## Day 1: Monday, June 13th, 2011

<table>
<thead>
<tr>
<th>Breakfast with Exhibitors</th>
<th>Exhibit Area</th>
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<tbody>
<tr>
<td><strong>Opening Remarks</strong></td>
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<tr>
<td>Sameer Bhat, Vice President Sales</td>
<td>9:00am - 9:10am</td>
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<td>Room A, B &amp; C</td>
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### Day 1 - Session 1 (9:10am - 11:00am)

<table>
<thead>
<tr>
<th>Title &amp; Abstract</th>
<th>Location/ Presenters</th>
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<tbody>
<tr>
<td><strong>Title:</strong> Workflow Rules Engine</td>
<td>Location: D &amp; E</td>
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<tr>
<td><strong>Abstract:</strong> Using the Workflow Rules Engine as an Accounts Receivable Management Tool. Create custom work queues that direct CBO staff to today's work. Assign supervisors/managers to escalation levels. Write and run Workflow rules to populate queues with claims. User Dashboard. Monitoring actions and end results of worked claims. Tracking user productivity.</td>
<td>Presenter(s): Marie Tartufi, eCW</td>
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<tr>
<td><strong>Learning Objectives:</strong></td>
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<tr>
<td>- Workflow Rules Engine</td>
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<td>- Create Work Queues</td>
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<tr>
<td>- Create Action and Result Codes</td>
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<table>
<thead>
<tr>
<th>Title: Meaningful Use</th>
<th>Location: Seminar Room</th>
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<tr>
<td><strong>Abstract:</strong> Let us show you how to accomplish Stage 1 Meaningful Use criteria within eClinicalWorks. Join us for an interactive session that touches on all 25 requirements of Meaningful Use.</td>
<td>Presenter(s): Chander Manik, eCW</td>
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<tr>
<td><strong>Learning Objectives:</strong></td>
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<tr>
<td>- Incentive Plans &amp; Eligibility</td>
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</table>
Day 1 - Session 1 (9:10am - 10:10am)

Title: Open Dental Demonstration

Abstract: What do you need to do to be prepared for implementing Dental in eClinicalWorks? What are the Hardware requirements and implementation process including data migration. Q & A Session to follow.

Day 1 - Session 1 (10:15am - 10:45am)

Title: Learning How To Save Time and Maximize Operating Efficiencies Using Integrated Diagnostic Devices

Learning Objectives:

- Learn how to acquire, view, modify, and compare ECG reports in a paperless format
- Learn how to acquire, view, modify, and compare Spirometer reports in a paperless format
- Learn how to acquire, view, and modify, Holter studies in a paperless format
- Learn how to acquire, view, modify, and compare Stress Tests in a paperless format
- Learn how to gain consistent vital signs measurements using integrated Vital Signs technology
### Title & Abstract

| Title: Claim Edit Rule Engine - Stay One Step Ahead of Payer Edits | Location: D & E  
| Presenter(s): Marie Tartufi, eCW  
| Laura McDaniel, eCW |

**Abstract:**

You know that fabulous coder in your group? The only one who seems to remember what's covered and what's not - or which payer will reimburse you for a particular service, and more importantly, which won't? Now you can share that knowledge with other users by writing payer rules in the Claims Edit Rule Engine. Warn users of payer coding issues and stop incorrectly coded claims for going out the door. Let us show you what's available today.

**Learning Objectives:**

- Payer Edits
- Claim Edit Rules

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| Title: Customer Support Workgroup | Location: Seminar Room  
| Presenter(s): Cynthia Gill, eCW  
| Jim Raschke, Mid Michigan |

**Abstract:**

Presentation providing insight regarding the best practices for support including communication, new support website (my.eclinicalworks.com), eRS connectivity tools, and the account based support models. Discuss how the combination of these tools significantly and positively impact our customers.

**Learning Objectives:**

- Best connectivity methods
- Learn how to best communicate with support
- How to open a good case online
- How to guarantee a good turn-around time
**Title:** Say Hello to Healow: Your Roadmap to a Successful Implementation of the Patient Portal

**Abstract:**
Attend this important session for the latest news from eClinicalWorks' Patient Portal, including innovative new advancements in communicating with your patients, streamlining workflows at your practice, and meeting Meaningful Use objectives. Most importantly, learn how Healow will help you engage your patients to use the Portal Effectively.

**Learning Objectives:**
- Learn how to successfully implement the Portal by engaging your patients effectively
- Hear about tips to streamlining your practice workflow with the Portal
- Discover how the Portal helps you achieve Meaningful Use objectives
- Receive tools and tips for a successful implementation

**Day 1 - Session 3 (1:30pm - 2:30pm)**

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<tr>
<th>Title &amp; Abstract</th>
<th>Location/Presenters</th>
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| **Title:** eBO Report Authoring | **Location:** D & E  
**Presenter(s):** Rohan Dsouza, eCW  
**Room Assistant:** Ellen Robinson |
| **Abstract:** Attend this session to learn advanced reporting capabilities with eBO Business Intelligence Suite. Harness the power and flexibility of over 4000 pieces of metadata to design physician scorecards, insurance dashboards, and other reports that will provide you with insight to your practice’s overall financial and clinical health. | **Learning Objectives:**  
- What is metadata?  
- Design a dashboard  
- How to design a prompt page  
- Burst the report to multiple recipients  
- Automate the report on a scheduled basis |
Title: What About Patient Centered Medical Home (PCMH)?

Abstract:
- Understanding the benefits of certification through NCQA
- Incentives and health care reform
- Linking PCMH to meaningful use
- How to make changes at your practice that help you function like a PCMH
- Learning how to involve your team in the process
- Techniques that worked for other practices
- Efficiencies gained through PCMH

Location: Seminar Room
Presenter(s): Girish Maniprasad, eCW
Shubha Parameswaran, eCW

Title: UDS & Meaningful Use for 2011

Abstract:
What is changing in UDS for 2011? How do you capture this information in eClinicalWorks? How can I measure this if don't have the new UDS package? How can I stay up to date with what’s going on throughout the year?

Learning Objectives:
- Revised Clinical Measures 2011 and data capture points in eClinicalWorks
- New Clinical Measures UDS 2011 and data capture points in eClinicalWorks
- MAQ Dashboard Overview
- UDS Workgroup – Intro and summary of activity

Location: Marlborough Room
Presenter(s): Kelli Smith, eCW
Laura McDaniel, eCW
Marie Taftufi, eCW
### Title: Are you ready for 5010, ClaimRemedi will show you how

**Location:** D & E

**Presenter:** H. Peter Bowhall, ClaimRemedi, Inc.
Marie Tartufi, eCW

**Abstract:**

This presentation will focus on what you can and should be doing right now to be 5010-ready by 12/31/2011. Learn how 5010 changes the way some of your claims data is collected and reported. Also covered will be payer testing—the current status of testing, how best to test and some of the pitfalls to avoid.

**Learning Objectives:**

- What 5010 required changes you should be implementing right now
- What and with whom you will need to test
- Current industry status—5010 testing and production readiness.

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### Title: Meaningful Use: Meeting the Measures, Complying with HIPAA, and Meeting the needs of your Patient.

**Location:** Seminar Room

**Presenter:** Janine Akers, DataFile Technologies
Vaishali Kothari, eCW
Chander Manik, eCW

**Abstract:**

The drive toward Meaningful Use has ushered in a new sense of urgency for you to get the most out of your investment in an EHR. There is plenty of information out there that gives the "30,000" foot view. This presentation will give you some nitty gritty details of some of our "favorite" measures.

**Learning Objectives:**

1. Analyze the specifics about the following measures:
   - Core Measure 12 of 15 – Electronic Copy of Health Information
   - Core Measure 13 of 15 – Clinical Summaries
   - Core Measure 14 of 15 – Electronic Exchange of Clinical Information
   - Core Measure 15 of 15 – Risk Assessment
   - Menu Set Measure 5 of 10 - Patient Electronic Access
2. How the eCW MAQ Dashboard Captures each Objective and Measure.
3. Meeting the Measures is NOT the same as meeting the need of your patient or your practice.
**Title:** Digitizing your papers records with Fujitsu scanners  

**Location:** Marlborough Room  
**Presenter:** Harold Fischer, Fujitsu  
**Room Assistant:** Rachael Dedecko, eCW

**Abstract:**
Learn how Fujitsu scanners can help to quickly digitize your paper documents with highly reliable devices, advanced image enhancement and service.

**Learning Objectives:**
- What makes Fujitsu scanners a good fit for your practice
- What tools are available to keep the scanner running at peak performance
- VRS advanced Image Enhancement Features
- How to pick the right Fujitsu scanner to meet your requirements

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<th>Day 1 - Session 5 (3:10pm - 5:00pm)</th>
<th>Title &amp; Abstract</th>
<th>Location/Presenters</th>
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| **Title:** Monthly Financial Report in eBO V5 | **Abstract:** Check out the new Monthly Financial Reporting Process in eBO 5. Step by Step approach to run monthly financials and utilization of canned reports in eBO 5. | **Location:** D & E  
**Presenter(s):** Rohan D’Souza, eCW  
**Room Assistant:** Hemal Khatri |

**Learning Objectives:**
- Overview of the eBO solution
- Review of standardized reports
- Guidance for generating reports
- Troubleshooting Out of Balance Month

| **Title:** Come See eCW’s New Care Plan Module | **Location:** Seminar Room  
**Presenter(s):** Robert Lynes, eCW  
Shanti Carter, CHC of CT |
| **Abstract:** This session showcases eCW’s new Care Plan module for documenting behavioral health, patient centered medical home, or any type of documentation where Problem/Goal/Objective is the key ingredient. During this session, we give a demonstration of the new Care Plan module. If you or your practice utilizes this type of documentation, then this session is must for you | **Learning Objectives:** |
Title: Clinical Quality Measures & MAQ Dashboards

Abstract:

New Dashboards for Monitoring Meaningful Use and Quality of Care. There are 25 objectives in Stage 1 of Meaningful Use. Many of these objectives include measures with percentage thresholds that must be met by the provider. eClinicalWorks wants to ensure your meaningful usage of the system. To supplement your efforts for meeting the objectives, you can now monitor Meaningful Use status at an encounter and provider level.

Learning Objectives:

- Monitoring provider success
- Introduction to patient encounter-based Meaningful Use Dashboard
- eClinicalWorks vision for providing tools to monitor quality of care
<table>
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<tr>
<th>Title: Billing Tips and Tricks – Things You Didn’t Know You Didn’t Know about Health Center Billing</th>
<th>Location: D &amp; E</th>
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</thead>
</table>
| Abstract | Presenter(s): Marie Tartufi, eCW  
Laura McDaniel, eCW |
| This session will teach you about billing features that you may not be aware are available. These features are designed to help you increase your staff productivity and decrease common mistakes that occur in billing. |  |
| Learning Objectives: |  |
| • Various shortcuts  
• Features that increase efficiency  
• Functionality that speeds reimbursement |  |

<table>
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<tr>
<th>Title: Come See eClinicalWorks V9 Key Features</th>
<th>Location: Seminar Room</th>
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</table>
| Abstract: Come attend this session to get a showcase of the top new features selected from over 500 new enhancements in V9. This session will give you an overview of each enhancement within the EMR module and its impact at a practice level. | Presenter(s): Jinesh Gandhi, eCW  
Room Assistant: Robert Lynes, eCW  
Nicholas Pugh, eCW |
| Learning Objectives: |  |
| • Walk through of the new enhancements  
• Increase productivity in your practice by using the new enhancements in V9 |  |

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<tr>
<th>Title: IT Architecture Workgroup</th>
<th>Location: Marlborough Room</th>
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| Abstract: Workgroup meets monthly by phone to discuss current IT issues CHCs are facing. The group shares best practices and works with eClinicalWorks to resolve common problems. | Presenter(s): Timothy Roark, GAPHC  
Jason Pomaski, CHNNYC  
Vivek Mehta, eCW |
| Learning Objectives: |  |
| • Accomplishments 2011 & Current Projects  
• Road Map- Training Videos  
• Open Dental – Q & A Session |  |
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</table>
| **Title:** Planning for 5010 with eClinicalWorks | **Location:** D & E  
**Presenter(s):** Laura McDaniel, eCW  
Marie Tartufi, eCW |
| **Abstract:**  
- How to configure your database  
- Discussion of development at eClinicalWorks |

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</table>
| **Title:** Learn from a Panel of Your Peers - Primary Care Physicians Share their Best Practices with eClinicalWorks  
**Moderator:** Sameer Bhat, eCW | **Location:** Seminar Room  
**Presenter(s):** Robert Moore, M.D.  
Donald Trainor, M.D.  
Darren Wu, M.D.  
Danielle Oryn, M.D.  
Robert Lynes, eCW |
| **Abstract:**  
A panel of eClinicalWorks clinicians shares their best practice experiences in using eClinicalWorks. Each panelist will present an area of eClinicalWorks that has had a positive impact in the care of their patients or management of their practice. Following the presentations, an eClinicalWorks moderator will open the session to questions for the panelists. |

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<th>Title &amp; Abstract</th>
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| **Title:** eClinicalMobile - Accessing Patient Charts and Managing Care on the Go  
**Abstract:** eClinicalMobile provides web-based access to eClinicalWorks. It is designed to support optimal usage on smartphones or the Internet. Attend this session to understand how eClinicalMobile can assist you when you are out of the office; giving timely access to patient charts, and functionality to perform the most common tasks for patient care.  
**Learning Objectives:**  
- How to use eClinicalMobile | **Location:** Marlborough Room  
**Presenter(s):** Kirtan Adeicha, eCW  
**Room Assistant:** Rachael Dedecko, eCW |


- Create pick lists for faster data entry
- Set preferences
- Experiences with different types of smartphones

| Day 2 - Session 3 (11:30am - 12:30pm) |
|-------------------------------|-----------------------------|
| **Title & Abstract** | **Location/Presenters** |
| **Title**: Billing Features and Enhancements – What’s New in V9.0 | **Location**: D & E  
**Presenter(s)**: Marie Tartufi, eCW  
Laura McDaniel, eCW |
| **Abstract**: Come attend this session to get a showcase of the top new billing features and enhancements in V9. This session will give you an overview of each enhancement within the Billing Module and its impact at a practice level. |  
**Learning Objectives**:  
- Walk through of the new enhancements  
- Increase productivity in your practice by using the new enhancements in V9 |
| **Title**: Ryan White Reporting for Health Centers |  
**Location**: Seminar Room  
**Presenter(s)**: Kelli Smith, eCW  
Vivek Mehta, eCW |
| **Abstract**: Ryan White Grantee client level reporting is available in eClinicalWorks. If you report RSR level data, you don’t want to miss this session. See a demo of this reporting tool and learn how to be prepared for adoption of this program in eClinicalWorks |  
**Learning Objectives**:  
- Demonstration of Ryan White in eClinicalWorks  
- How can you get this tool and be prepared to adopt this new |
## Title: eClinicalMessenger - Improving Patient Care, Outreach, and Practice Workflow Efficiencies

**Abstract:**
eClinicalMessenger is a care management tool that allows you to automate voice and SMS text messages to patients. This automation gives you the ability to reach out to your patients proactively and efficiently. This session will illustrate how eClinicalMessenger can be incorporated into your daily workflow, and common types of messages sent to patients.

**Learning Objectives:**

- Overview of eClinicalMessenger
- Preparation guidance for implementing eClinicalMessenger
- Techniques for incorporating eClinicalMessenger into daily office routines
- Efficiencies gained and ROI

**Location:** Marlborough Room
**Presenter(s):** Ken Rosen, eCW
**Room Assistant:** Leigh DiAntonio, eCW

## LUNCH Plenary - 12:30pm - 1:30pm
**Presenters:**
Kelli Smith, eCW

## Day 2 - Session 4 (1:30pm - 2:00pm)

**Title & Abstract**

**Title:** Revenue Cycle Management – WIFMO
**Abstract:** Challenges and opportunities facing health care organizations in today’s ever changing environment

**Learning Objectives:**

**Location:** D & E
**Presenter(s):**
Eric Cohoon, Gateway EDI
Marie Tartufi, eCW
- Gateway EDI will present an Industry update to include: SGR Update, RAC Audits, 5010 / ICD-10, the Evolution of Consumer Directed Health Care, ‘New’ Health Care World and Learning From the Best Practices. This presentation will also include the Value Proposition of Revenue Cycle Management – Getting Paid! From Patient to Payment analysis of the following, including pros and cons of source for each solution: Eligibility, Electronic Claims, Secondary Claims, Claim Status, Electronic Remittance Advice, Reimbursement Management, Patient Billing and Patient Payment

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**Day 2 - Session 4 (1:30pm - 2:00pm)**

**Title:** CMS Mandates for Medicare A claims

**Abstract:** Discussion on CMS mandates and solutions within eClinicalWorks

**Learning Objectives:**
- Review of Mandate
- How to configure your carrier
- How to request a patch

**Location:** Seminar Room

**Presenter(s):**
Laura McDaniel, eCW

**Room Assistant:**
Denise Hunt

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**Day 2 - Session 4 (1:30pm - 2:30pm)**

**Title:** Working and Networking with eClinicalWorks P2P

**Abstract:**
eClinicalWorks P2P provides an entirely new interoperability platform for provider-to-provider and practice-to-practice communication for our clients. This solution improves continuity of care and helps practices achieve Meaningful Use. It allows you to network with any physician nationwide – not just eClinicalWorks providers.

**Learning Objectives:**
- Build your trusted network
- Manage referrals electronically

**Location:** Marlborough Room

**Presenter(s):**
Nicholas Pugh, eCW

**Room Assistant:**
Hemal Khatri, eCW
Use open-access scheduling
Have integrated access to discrete patient data (CCR/CCD)
Exchange patient records (medical summary, labs, DI, etc)
Send secure messages within the network

**Target audience:** Providers, Office Managers, and Referral Coordinators

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**Title & Abstract**

**Title:** Emdeon Tools to Compliment the Integrated Services with eClinicalWorks

**Abstract**

Managing cash flow and rejections can be challenging, but Emdeon provides you with the right services, tools, and support to overcome these challenges. In this session, you will learn about the benefits of the eClinicalWorks-Emdeon integrated solutions, the claim management and customer support tools available to you from Emdeon, how to use those tools to your advantage, and how to get more training and education on them so you can integrate them into your day-to-day workflow.

**Learning Objectives:**

- What are the services and tools available from Emdeon?
- What are those tools doing for me?
- How do I get trained to use the Emdeon tools? How can I obtain more information?

**Location:** Seminar Room

**Presenter:** Marianne Krell, Emdeon
Laura McDaniel, eCW
Marie Tartufi, eCW
Day 2 - Session 5 (2:00pm - 2:30pm)

Title: Dental Digital Imaging

Abstract:
Learn how to seamlessly integrate dental digital images with eClinicalWorks and Open Dental.

Learning Objectives:

- Digital x-ray options
- Intra-oral camera options
- Alternatives to film

Location: Room D & E

Presenter: Joe Lovas, TigerView
           Kelli Smith, eCW

3:00pm Meeting Adjourns