scheduling / Rooming (w/ MediCall) <i>Rhonda Elward / David Goldwine</i> Artist Hall 2	Provider Workshop: EHR Workflow / Productivity <i>Dr. Daniel Vaughn</i> Artist Hall 5	PLANNED PARENTHOOD Recall Templates <i>Deb Hartley</i> Artist Hall 6
3:55pm – 4:10pm	Afternoon Break / Visit with Exhibitors Artist Hall Foyer			
4:15pm – 5:15pm	Workflow Processes <i>Cari Loeb, GWHC / Debra Lehman / Rhonda Elward</i> Artist Hall 1	e-Send <i>Jenny Martin</i> Artist Hall 2	Basic Troubleshooting <i>David Goldwine / Bill Stahl</i> Artist Hall 5	PLANNED PARENTHOOD Billing and Financials <i>Tina Robilotto</i> Artist Hall 6
5:30pm – 7:30pm	Reception Gala Artist Hall 3 & 4			

Our Support Kiosk will be available by appointment to discuss e-Medsys Support / Usage questions – To schedule your 15 minute Kiosk appointment, please see Registration or the Support Kiosk

CONFERENCE DAY TWO: Wednesday, October 28, 2009

8:00am – 8:45am	Continental Breakfast Artist Hall 3 & 4			
8:50am -9:00am	Welcome Back Artist Hall 3 & 4			
9:05am – 10:25am	EHR NEW RELEASE <i>Patrick Grengs</i> Artist Hall 1& 2			
10:30am – 10:45am	Break / Visit with Exhibitors Artist Hall Foyer			
10:50am – 11:50pm	Return On Investment (ROI) <i>Daniel Vaughn, MD</i> <i>Badger Mountain Family Medicine</i> Artist Hall 1& 2			
11:55pm – 1:00pm	Lunch Break / Round Table Discussion / Visit with Exhibitors Artist Hall 3 & 4			
1:05pm – 2:05pm	Advanced Collections <i>Crystal Nowell</i> Artist Hall 1	Red Flag Rule <i>Jennifer Aldrich, NBMC /</i> <i>Jenny Martin</i> Artist Hall 2	New Feature Requests PM/EHR <i>Rhonda Elward /</i> <i>Debra Lehman /</i> <i>Stephen Dart</i> Artist Hall 5	PLANNED PARENTHOOD New Enhancements <i>David Pack /</i> <i>Patrick Grengs</i> Artist Hall 6
2:10pm – 2:20pm	Afternoon Break Artist Hall Foyer			
2:25pm – 3:25pm	Billing / EDI <i>Bianca Pannella</i> Artist Hall 1	Provider Workshop: Forum <i>David Pack / Stephen Dart</i> Artist Hall 2	HealthWatcher <i>Patrick Grengs</i> Artist Hall 5	PLANNED PARENTHOOD Report Overview <i>Michael Form</i> Artist Hall 6
3:30pm – 4:30pm	Advanced Recall <i>Jenny Martin</i> Artist Hall 1	Patient Access <i>Bill Stahl</i> Artist Hall 2	New Feature Requests PM/EHR <i>Patrick Grengs /</i> <i>Rhonda Elward</i> Artist Hall 5	PLANNED PARENTHOOD "Meet the Vendors" Artist Hall 6
4:30pm	End Of Conference			

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Conference Breakouts

PM

Collections Module – 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 (implementation, how are other practices doing this?)

Advanced Recall – refine protocols and letters

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 Only Workshop (POW) – 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