Wednesday, July 20 Course Descriptions - Morning

Amphitheater	Emerald I	Emerald II	Diamond I	Diamond II
What's New? A Review of PCC Software and Service Enhancements We know it's tough to stay on top of and implement all of the new features offered by your monthly PCC software updates. If your office has been super busy and you've not yet taken advantage of all the new releases, this class is for you. We will take you on a tour of the best of the recent new features and direct you to other helpful PCC tools and resources that can benefit your office. We'll also give you a glimpse of our development roadmap so you can see what's on the horizon. *Led by Scott Ploof & Chip Hart, PCC* **8:30-10:30** 🟥🟦🟧	**Tour of PCC EHR** Come to this class to get a comprehensive look at PCC EHR. We'll take you through the process of logging in, checking in a patient, charting sick and well visits, completing visit orders, and much more. We'll also review pediatric-specific features such as growth charts, immunization tracking, and customized pediatric templates. *Led by PCC Sales Team* **8:30-10:30** 🟥🟩	**Round Table Discussion for PCC EHR Users** If you're currently using PCC EHR in your office, join us for a quick review of recent PCC EHR enhancements and upcoming features. A lively peer-to-peer discussion will follow, allowing you to share any challenges or wishes and get suggestions from other offices using PCC EHR. As you know, everyone's office and charting is a little bit different, so you're sure to discover new and creative uses for PCC EHR features and workflows that could bring new efficiencies to your office. *Led by Bill VanDeventer, PCC* **8:30-10:30** 🟥🟩	**How Healthy is Your Practice?** Your PCC Practice Vitals Dashboard graphically displays up-to-date information about your practice to keep you informed of its financial and clinical health. Join us for a tour of the Dashboard and an explanation of many of the key practice indicators, including Revenue-per-Visit, E&M Coding, A/R Days, Pricing, Vaccination Rates, and much more. We will also explore the Advanced Dashboard features including a Provider E&M Coding Analysis tool, a Payor Revenue Trend Analysis, a listing of patients overdue for well visits and flu shots, and much more. *Led by Tim Proctor, PCC* **8:30-10:30** 🟥🟦🟩	
How to Leverage ARRA to Finance your Pediatric EHR The American Recovery and Reinvestment Act includes an opportunity for physicians to apply for funding for EHR purchases. Learn about the eligibility requirements for pediatricians, how much money you could get, and the hoops you'll have to jump through in order to receive the money. After this class, you'll be able to make an informed decision regarding your participation in the ARRA EHR incentive program. *Led by Erica Greenwood & Tim Proctor, PCC* **10:45-11:45** 🟥🟩	**Refine Your Scheduling Skill** Busy pediatric offices need fast and effective scheduling and PCC's Patient Scheduler (`sam`) is designed to deliver. In this class, we'll build scheduling skill by reviewing lesser known and advanced features of the Patient Scheduler. We'll be sure to leave time for Q&A, so bring your questions, unique scheduling challenges, experiences, and solutions! *Led by Randy Lavin, PCC* **10:45-11:45** 🟧	**Go Mobile with Pocket Partner** Carry the power of Partner and PCC EHR with you as you care for patients at home, at the hospital, and even on the beach! Pocket Partner allows you to access your schedule and clinical details, and enter notes about phone calls you receive or hospital visits you make for any patient in your system. Pocket Partner will also automatically log your notes in Partner's pen program or in PCC EHR, making billing for your out-of-office services a snap. *Led by Bill VanDeventer, PCC* **10:45-11:45** 🟩	**Leverage Form Letters for Increased Productivity** Take advantage of Partner's Form Letter capabilities to significantly increase productivity in many areas of your practice and communicate efficiently and effectively with your patients and account holders. We'll take you from the basics of adding a new form letter to the complexities of making that letter stand out. We'll also discuss designing form letters for use with the Patient Recaller, automatically adding flags, logging messages and more! *Led by Peter Perkett, PCC* **10:45-11:45** 🟦🟧	**New Snap Codes Simplify Charge Posting and Reduce Errors** The new vaccine administration codes introduced earlier this year prompted the development of Snap Codes, a new tool that can be used for so much more than just vaccines. If you've ever wanted to post groups of charges simply and easily, give Snap Codes a try. Customers say "it's a Godsend" and attest to faster checkout with fewer errors. *Led by Romni Palmer, PCC* **10:45-11:45** 🟦🟧

🟥 = Management Track 🟦 = Billing/Coding Track 🟩 = Clinical Track 🟧 = Scheduling & Front Desk

Wednesday, July 20 Course Descriptions - Afternoon

Amphitheater	Emerald 1	Emerald 2	Diamond 1	Diamond 2

The Process of Becoming a Medical Home
Is your office a patient-centered medical home? Find out what it takes to become a medical home and why you might want to seek 2011 NCQA PCMH accreditation. Learn insider secrets from PCC customer BCA Medical Associates, and Susanne Madden of The Verden Group, who has led many practices to successful achievement.

Following the initial introduction to PCMH, a workshop-style session will focus on the six standards of care which can result in one of three levels of NCQA PCMH Certification. Join us to assess your current achievements toward medical home implementation and to get started on the path toward certification. *Led by Susanne Madden, President & CEO, The Verden Group, Inc.* **1:00-4:00**
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BONUS!
PCC clients receive special direction regarding reports to facilitate your PCMH application!

THIS SPECIAL 3 HOUR SESSION STARTS AT 1:00PM AND CONTINUES UNTIL 4:00PM

How to Survive in a Big Practice Market
Healthcare Reform is quickly changing the landscape for private practice pediatricians. New regulations seem to pop up every day and insurers are creating new hoops for you to jump through. Your overhead is increasing and families are still struggling financially, which makes your collection process difficult. As a small or medium sized practice, you may feel like you are swimming up stream. In this class we'll examine the benefits of private practice, discuss the challenges and opportunities in today's healthcare marketplace, and share ideas for how you can continue to operate independently. *Led by Chip Hart, Director of Pediatric Solutions, PCC* **1:00-2:30** 🟥

Practice Makeover: 101 Ways to Transform Your Medical Practice
There is no doubt that medical practices are being challenged. Not only are we struggling with insurance companies and their ridiculous rules, but we also face challenges when trying to access capital, respond to employment and staffing issues, collect money, and meet patient demands. Now is the time to rethink the components of your practice and explore potential changes that are needed to meet the demands of this new, value-driven, high-volume-low-margin healthcare environment. *Led by Brandon Betancourt, MBA, Practice Administrator, Salud Pediatrics, Algonquin, IL* **1:00-2:30** 🟥

Practical Pediatric Legal Update
Catch up on the hot legal topics affecting pediatric practices across the country. Learn about federal human resource law developments which affect protocols for hiring, leave decisions, terminations and benefit administration. Review changes that should be made to your privacy and security policies as a result of the HITECH Act. Evaluate the role of social media in your practice and the need for updated policies. Review practice partnership agreements and insurance arrangements in light of pressures from the current regulatory environment and the future plans of your practice. Our legal advisors will invite your questions in order to best focus this program on the legal concerns that are important to you. *Led by Anne E. Cramer, Esq. & Shireen T. Hart, Esq., Primmer Piper Eggleston & Cramer PC* **1:00-2:30** 🟥

Recall Strategies for Real Pediatric Meaningful Use
With all the recent talk about proving meaningful use, we wonder if you are using technology in your office meaningfully--that is to say, in order to provide better care for your patients. Monitoring chronic care patients is a staple of every successful pediatric practice. Learn tips and tricks to get each and every one of your patients in for those physicals, flu shots, and more. We'll share the secrets of other pediatric practices about which methods work best and take the least resources. Samples will be provided. *Led by Chip Hart, Director of Pediatric Solutions, PCC* **2:45-4:00** 🟥 🟩

Keep Patients Coming Back with Partner's Patient Recaller
Put Partner's Patient Recaller to work for your practice. In this class, you'll get hands-on experience using the Patient Recaller to complete tasks such as recalling patients for physicals, reminders for flu shots, filling out forms, creating labels and lists, printing simple reports and more. Come learn how to put this powerful clinical tool to work for you. *Led by Peter Perkett, PCC* **1:00-2:30** 🟥 🟩 🟧

Boost Your PCC EHR Charting Productivity
Ideal for clinicians who are new to PCC EHR, or for anyone looking to improve their charting efficiency. This session provides an overview of the PCC EHR electronic charting process and tips for improving consistency and accuracy of chart documentation. We will specifically review how computerized physician order entry (CPOE) can improve communication and effective workflow for placing and fulfilling immunizations. We will also show you how to navigating your task queue and implement Answer Memory features to make your charting smarter and faster. *Led by Lisa Legge, PCC* **2:45-4:00** 🟩

Preparing for PCC EHR
PCC has led over 100 pediatric providers to successful PCC EHR implementation. Is your practice planning to be the next in line? This course will outline specific ways your practice can start preparing now, such as identifying an EHR team, determining your office's technology needs, creating a plan for office-wide communications, and developing a chart migration strategy. *Led by Lisa Legge & Jane Saunders, PCC* **1:00-2:30**
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Maintaining Provider Work Schedules
Come learn how to properly configure Partner's Scheduler (sam) to meet your practice's needs. Find out how the provider's work profiles (profile), monthly calendar (scrod), visit reasons (ted), configuration items (ced) and blocking files all come together to define your provider's work schedule. This class is ideal for anyone who wants to learn more about maintaining provider work schedules. *Led by Randy Lavin, PCC* **2:45-4:00** 🟧

Thursday, July 21 Course Descriptions - Morning

Amphitheater	Emerald 1	Emerald 2	Diamond 1	Diamond 2
Get Your Ask In Gear: How to Ask for Money and Still be Liked Each day an account ages, you lose money, and the collection likelihood drastically decreases. Collect more money owed to you quicker, cheaper, with greater confidence, and without using a collection agency. This high-energy collections training workshop will show you how to collect more money at the time of service, create profitable payment arrangements, collect your delinquent accounts, and keep satisfied patients. Increase your bottom line! *Led by Jeff Staads, Business Resource Center* **8:30-11:45** 🟦🟧 ***THIS SPECIAL 3 HOUR SESSION STARTS AT 8:30AM AND CONTINUES UNTIL LUNCHTIME***	**Finding and Keeping the Right People** This session will provide information, specific tools and techniques to help any health care organization find, train and keep good staff. We will demonstrate screening methods that quicken the hiring process and boost employee retention rate. Attendees will be introduced to new training techniques and creative alternatives to employee education. We will discuss the roadblocks to rewarding staff members and prescribe solutions for vaulting those barriers and drawing out the best in employees. Attendees will be introduced to solutions including: Templates, assessment tools that fit the right person to the right position, performance evaluation examples, innovative methods to educate and inspire staff, "wicked good" interview questions, background data, helpful resource lists, tips for successfully managing the firing/layoff process and other helpful tools. *Led by Tim Rushford, Medical Startup Practice Group and PedsOne Billing Service* **8:30-10:30** 🟥	**Discover Alternative Revenue Sources** Traditional services such as pediatric preventive care, chronic disease management, and the care of children with acute illness are important and valuable. In addition to these staple services offered by the typical pediatric practice, a wide range of additional services can be provided. Non-traditional services can increase patient satisfaction, augment quality of care, and add revenue to your practice. Get ideas for potential new services and learn how to financially evaluate options using a revenue projection worksheet. *Led by Lynn Cramer, RN of Eden Park Pediatrics* **8:30-10:30** 🟥	**PCC eRx - Your Prescription for Automated Prescribing** PCC eRx, powered by DrFirst, is offered through PCC EHR and can be added in advance of PCC EHR implementation as part of a stepped process toward clinical automation. Join us for a hands-on tour which covers beginner and advanced use of PCC eRx. We'll explore the connectivity between PCC eRx and PCC EHR, show new users how to get started with PCC eRx, and cover advanced tips and tricks to help you gain speed and workflow efficiencies. *Led by Jane Saunders, PCC* **8:30-10:30** 🟩	
	Creating Distinction in the Medical Practice Even in today's competitive economy, most customer service is so lackluster that small improvements are easily recognized, appreciated and rewarded by customers. Health care practices are no exception. Customers and patients flock to those companies and practices that make the effort to create an environment of caring, attention, involvement, follow-up and empathy. Achieve high service quality by: Creating a vision, establishing practice values, staying connected with the business of people, and working continuously towards distinction in service. *Led by Tim Rushford, Medical Startup Practice Group and PedsOne Billing Service* **10:45-11:45** 🟥	**How to Inoculate Yourself Against the Hidden Costs of Vaccines** What does it really cost to administer vaccines? Learn how to measure your real product and administrative costs and discover practical ways to make your delivery more efficient. *Led by Chip Hart, Director of Pediatric Solutions, PCC* **10:45-11:45** 🟥🟩	**PCC EHR Care and Feeding** Your PCC EHR Go-Live was a success! So, now what? PCC EHR continues to grow as do the needs of your office. Ongoing care is needed to sustain smooth long-term use of your PCC EHR system. If you're online and wondering what's next, join us for a review of the PCC EHR Administrator tools and a discussion about how to stay up-to-date with the latest feature releases. *Led by Jane Saunders, PCC* **10:45-11:45** 🟥🟩	**Solving Money Mysteries: Credits, Overpayments, Takebacks, Refunds, & Fees** Some days you need the experience of Sherlock Holmes to reconcile the checks and EOBs with patient services. And, if tracking down those takebacks, overpayments, and credits isn't challenging enough, you also need to know how to apply them properly. We'll help you wrap up your money mysteries by taking you through the process of correctly recording these situations and explaining how following the correct process leads to accurate reporting. *Led by Maria Horn, PCC* **10:45-11:45** 🟦

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Thursday, July 21 Course Descriptions - Afternoon

Amphitheater	Emerald 1	Emerald 2	Diamond 1	Diamond 2
AAP Resources for Best Practices Become the best practice you can be by joining the hundreds of other pediatricians and office managers who are members of SOAPM, the AAP's Section on Administration and Practice Management. Discover how membership in SOAPM will allow you to network with your peers and keep up with the ever-changing healthcare marketplace. And, learn about the collaboration happening between the AAP and NCQA to inform pediatricians about the new 2011 patient-centered medical home standards. *Led by Trisha Calabrese, MPH, AAP, Jeanne Marconi MD, The Center For Pediatrics of Norwalk, CT, and Christoph Diasio, MD, Sandhills Pediatrics, NC* **1:00-2:30** 🟥	**Electronic Eligibility Verification: Partner Does it For You!** Verification of your patients' insurance eligibility is an essential part of your pre-visit routine. In this class you'll learn how Partner's newest eligibility verification features–including real-time/on-demand service for supporting payers–will help you verify and track coverage data. See how to verify insurance identifiers and deductible and copay information so you can collect appropriately at the time of service and from insurers. *Led by Justin Ballou, PCC* **1:00-2:30** 🟦 🟧	**Tour of PCC EHR** Come to this class to get a comprehensive look at PCC EHR. We'll take you through the process of logging in, checking in a patient, charting sick and well visits, completing visit orders, and much more. We'll also review pediatric-specific features such as growth charts, immunization tracking, and customized pediatric templates. *Led by PCC's Sales Team* **1:00-2:30** 🟥 🟩	**Explore Pediatric Reports offered by Partner's Smart Report Suite (srs)** PCC understands the pediatric-specific reports you need to run at your practice. This valuable data is readily available in PCC's Smart Report Suite (srs). Put this powerful Partner program to work for your practice by learning how to access and leverage this data. We'll review the report categories within srs that can assist your office with clinical, billing, and practice management tasks. Learn how to select, run, and restrict data for a report as well as choose a destination and output format. *Led by Scott Ploof, PCC* **1:00-2:30** 🟥	**Hands on with the Protocol Builder** We know that you chart a bit differently from your peers. PCC EHR offers the flexibility to build customized chart templates (we call them protocols) to match your preferred workflow. In this hands-on class, we'll review the building blocks available to you and walk you through the process of mixing and matching the options to build the protocol that best matches the way you practice. *Led by Jane Saunders, PCC* **1:00-2:30** 🟥 🟩
How to Do Your Own Pediatric Coding Audit - ✴**1 CEU** Learn how to audit E&M documentation at your practice, including how to choose which charts to audit, the three overarching components of E&M documentation and what's included in them, how to score a note, and how to present the results to your providers and managers. You will also receive auditing tools and educational materials. *Led by Donelle Holle, RN, Peds Coding Inc.* **2:45-4:00** 🟦 🟩	**Improve Collections With the Help of Your Front Office Team** A successful collection process requires a team effort. Your front office starts the process by verifying insurance information and eligibility. Communication is a key element of success. We'll share tips and techniques for a professional and effective front desk with an emphasis on team cohesiveness for a better bottom line. *Led by Maria Horn, PCC* **2:45-4:00** 🟦 🟧	**New Pediatric Benchmarks for Productivity, Staffing and Overhead** Have you ever wondered if you have enough or too few staff, or if you are paying staff in line with other offices? And, how does your productivity compare with other pediatric practices? Based on survey input from pediatric practices across the country, PCC recently created pediatric-specific benchmarks focusing on productivity, staffing FTE levels and costs, and practice overhead. Join us to review these new benchmarks and see how you measure up to your peers! *Led by Tim Proctor, PCC* **2:45-4:00** 🟥	**Test Drive PCC EHR** Take PCC EHR out for a spin in this hands-on workshop. We'll provide the workstations, and you'll provide the adventurous spirit. There is no lecture in this class! We'll provide login information for PCC EHR and then hand the reins over to you. Find out what it feels like to document a visit electronically, review a chart in preparation for an incoming visit, and work from a task queue. PCC staff will be on hand to answer your "how-to" and workflow questions. *Led by PCC Staff* **2:45-4:00** 🟥 🟩	**Dos & Don'ts of Partner Insurance Configuration** Do you want to be paid on time? Regular maintenance of your insurance plan configuration leads to accurate and timely reimbursement. Proper configuration is also essential to obtaining meaningful reporting. Join us for an overview of hcfa batches, payer ids, insurance grouping and more. We'll show you how the configuration files relate and explain fixes for common pitfalls that may be costing you money in the form of delayed or unpaid claims. *Led by Doug Brosseau, PCC* **2:45-4:00** 🟥 🟦 🟧

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Friday, July 22 Course Descriptions - Morning

Amphitheater	Emerald 1	Emerald 2	Diamond 1	Diamond 2
Pediatric Coding Updates for 2011 - ☀ 2 CEUs Learn about the new NCCI edits used by Medicaid and about how the Conversion Factor may affect your pediatric practice. Review the new immunization administration codes and how to correctly bill for them, and discuss the use of modifiers and documentation. Participate in a discussion about the importance of ICD-9 coding, critical care, prolonged care and leveling of care as well as much more to give your practice the biggest bang for your buck! *Led by Donelle Holle, RN, Peds Coding, Inc.* **8:30-10:30** 🟦🟩	**Electronic Claim Responses: Pay Attention and Get Paid! (Part 1 of 2)** Monitoring and clearing up insurance claim rejections is an important part of maintaining a healthy bottom line. We'll show you the best reports and process to keep up with and respond to claim rejections. We'll also teach you how to decode the cryptic claim response messages the insurance companies send you and what to do when your secret decoder ring doesn't work. *Led by Justin Ballou, PCC* **8:30-9:30** 🟥🟦 **Electronic Remittance Advice: Meet Your Payment Posting Partner (Part 2 of 2)** Do you wish Partner could post payments for you automatically? It can! You choose the insurers and payments to post. With the push of a button, Partner will apply as much as it can automatically and let you know what's leftover for you to post manually. We'll provide a short introduction to the new automatic posting feature, then open the floor to your questions. *Led by Justin Ballou, PCC* **9:30-10:30** 🟥🟦	**Show Me the Ropes: EHR Panel Discussion** Thinking about an EHR, or have questions about your current one? Listen as a panel of PCC clients using PCC EHR and other EHR partners share their experiences on decision making, implementation, successes, and lessons learned. There will be ample opportunity to ask the panel questions of your own. *Led by Paula VanDeventer, PCC* **8:30-10:30** 🟥🟩	**How Healthy is Your Practice?** Your PCC Practice Vitals Dashboard graphically displays up-to-date information about your practice to keep you informed of its financial and clinical health. Join us for a tour of the Dashboard and an explanation of many of the key practice indicators, including Revenue-per-Visit, E&M Coding, A/R Days, Pricing, Vaccination Rates, and much more. We will also explore the Advanced Dashboard features including a Provider E&M Coding Analysis tool, a Payor Revenue Trend Analysis, a listing of patients overdue for well visits and flu shots, and much more. *Led by Tim Proctor, PCC* **8:30-10:30** 🟥🟦🟩	**What's New? A Review of PCC Software and Service Enhancements** We know it's tough to stay on top of and implement all of the new features offered by your monthly PCC software updates. If your office has been super busy and you've not yet taken advantage of all the new releases, this class is for you. We will take you on a tour of the best of the recent new features and direct you to other helpful PCC tools and resources that can benefit your office. We'll also give you a glimpse of our development roadmap so you can see what's on the horizon. *Led by Scott Ploof & Chip Hart, PCC* **8:30-10:30** 🟥🟦🟧
Preparing for ICD-10 Federal legislation requires a transition to ICD-10 coding on October 1, 2013. Find out why this change is happening, review the timeline for the change, and learn what PCC is doing to help you make the switch. We'll spend a good part of this class examining the basics of the ICD-10 coding system and learning how to prepare doctors and staff for this new coding adventure. *Led by Jan Blanchard, CPC, CPEDC, PCC* **10:45-11:45** 🟦🟩	**Managing Denials and Appeals** Improve timely reimbursement by effectively managing denials and appeals. Learn how EDI reports can help you understand the insurance denials and appeals process and discuss how to respond to common situations. Discover how Partner can help you automate the process, get tips and tricks that will help you find denied claims that need work, and track your success. *Led by Maria Horn, PCC* **10:45-11:45** 🟥🟦	**Tips & Tricks for the Partner Power User** Maximize the productivity of your office with time-saving tips and Partner pointers. Learn shortcuts to help streamline your daily operations and discover the benefits of Partner features you may not be using. This course will also review some of the best Partner pointers to save you time and increase the efficiency of your office. Work smarter to meet the high expectations of your patients. *Led by Chris Forleo, PCC* **10:45-11:45** 🟦🟧	**Management Reporting for Financial Oversight** Discover the important financial and clinical information that should be regularly analyzed and shared to responsibly oversee practice operations. We will also review strategic reports that focus on investigating long term growth and performance trends and guide you towards making sound decisions about how to invest practice resources. This class will include an interactive session providing you with an opportunity to explore a variety of management reports using PCC's Smart Report Suite and Practice Vitals Dashboard. *Led by Tim Proctor, PCC* **10:45-11:45** 🟥	**New Snap Codes Simplify Charge Posting and Reduce Errors** The new vaccine administration codes introduced earlier this year prompted the development of Snap Codes, a new tool that can be used for so much more than just vaccines. If you've ever wanted to post groups of charges simply and easily, give Snap Codes a try. Customers say "it's a Godsend" and attest to faster checkout with fewer errors. *Led by Romni Palmer, PCC* **10:45-11:45** 🟥🟦🟧

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Friday July 22 Course Descriptions - Afternoon

Amphitheater	Emerald 1	Emerald 2	Diamond 1	Diamond 2
Coding for Clinicians: The Value of Thorough Chart Documentation - ☀1.5 CEUs Codes that have higher values and higher reimbursement require corresponding documentation of the work that you've done. It's a challenge to diagnose and code all you do in your fast-paced pediatric office. In this course we will discuss the documentation and coding requirements for common visit types and strategies for properly recording the work you've done to support the codes you choose. *Led by Jan Blanchard, CPC, CPEDC, PCC* **1:00-2:30** 🟦🟩	**New Challenges for Personal Collections: Larger Copays and High Deductibles** Could you use some tips on collecting personal balances? Starting with when the appointment is made, we will discuss the many opportunities in which to ask for payment and how to do so effectively. We will also look at the many features Partner has to help with the personal collections process, including programs such as bills, Personal Money Tracking Assistant (`persview`), Ebills, the Collection Report (`coll`), and more. *Led by Doug Brosseau, PCC* **1:00-2:30** 🟥🟦	**Preparing for PCC EHR** PCC has led over 100 pediatric providers to successful PCC EHR implementation. Is your practice planning to be the next in line? This course will outline specific ways your practice can start preparing now, such as identifying an EHR team, determining your office's technology needs, creating a plan for office-wide communications, and developing a chart migration strategy. *Led by Lisa Legge & Jane Saunders, PCC* **1:00-2:30** 🟥🟩	**Keep Patients Coming Back with Partner's Patient Recaller** Put Partner's Patient Recaller to work for your practice. In this class, you'll get hands-on experience using the Patient Recaller to complete tasks such as recalling patients for physicals, reminders for flu shots, filling out forms, creating labels and lists, printing simple reports and more. Come learn how to put this powerful clinical tool to work for you. *Led by Peter Perkett, PCC* **1:00-2:30** 🟥🟩🟧	**Refine Your Scheduling Skill** Busy pediatric offices need fast and effective scheduling and PCC's Patient Scheduler (`sam`) is designed to deliver. In this class, we'll build scheduling skill by reviewing lesser known and advanced features of the Patient Scheduler. We'll be sure to leave time for Q&A, so bring your questions, unique scheduling challenges, experiences, and solutions! *Led by Randy Lavin, PCC* **1:00-2:30** 🟧
How to Do Your Own Pediatric Coding Audit - ☀1 CEU Learn how to audit E&M documentation at your practice, including how to choose which charts to audit, the three overarching components of E&M documentation and what's included in them, how to score a note, and how to present the results to your providers and managers. You will also receive auditing tools and educational materials. *Led by Donelle Holle, RN, Peds Coding Inc.* **2:45-4:00** 🟦🟩	**How to Avoid Fraud and Embezzlement** We've all heard horror stories of offices that have fallen victim to fraud and embezzlement. Don't let this happen to your office! In this class, we'll show you how to combine Partner and office policies to create a system of checks and balances to highlight and prevent problems. Find out how to implement preventive measures that reduce criminal opportunity and protect your employees, your patients, and your office. *Led by Maria Horn, PCC* **2:45-4:00** 🟥🟦			

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