2017 Preliminary Course List

Below is a reference key to help you navigate through this year's agenda.

Learning Program Descriptions

Big Ideas	What's the Big Idea? The healthcare landscape is constantly evolving, and this year's conference will tackle four sets of current challenges that affect everyone in your practice. First we'll identify each challenge in its own Big Idea session; then we'll break out into smaller multi-disciplinary Working Group sessions to delve deeper into each topic. Tapping the expertise of the OP Community and peer-to-peer interaction, we'll define Best Practices and develop actionable items. Participants will leave the conference with new strategies and tools for transforming their practices to improve patient outcomes and increase practice revenue.
General Session	General Sessions are large group presentations that cover EHR, PM, and general topics for both new and experienced users. Charting, Navigating Change, and the Coding Like a Pro are just a sampling of topics that will be covered in these sessions.
Working Group	Working Groups are breakout sessions of our Big Idea sessions. We recommend that you attend the Big Idea session prior to attending the Working Groups.These sessions are smaller to allow for interactive and collaborative work. We'll use case studies and hands-on activities to delve deeper into the topics presented in the Big Idea sessions. These sessions are **Bring Your Own Device (BYOD)** and you'll have the opportunity to look at your own data when running reports.
Shorts	Shorts are 30-minute, focused "how-to" demonstrations that provide valuable tips and information for optimizing your use of OP.
Self-Paced Skill Lab	The Self-Paced Skill Labs provide you with a hands-on learning experience to increase your knowledge of the OP application. You can learn new features you have not yet implemented in your practice or gain a more in-depth understanding of how a particular feature functions. The activities allow you to work at your own pace and are designed for beginner and intermediate levels so you can choose what is most appropriate for you. Laptops will be provided for attendees.
Peer to Peer (P2P)	Peer to Peer (P2P) discussions allow you to exchange ideas with other members of the OP Community. Share ideas on basic medical reports, billing and A/R tips, patient statements, the future of EHR technology and much more!

Big Ideas

What's the Big Idea? The healthcare landscape is constantly evolving, and this year's conference will tackle four sets of current challenges that affect everyone in your practice. First we'll identify each challenge in its own Big Idea session; then we'll break out into smaller multi-disciplinary Working Group sessions to delve deeper into each topic. Tapping the expertise of the OP Community and peer-to-peer interaction, we'll define Best Practices and develop actionable items. Participants will leave the conference with new strategies and tools for transforming their practices to improve patient outcomes and increase practice revenue.

Big Ideas	
Course Name	**Description**
Discover the ROI	There is much more to implementing an EHR than learning where to click on a window. Getting the most out of your EHR is about using the software as a tool to support your medical work, improve patient outcomes, and increase your revenue. In this session, we'll discuss the benefits of using OP to its fullest potential in your practice to expand beyond your office walls, engage your patients, and streamline your operations using services such as the portal, interfaces, and direct messaging.
Follow Your Money	Financial health is the foundation of a thriving practice. In these economically uncertain times, it is essential to track your A/R carefully to ensure you are getting paid for your work and getting paid in a timely fashion and at the highest possible rates. Follow Your Money introduces strategies and identifies key performance indicators for improving the financial health of your practice.
Population Health: Who Are My Patients and Why Do I Care?	Knowing the defining characteristics of your patients is the first step toward improving patient outcomes across a population. In this session, we'll discuss the importance of population health in today's healthcare environment and introduce OP's robust Clinical Reporting tools that provide you with the data to drive clinical decisions that impact your patient population.
Practice Transformation: Preparing for Value-Based Payment	Practice transformation is all about providing exceptional care for your patients at the right time and in the right place. We will discuss providing the care your patients need, when and where they need it, along with proven strategies to transform your practice, improve patient care, and implement a true Medical Home.

Note: Topics and times are subject to change.

General Session

General Sessions are large group presentations open to all attendees. Sessions cover EHR, PM, and general topics for both new and experienced users. Charting, Navigating Change, and the Coding Like a Pro are just a sampling of topics that will be covered in these sessions.

General Sessions	
Course Name	**Description**
Bright Futures: Background and Preview of Changes in the 4th Edition	In this session, we will review the history of Bright Futures, preview the 4th edition, discuss the new key health promotion themes and changes to Health Supervision visits. We will also discuss how to incorporate this into your well visits and practice workflows.
Care Plan Basics	Are you just getting started with Care Plans? Join us for an overview of the Care Plan feature in Office Practicum. Learn how Care Plans function, how to activate Care Plans, and how to manage Care Plan enrollments and run recalls.
Coding Like a Pro: Getting Paid for All Your Work	Proper coding is essential for the financial health of your practice. In this session, we'll provide an overview of Best Practices for complete and accurate coding.
Creating an Urgent Care within Your Practice	Are your patients seeking acute care at urgent care centers? Are you thinking about offering urgent care services at your own practice? Join us for a panel discussion of success stories from OP providers who have effectively integrated urgent care services within their own practices.
Creating Efficiency with EPCS and ePA	Through a brief presentation and panel discussion learn how your practice can become more efficient by leveraging the EPCS and ePA functionality OP has seamlessly integrated into your ePrescribing workflows with our partners DrFirst and Surescripts.
Customizing Your Front Desk Reports	Using the Missed School Letter for your practice, you will learn how to add a logo, a signature, and how to edit the text of the letter. Armed with this new knowledge, you can customize any Front Desk report that you print from OP.
Enhance your patient narrative in OP 14 using Dragon Medical Software Solutions	OP gives you the option to use a third party payment site that allows patients to pay their bills online, whether or not your practice has an OP Patient Portal. Learn how OP can integrate patient payments with a credit card service, giving your patients another option for paying their bills.
Export OP Data into Excel and Pivot	Attend this session to learn how to export OP data into Excel and then manipulate the data with Pivot tables to design your own reports.
Forensics Accounting in OP	OP gives you the option to use a third party payment site that allows patients to pay their bills online, whether or not your practice has an OP Patient Portal. Learn how OP can integrate patient payments with a credit card service, giving your patients another option for paying their bills.
Foster Care	Providing care for children in Foster Care presents many challenges. Join Dr. Peterson from Community Pediatrics to learn how their practice has utilized such features as care plans and templates to develop a workflow that ensures they are documenting and capturing all items necessary to fully care for children in the Foster care system.
Gone Phishing	As powerful as the internet is, threats to your practice's data and your personal information abound: Malware, Ransomware, Phishing, SMishing (yes, SMishing!). Learn how to identify threats, tools to help avoid these threats, and real actions you can take to keep your practice safe.

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General Sessions

Course Name	Description
How I Grew my Practice	In this panel discussion, we will hear from physicians who started out as solo physician practices and "grew their practices" to multi-provider practices. Hear the strategies they employed, how they knew the time was right to add additional providers and how OP supported their growth.
Increasing Vaccination Rates Using the Tools in OP	Do you know the vaccination rates for your practice? For particular vaccines such as HPV and meningococcal? In this session you will learn how to utilize the Vaccine recall and QIC Vaccines Due reports to determine your practice's vaccination rates, identify the patients who are not fully vaccinated and learn strategies for increasing vaccination rates.
Information in Power! Use Great Data Collection to Drive Practice Success	Implementing an EHR in your practice was the first step. Now, think "Big Picture" and learn how to capture the data elements you need to generate informative reports. Join Reports expert Suzanne Berman, MD, to learn how to approach data capture and reports design so you are armed with the information you need to run reports to improve care, meet your P4P metrics, and negotiate contracts with payers.
In the Zone: Igniting Superior Performance through Engagement	Workforce engagement is one of the most crucial issues in culture development today. No other attribute of culture has a greater impact on achieving results and performance in the workplace. This presentation, based on the breakthrough research of Harvard Business School's Dr. Teresa Amabile, provides leaders and managers at all levels with key insights, tools, and action plans for advancing the engagement and performance of their teams. Through an exhaustive diary study, Amabile explored the factors that motivate people to work at their very best. Her surprising findings are simple yet powerful; organizations that follow her prescription for success can expect to see immediate improvement in retention, collaboration, and morale.
Navigating Change in Your Practice	No matter how you describe these times, one point is clear: today's pace of change is dizzying. Globalization, new technology, changing customer tastes, and roller-coaster markets all contribute to our sense that things are moving too fast to keep up. At work, most of us are expected to change without the proper knowledge for doing so effectively. Effective change management begins by accepting that change is inevitable and then using the proper tools that can help ease our transition.
New Charting Features	To be determined.
New Document Management System	To be determined.
Overview of Clinical Reports	OP offers a robust Clinical Reporting suite that supports Population Health and gives you all the valuable information you need to improve patient outcomes. In this session, we'll explore the different reports available, including Demographic Analysis and Recall, Care Plan and Vaccine Recalls, and the Quality Improvement Calculator.
Patient Statements	Every month, billers should be tracking Patient A/R as aggressively as they are following Insurance Payer A/R. In this session, we'll review the Best Practices for running reports, sending files electronically, and printing or mailing patient statements.
PCMH 2014 Standards - Last Call!	If you have not yet reported for PCMH 2014 Standards, here is your last opportunity to review each standard and how you can meet each standard using OP.
PCMH 2017 Standards	Get a sneak peek of the 2017 PCMH Standards. In this session, we'll preview what's new for 2017 and how OP 14 will handle the changes.
PCMH Peer Panel	Join your colleagues for a panel discussion on the challenges and successes they have faced while pursuing PCMH certification in their practices.

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General Sessions	
Course Name	**Description**
Preparing Patient Medical Records for Your Portal	In preparing to launch your patient portal, it's critical to ensure that no medical information that could compromise patient confidentiality is visible. In this session, we'll discuss strategies for preparing your patient data before launching your patient portal.
Preparing Yourself for Employee Embezzlement	Over 80% of medical practices have been victims of embezzlement at one time or another. Should the unthinkable happen to your office despite good internal controls, you should have a “disaster plan” in place for a rapid response. Strengthen your personal knowledge of your practice’s financial controls and learn key elements of preparing an embezzlement recovery disaster plan. **Bonus**: download some OP Reports that will help you identify possible financial irregularities here: http://bit.ly/2k39Eju
RCM User Meeting	Join other RCM practices for a conversation with OP"s RCM Director Chris Becker and RCM Manager Becky Lynch as they discuss ongoing operations and future plans. They'll also answer questions that you may have about our billing services.
Referrals in Your Practice	An efficient referral workflow is essential for patient care. In this session, we'll demonstrate OP's referral system, review Best Practices for referral workflow, and discuss how to create, track and reconcile referrals.
Report Building Q&A	Are you an advanced user who has been building your own reports? Bring your questions and prepare to brainstorm ideas with your peers and troubleshoot Reports issues with an expert. Please note this session is hands on learning. You are required to your own device to participate.
Surviving Your MCO Audit	Don't wait until you receive notification that you are being audited to learn how to prepare for one. In this session, Gail Schonfeld, MD, will share her experiences and strategies of preparing for and successfully surviving an audit and what you need to do when you receive notice of an audit.
Taking Your Coding to the Next Level	Now that you are optimizing your E/M coding to get recognized for the work you do, what else are you missing? Explore other codes available to support getting paid for all the care you provide.
Templates Workshop	Templates are the cornerstone of your EHR and one of the most important tools you can utilize to optimize your use of OP and streamline your documentation. In this session you will learn how to design templates effectively and quickly, using features such as Save as template,Copy from and Import/Export. You will also learn how to layer templates and include procedures to ensure you are capturing your coding. Please note this session is hands on learning. You are required to your own device to participate.
That Can Be Modified!	Did you ever wonder what you can change in the OP application? Let us show you the system's flexibility and setup options for modifying System Preferences, using the Chart Note Editor, using Coded Values and much more!
Troubleshooting your Care Plans	Do you have a Care Plan that you've built but can't get to work correctly? In this clinic, we'll troubleshoot your existing Care Plan to help you get it up-and-running. Please note this session is hands on learning. You are required to your own device to participate.

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General Sessions	
Course Name	**Description**
Using OP to Establish a Medical Home	Providing the right care and information at the right time is essential to establishing a Medical Home and improving patient outcomes. In this session, we'll demonstrate the tools available to you in OP to establish a Medical Home to meet the new landscape of value based payments. Learn how to integrate the tools into your daily workflow. The tools include: Recalls, Quality Improvement Calculator (QIC) reports and Patient Portal.
Using Social Media to Market Your Practice	Make your practice stand out from all the rest! Learn how to drive market share (or families to your door) through the power of social media.
Utilizing Merchant Services with OP	OP gives you the option to use a third party payment site that allows patients to pay their bills online, whether or not your practice has an OP Patient Portal. Learn how OP can integrate patient payments with a credit card service, giving your patients another option for paying their bills.
Understanding Financial Reports in OP	Obtaining consistent and verifiable report results are essential to proper financial management. Cross-checking two or more reports to verify results requires that the data queries and parameters be aligned. In other words, when reports are compared, each report must ask the same question and must use the same parameters. In this session, we will explore how various reports can be used to cross-check results, improve reporting accuracy and reveal data-entry errors.
Unleashing the Power of RVUs	RVUs (Relative Value Units) have been in use in some fashion since the mid-1950s, and yet sixty plus years later, they are still under utilized by a majority of primary care practices. In this session we will jump into the Delorian for a brief journey into the past to see their origin and purpose, and then back to the future to demonstrate their evolution, current usage and finally the actual power of using RVUs in pediatrics in today's complex insurance world.
Vaccine Refrigeration Monitoring Guidelines	Changes are coming! We will review the most current recommendations for temperature monitoring for vaccines based on the CDC and AAP guidelines. We'll also discuss best practices and common misconceptions for vaccine storage and monitoring, how individual state are implementing this with VFC programs, and how to leverage technology for compliance and peace of mind.

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Working Groups

Working Groups are breakout sessions of our Big Idea sessions. We recommend that you attend the Big Idea session prior to attending the Working Groups.These sessions are smaller to allow for interactive and collaborative work. We'll use case studies and hands-on activities to delve deeper into the topics presented in the Big Idea sessions. These sessions are **Bring Your Own Device (BYOD)** and you'll have the opportunity to look at your own data when running reports.

Working Groups: Discover the ROI	
Course Name	**Description**
EHR Workflows	Ongoing analysis of your workflows is critical for simplifying and improving your operations. Small improvements help you save time and money. Tightening up your processes also helps ensure that patient follow-up does not fall through the cracks. In this Working Group, we'll discuss the challenges that slow down your daily work and we'll brainstorm innovative ways to address those challenges. We'll also explore how you can set up your workflow to support your Medical Home and how to deliver exceptional care to complex patients leveraging features in OP such as templates, tasks, care plans and recalls. Please note this session is hands on learning. You are required to your own device to participate.
PM Workflows	Front desk and billing workflows matter. Capturing accurate and complete information helps to improve your Clean Claims submission rate and to bring in payments faster. In this Working Group, we'll look at the features available in the Tracking window that help you to prepare for the next day (such as validating insurance, printing statements and confirming appointments). We'll also discuss the use of billing reconciliation and Standard Reports for capturing all charges. Please note this session is hands on learning. You are required to your own device to participate.

Working Groups: Follow Your Money	
Course Name	**Description**
Reeling in you A/R	Are you leaving money on the table? High deductibles and coinsurance are examples of how the insurance landscape has changed. Your A/R tells a compelling story. In this Working Group, we'll translate this story into actionable items you can implement to meet these changes and thrive. Please note this session is hands on learning. You are required to your own device to participate.
Taking Your Practice’s Financial Pulse	How long does it take for a claim to be submitted following a patient visit? What percentage of your claims get paid on first submission, and what are your most common reasons for rejections? In this Working Group, we'll cover how implementing a regular review of OP Insights and key performance indicators can provide you with data that allows you to see trends and make meaningful changes to your revenue cycle workflow, which helps improve your bottom line.

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	Please note this session is hands on learning. You are required to your own device to participate.

Working Groups: Population Health: Who Are My Patients and Why Do I Care?	
Course Name	**Description**
The Demographic Analysis and Recall Report: A Population Health Management Tool	Using a sample database, we'll run the Demographic Analysis and Recall (DAR) report to understand key characteristics of a patient population. You'll also have the opportunity to run the DAR for your practice and discuss the findings with your colleagues. Please note this session is hands on learning. You are required to your own device to participate.
Using Information About Your Patients for Quality Improvement	The Quality Improvement Calculator (QIC) provides you with the tools you need for reporting Meaningful Use and Medical Home requirements as well as data to perform Pediatric Quality Improvements. Using a sample database, we'll interpret results of the QIC and identify calls-for-action. We will also use a case study to explore how quality improvement can become an ongoing activity in your practice to benefit you and your patients. Please note this session is hands on learning. You are required to your own device to participate.

Working Groups: Practice Transformation: Preparing for Value-Based Payment	
Course Name	**Description**
Right Care: Using Care Plans to Incorporate Evidence Based Guidelines and Drive Quality Improvement	In this Working Group, we'll use a case study to demonstrate how Care Plans are the right tool for implementing evidence-based guidelines in your practice. We'll present a problem, develop the appropriate Care Plan, and discuss how it is integrated into patient flow. Looking at our Recall results we'll also be able to determine which measures could be implemented for quality improvement. Please note this session is hands on learning. You are required to your own device to participate.
Right Place: Effective Triage, Timely Office Visits, Avoiding Unnecessary ER Visits	Unnecessary ER and urgent care visits decrease your practice revenue and undermine Continuity of Care. We'll demonstrate how to perform a root analysis to identify why your patients are seeking care elsewhere, and we'll define strategies such as proactive scheduling, effective triage and targeted extended hours to keep your patients in your practice. Please note this session is hands on learning. You are required to your own device to participate.

Shorts

Shorts are 30-minute, focused "how-to" demonstrations that provide valuable tips and information for optimizing your use of OP.

Shorts	
Course Name	**Description**
Adding an Inhouse Diagnostic Test with Results	OP's Diagnostic Test setup allows you to add new tests and result components. This Short discusses how to use this feature to customize your inhouse tests.
AAP Content and Local Library	This Short discusses how to add AAP articles to your library, how to maintain the existing content library, how to add new resources to the templates and how to create an order for a resource.
Applying Messages and Notes to Current Encounter	Applying Messages and Past Visit Notes to your current visit documentation is a great tool for streamlining your charting. In this Short, we'll demonstrate how to incorporate this feature into your workflow.
Audit Trail	This Short discusses how Administrators can use Audit Logs to determine who made which changes to the OP application.
Blocked and Substitute Feature	Did you know that you can set the OP application so that it automatically substitutes an alternate code, adds a code, or removes a CPT code in place of the auto-selected code? In this Short, we'll discuss how to enter these substitute codes in the Blocked and Substituted Codes table.
Collecting Patient Responsibility at the Time of the Visit	To be determined.
Charting a Well and Sick Visit on the Same Day	Patients are often scheduled for a well visit and then present a sick complaint. In this Short, we'll discuss Best Practices for documenting and billing for both a sick and well visit on the same day.
Creating Procedure Templates	Procedure templates save you time when charting and help to ensure that the appropriate charges are captured regardless of whether tasks are marked as Complete. In this Short, we'll walk through how to make a Medication and a Procedure template .
Help Yourself: Know Your Resources	Learn all the ways you can access OP support. We'll review the Live Chat feature, how to engage other OP users in the OP Community, how to use the Search feature for Knowledge Articles (“how to” topics), and how to use the Support Hub to view information regarding the Support cases your practice has submitted.
How to Update OP	If you use a client server, we can show you how to run your own updates in OP to ensure that you are using the latest available version.
Importing and Exporting from your OP Cloud	Do you ever have difficulty exporting and importing reports or documents into and out of your OP? Join us to learn tips for how to do this quickly and efficiently.
Know and Link Your “Families”	OP understands that practices need more than one way to define "family" for their patients. In this Short, we'll discuss the various methods that the OP application uses to link families together -- socially, financially, and genetically.
Maintaining Your Medication Favorites and Pharmacy Lists	Maintaining your Medication Favorites and Pharmacy Lists streamlines your ePrescribing. Learn how to validate your NDC's, how to update any that are out of date, and tips for managing your pharmacy lists so that you can quickly identify the pharmacies you use routinely.

Note: Topics and times are subject to change.

Patient Message eXchange	The Patient Message Exchange is a great tool to effectively communicate with your patients. Learn how to set up patient contacts and create and send messages such as appointment confirmations and recalls.

Shorts

Course Name	Description
Rejection Detective	Have you ever received a rejected claim and wondered why it was sent back by a payer? Sometimes you need to be a detective and do some research to find the solution. In this session, we'll cover the likely causes for a rejected claim and how to determine why it was rejected.
Schedule Templates, Slots, and New Schedule Features	Schedule Templates and Slots provide a framework for appointment scheduling by designating specific times for seeing patients and choosing what types of appointments are preferred throughout the day. Join us to learn how to create these blocks on a provider's schedule and see our newest Scheduling features!
Stages and Daysheeting	Attend this Short to learn about the different Stages in the Electronic Billing display and when to work the different Stages.
System Preferences	The System Preferences window includes tabs that allow you to set preferences for all end users on the network. In this Short, we'll review the System Preferences window and its most important settings.
The Message Center	The Message Center serves as the OP control center for the internal and external correspondence in your office. This Short provides an in-depth look at some of the features in the Message Center that you may have overlooked.
Using Report Editor Criteria	The Report Editor Criteria is a powerful tool for customizing your reports. It enables you to determine which Sections to include in your Encounter, Well Visit, and Patient Exit summaries, to create different views of the Patient Medical Record, and to build reports based on diagnoses to determine which information to include in the reports. In this session, we'll discuss this functionality and demonstrate how you can use it to get the most out of the information you gather and the reports you generate.
Vaccine Forecast Report and Vaccine Inventory Report	Effective management of your vaccine inventory is essential to the financial health of your practice. In this Short, you'll learn how to run the Vaccine Forecast report and Inventory report and how to use them to best meet the needs of your practice.
Visibility: Limiting Access to Medical Information	Ensuring the confidentiality of your patients is critical. Attend this Short to learn which information you are able to restrict to authorized staff and how to assign the appropriate visibility permissions to your staff.

Note: Topics and times are subject to change.

Self-Paced Skill Labs

The Self-Paced Skill Labs provide you with a hands-on learning experience to increase your knowledge of the OP application. You can learn new features you have not yet implemented in your practice or gain a more in-depth understanding of how a particular feature functions.

The activities allow you to work at your own pace and are designed for beginner and intermediate levels so you can choose what is most appropriate for you. Laptops will be provided for attendees.

Self-Paced Skill Labs	
Course Name	**Description**
AAP Content	As part of Office Practicum's agreement with the American Academy of Pediatrics (AAP), OP now includes embedded access to all of the AAP Online Resources. These include: AAP Clinical Guidelines, AAP Red Book Online, AAP Patient Ed Online and AAP Pediatric Care Online. In this Lab, learn how to install the AAP Pediatric Clinical Practice Guidelines & Policies and documentation licensed for your use with Office Practicum.
Advanced Diagnostic Test Setup	This Lab discusses creating Result templates for diagnostic tests, maintaining diagnostic tests, and setting default visibility levels.
Billing Administration	Are you a Billing Administrator? Would you like to know the best way to be proficient in managing your office's commitment to Best Practices for billing? Come to our Billing Administration Skill Lab to learn how to set up Fee Schedules, Provider Records, Contracts, and much more, and much more!
Billing Reports	Would you like a better understanding of the financial pulse of your practice? Join us in the Billing Reports Skill Lab for a hands-on discussion of the best techniques to navigate through OP to find that magic number!
Blocked and Substitute Feature	This skill Lab will show you how to set up the Block and Substitute feature in Office Practicum and utilizing this feature.
Care Plans	In this Skill Lab, you can learn how to use the Care Plans provided in the OP application. This includes learning how to activate and enroll patients in Care Plans. You can then take these skills back to the office to help improve patient care.
Charting Nurse Visits	In this Skill Lab, you can learn how best to ensure that your patient charting is complete by documenting all nurse visits.
Charting Well and Sick Visits	In this Skill Lab, you can learn how to document a combined Well and Sick Visit correctly to ensure that you get paid for both visits.
Charting with Templates	Did you know that you can expedite your charting workflow by using templates? In this Skill Lab, we'll cover how to layer templates, create Procedure templates and how to use Phrase construction.
Clinical Customization	OP is a powerful EHR tool. One feature of the application that makes it so powerful your ability to update and customize it. In these Skill Labs, you can learn how to customize OP by updating templates, using phrase construction to create custom phrases, and create customized encounter questions.

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Clinical Reporting	Clinical Reporting is a powerful tool in the OP application, and running Clinical Reports provides you with critical, easy-to-access data. In this Skill Lab, we'll cover the procedure for running Clinical Reports on children due for Well Visits, vaccines, and more.
Daily Billing Functions	Would you like to ensure that you are following Best Practices when it comes to daily billing? This Skill Lab covers how to manage claim errors, how to close your day, and how to generate patient statements.

Self-Paced Skill Labs	
Course Name	**Description**
Linking Your Families in OP	This skill lab will walk the end user through linking families together Financially, Socially and Genetically.
Maintaining Practice Schedules	This Skill Lab goes over how to maintain practice schedules and how to create customized schedules for your providers.
Patient Message eXchange	This Skill Lab goes over creating messages and appointment reminders using the Patient Message eXchange.
Practice Management	Are you an Office Administrator who wants to ensure that your office is following Best Practices for Practice Management? In this Skill Lab, learn hot to improve Patient Contracts, the Staff/Provider Directory, and several other key aspects of practice management.
Referrals	In this Skill Lab, you'll get hands-on experience at implementing Best Practices when creating Referrals, reviewing Referral workflow, and scanning Specialist responses.
Setting up an Insurance Contract	This Skill Lab will show you how to set up the Insurance Contracts for your payer reimbursements in Office Practicum and utilizing this feature.
Understanding Billing Stages	This Skill Lab will show you what the different stages in Office Practicum mean.
Using Prior Notes and Messages	Using messages or prior notes to a current encounter allows you to save time and documentation, think of it as a patient specific template. This is great if you have a patient that comes in regularly and the note documentation will be similar. Walk through this skill lab to learn a few tricks.
Surveys	It's time to put an end to paper surveys! In this Skill Lab, you can learn how to create new surveys, import/export surveys, and how to properly bill for your surveys in OP.
Vaccine Maintenance	This Skill Lab shows you how to use the reports provided in OP to manage your vaccine inventory with maximum efficiency.

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Peer 2 Peer

Peer to Peer (P2P) discussions are open to all attendees during the conference and allow you to exchange ideas with other members of the OP Community. Share ideas on basic medical reports, billing and A/R tips, patient statements, the future of EHR technology and much more!

Peer 2 Peer	
Course Name	**Description**
Are Scribes right for your Practice?	Join this Round Table to explore the advantages of using a Scribe in your office and to gather the information you'll need to implement this concept in your practice.
Are Scribes right for your Practice?	Join this Round Table to explore the advantages of using a Scribe in your office and to gather the information you'll need to implement this concept in your practice.
Be a Lifelong OP Learner	In this Round Table, we would like to get your feedback as to the types of learning you would find most useful to continue to increase your knowledge and optimization of the OP application.
Collecting Payment at the Time of the Visit	In light of higher deductibles and copays, collecting payment at the time of the visit is essential. Join this Round Table to share and learn strategies that have worked for your colleagues.
Contracts	Share ideas with your colleagues about ways to set up Insurance Contracts for the expected reimbursement fees for your office.
EHR Feedback: New Users	Perfect for attendees who have been using OP for less than two years, this Round Table offers feedback from users regarding their favorite features and their major challenges. We'll also share new ideas.
EHR Feedback: Seasoned Users	A great forum for attendees who have been using the OP for two or more years, this Round Table offers feedback from users regarding what they love about the system and what they would like to see improved. We'll also share new ideas.
ePrescribing	Is ePrescribing an integral part of your daily activities? Have you been hesitant to use ePrescribing because you don't know where to start? Join this Round Table to talk with your colleagues about all things ePrescribing.
Improving Vaccination Rates	Join this Round Table to discuss with your colleagues how to improve vaccination rates for your practice and how the OP application can support this important goal.
Lab Interface	Developing a solid lab workflow is critical to using the lab interface. Join this discussion to learn what other offices have done.
Maintaining OP	In this Round Table, colleagues share ideas about maintaining the Address Book and Staff Directory, keeping Superbills up-to-date with codes, and updating Insurance Payers.
Meaningful Use	Whether you are new to Meaningful Use (MU) or you've been attesting for years, join this discussion to learn about the MU journey your colleagues have taken and to incorporate their feedback with your own reporting practices.

Note: Topics and times are subject to change.

Medical Home Working Group (PCMH)	It doesn't matter where you are in your PCMH journey, join this discussion group to learn from others who are going through the process too.
OP 14 Brainstorming Discussion	What new feature would you like to see in OP 14? Here's your chance to share your ideas!
Optimal Scheduling	In this Round Table, you can share ideas with your colleagues about how to use scheduling in your practice with maximum effectiveness.
Patient Message eXchange	Are you using the Patient Message eXchange or thinking about using it? Join this Round Table to learn how this feature could benefit your practice and your patients by learning how other practices use this patient-notification service.

Peer 2 Peer

Course Name	Description
Patient Portal Challenges	Implementing a patient portal is crucial to patient engagement, but it does require certain changes to the existing workflows of your practice. In this Round Table, discuss barriers to portal implementation (such as, patients who don't speak English or who have no internet) and develop solutions with an OP physician who uses the OP Patient Portal every day.
Practice Management Feedback: Claims Processing	Share your feedback about claims processing in OP. We'll discuss what works well, identify challenges, and share ideas for improvement.
Practice Management Feedback: Managing the Overall Health of the Practice	In this Round Table, you can share your feedback with the Product Team about the existing reports you use to monitor the financial health of your practice. You can also suggest new ideas for improvement.
Running Recalls in your Practice	Are you wondering which patients are due for a well visit? How many females need an HPV vaccine? Join your colleagues and learn how they may be using basic medical reports in their office.
Slots and Schedule Templates	Schedule Templates are an integral part of Daily Appointment scheduling. In this Round Table, learn how to use templates to expedite scheduling and how to use Slots to block out the schedule on-the-fly.
Social Media in your Practice	Join this Round Table to share ideas with your colleagues about how you have incorporated social media in your practice. Discussion points include what has worked and what has been a challenge.
Strategies for Reducing Rejections	Share ideas with your colleagues about the types of rejections you typically see in your practice and discuss strategies for preventing them from occurring.
Surveys	How do you use surveys in your practice? Paper, electronic? Join your colleagues to discuss how to optimize surveys and deal with some of the challenges.
The Future of EHR Technology	Wondering where EHR technology is headed? In this Round Table, we'll discuss the Future of EHR Technology, including Remote Patient Monitoring and Reporting.
Vaccine Inventory	How often do you run your reports or count your physical inventory to help you maintain a healthy vaccine inventory? Join this Round Table to get some tips from your peers about how they manage this process in their office.
Visit Templates	In this Round Table, we'll discuss how you can streamline your charting by using templates, how your colleagues use templates, and how you can make the most of them.

Note: Topics and times are subject to change.