

Agenda — Advanced Practice Seminar

DAY 1 — AUGUST 15, 2019

REGISTRATION	8:00-8:30 AM
INTRODUCTION — STEPHEN DICKENS	8:30-9:00 AM
THE PATIENT-CENTERED PRACTICE — MELONY HILTON <ul style="list-style-type: none"> ▪ Define what a patient-centered practice means and looks like 	9:00-9:30 AM
TECHNOLOGY IN THE PRACTICE — LORETTA DUNCAN <ul style="list-style-type: none"> ▪ Patient portals ▪ Kiosks ▪ Tablets ▪ Texting ▪ Popular apps ▪ HIPAA related to technology 	9:30-10:30 AM
BREAK (15 MINUTES)	10:30-10:45 AM
PATIENT ACCESS AND SCHEDULING — ANNE PONTIUS <ul style="list-style-type: none"> ▪ Identify scheduling patterns and patient access ▪ Review scheduling philosophies and techniques ▪ Discuss patient access and scheduling KPIs 	10:45-11:45 AM
FRONT DESK BEST PRACTICES — SHERI SMITH <ul style="list-style-type: none"> ▪ Understanding the importance of a good first impression ▪ Discuss attributes of a good receptionist ▪ Front desk workflows 	11:45 AM-12:30 PM
LUNCH	12:30-1:30 PM
CLINIC WORKFLOWS — MELONY HILTON <ul style="list-style-type: none"> ▪ Preparing for the patient visit ▪ Establishing a patient-focused care team ▪ Analyzing referral patterns 	1:30-2:30 PM
MANAGED CARE TIPS AND NEGOTIATING STRATEGY — JACKIE BOSWELL <ul style="list-style-type: none"> ▪ Understand the practice and payer mix ▪ Value-based contracting and reimbursement models ▪ Fee analysis and contract compliance ▪ Leverage and negotiations 	2:30-3:30 PM
BREAK (15 MINUTES)	3:30-3:45 PM
TELEMEDICINE — MICHAEL CASH <ul style="list-style-type: none"> ▪ Regulations ▪ In-office vs. telemedicine company ▪ Telemedicine vs. virtual visit 	3:45-4:45 PM

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DAY 2 — AUGUST 16, 2019

REVENUE CYCLE OPTIMIZATION — LAURA WATKINS <ul style="list-style-type: none">▪ Claims workflow▪ Automated payment and statement options▪ Denial management	8:30-9:30 AM
CODING AND REIMBURSEMENT — RANA MCSPADDEN <ul style="list-style-type: none">▪ Changes to E&M coding▪ HCCs	9:30-10:15 AM
BREAK (30 MINUTES)	10:15-10:45 AM
HUMAN RESOURCES — STEPHEN DICKENS <ul style="list-style-type: none">▪ Onboarding▪ Retention▪ Employee Development	10:45-11:45 AM
THE NEXT LEVEL: LEADING CHANGE & MAKING IT STICK — STEPHEN DICKENS <ul style="list-style-type: none">▪ Enhance your leadership skills and impact organizational culture▪ Navigate change & develop physician/staff buy-in▪ Implement an action plan with accountability	11:45 AM-12:45 PM

*All speakers are members of the SVMIC Medical Practice Services Department. Due to the evolving nature of healthcare, we reserve the right to modify the agenda for content and length.