



# 2010 NetPractice User Conference

## Session Descriptions

### Welcome Sessions

<b>Welcome</b>	Susan E. Hagerty, CEO and President of Noteworthy Medical Systems, will review highlights of the past year and plans for the future.
<b>Keynote</b>	Stefan Winter, M.D., Chief Medical Officer of CompuGROUP—the parent company of Noteworthy Medical Systems—will discuss technological advances in global healthcare.
<b>User Group Kickoff</b>	Sandy Hubbell, Noteworthy’s Vice President of Product Development, will discuss the philosophy behind the new User Conference format, introduce the Product Management team and discuss the high level strategic plans for product suite for 2010. The User Group Kickoff will include a <b>Customer Objectives Breakout Session</b> . This session is intended to help Noteworthy product managers identify customer objectives for 2010 and beyond. What are the biggest barriers to automating your practice? What are your organizations’ key objectives for the future and how can we work on these together?

### NetPracticePM Workshops

<b>Patient Collections</b>	Extract more money out of your receivables by using the NetCollections module in NetPracticePM. This automated tool manages hard to collect accounts through a progressive letter writing campaign and/or a payment plan tracking log. Increase your collections and reduce costs and the effort you have to expend on past due accounts.
<b>Insurance &amp; Account Follow Up</b>	Expert instruction on the insurance billing functions, A/R reports and patient statements. We’ll cover Insurance Billing Functions, Electronic Claims Process, Delinquent Insurance Menu, Insurance Related Reports, A/R Reports and Electronic Patient Statements.
<b>Insurance Collections</b>	Take your NetCollections module to the next level. This tool gives you the ability to aggressively work your insurance receivables by defining payor specific parameters. Track the expected payment threshold, timely filing limits and automatically generate appeal letters. Accelerate payer reimbursement, generate statistical claim reporting and eliminate manual processes.
<b>NetPay</b>	<b>Updated!</b> How are you handling increasing patient payment obligations, educating patients about their consumer obligation, and how are you collecting at the point of care? Learn how NetPay can streamline this process, obtain payment authorizations for future services and reduce your overhead costs in working your A/R statements and collection letters. Also learn about the upcoming option of online bill pay!
<b>EDI Update</b>	<b>Updated!</b> Learn about the timeline and steps Noteworthy is taking to prepare for transition to HIPAA 5010 transactions. Get answers to frequently asked questions regarding EDI processes and set-up of electronic secondary claims as well as electronic crossovers. Emdeon will present their Provider Vision product that will be integrated with NetPracticePM in version 7.4. Come and learn about the exciting changes!
<b>NetPracticePM: Did You Know?</b>	This popular session will reveal a series of tips, tricks and helpful hints for NetPracticePM so you get the most from your software. You will walk away saying, “I didn’t know that!” and “I can’t wait to show my office!”
<b>What’s New in NetPracticePM?</b>	<b>Updated!</b> Are you sure you know everything about your NetPracticePM software? This session will provide an overview of features released over the past year.
<b>NetPracticePM User Group</b>	<b>Updated!</b> Hosted by our PM product manager, this User Group is intended to truly enhance the communication between our customers and the Noteworthy leadership team. This is the perfect opportunity to learn about the future of NetPracticePM and weigh in on strategic planning!



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### NetPracticeEHRweb Workshops

<b>Intro to NetPracticeEHRweb</b>	<b>New!</b> Whether you're a NetPracticePM client wishing to add an advanced EHR to your practice, or an ERX/RESULTS user ready to transition to a full EHR, this is the perfect session to learn more about NetPracticeEHRweb, our web-based patient management system, and how it will benefit your practice. NetPracticeEHRweb enables provider-to-provider communications, referrals, consults, data sharing and the ability to view patient medical data within a community. Join us to learn more!
<b>Order Sets Tutorial</b>	<b>New!</b> This session will allow you to learn more about recent enhancements to the order set feature that will be released in 2008 CCHIT Certified NetPracticeEHRweb 7.0, as well as provide feedback on changes.
<b>Templates: The Next Generation</b>	<b>New!</b> This tutorial on EHRweb's newest template editor will also be a chance for users to provide feedback for future enhancements.
<b>NetPracticeEHRweb: Did You Know?</b>	<b>Updated!</b> This popular session will reveal a series of tips, tricks and helpful hints for NetPracticeEHRweb so you get the most from your software. We promise you'll walk away saying, "I didn't know that!" and "I can't wait to share this with our other clinicians."
<b>NetPracticeEHRweb User Group</b>	<b>Updated!</b> Hosted by our EHRweb product manager, this User Group is intended to truly enhance the communication between our customers and the Noteworthy leadership team. This is the perfect opportunity to learn about the future of NetPracticeEHRweb and weigh in on strategic planning!

### Vendor-Neutral EHR Workshops

<b>Auditing Your EHR</b>	<b>New!</b> Taught by consultant and 30-year healthcare veteran Diane Zucker, this workshop will ensure you are compliant and coding is correct. It will include a review of auditing the EHR in terms of coordination of HPI, PMH, SH and FH with ROS, exam and the medical decision making component. You will also review EHR processes to ensure you are maximizing your charge capture and revenue.
<b>The Compliant EHR Process</b>	<b>New!</b> Taught by consultant and 30-year healthcare veteran Diane Zucker, this workshop will review key issues that need to be addressed in setting up EHR policies and procedures with respect to documentation of care, who can document what, documentation timing, closure of notes, addenda and amendments.
<b>Meaningful Use</b>	<b>New!</b> An update on the latest CMS rules for demonstrating meaningful use of EHRs and receiving incentive payments. Health organizations need to evaluate their gaps in meaningful use and develop a response plan. Learn how NetPractice products can help you in regard to the latest news.

### Workshops for NetPracticeEHRweb and NetPracticePM Clients

<b>Successful Implementations: Training Your Staff</b>	<b>New!</b> This session will involve discussion of clinics' top challenges in hiring, training and retaining staff. This session will provide helpful tips such as working with community colleges to obtain medical profession interns on trial basis before offering a position. In addition, we'll discuss the usefulness of virtual training, which makes training new staff much more affordable, as well as cover Workflow Optimization and the need and purpose for Superusers.
<b>Reporting</b>	<b>Updated!</b> Do you know the difference between standard reporting, analytics and business intelligence? Reporting is a complex problem with several solutions. This will be an educational interactive session as we present alternatives and discuss the benefits of each approach for your practice.
<b>WebPractice Patient Portal</b>	<b>Updated!</b> In this session product managers will share the exciting future of WebPractice and its newest features, including clinical data from NetPracticeEHRweb and a streamlined implementation process. WebPractice allows you to provide patients with controlled, limited access through your website for pre-registration, account review, appointment scheduling, inquiry and cancellation, referral requests and more.



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**Classes by MedConRx** (Mary Lyman, BSN, MBA, formerly of InfoWorks, has received rave reviews by our conference attendees over the years, so we're excited to have her back!)

<b>Conflict Resolution</b>	<b>Updated!</b> Every manager wonders when and how to dissolve conflict in the workplace. Some degree of conflict is good, but just how much is beneficial? This course teaches managers when to step into a situation to help resolve conflict within the department. Learn resolution skills, how to distinguish between good and negative conflict, and steps to take when dealing with negative conflict.
<b>Benchmarking Your Practice</b>	<b>New!</b> Successful practices measure their financial success using benchmarking tools. This course defines benchmarking and covers where such data comes from, how to read it and how to use it effectively to benefit your practice.
<b>Organizing and Dealing with Change</b>	<b>New!</b> Do you know when and how to make constructive changes? This course helps the manager to look at his/her department or practice, determine what changes need to be made and how to effectively implement those changes while helping the practice realize internal goals.

### Support Opportunities

<b>KnowledgeXchange</b>	<b>New!</b> Through 15-30 minute informal presentations, your colleagues will share best practices on a range of work-related topics and moderate a discussion around this subject. Everyone will have the opportunity to share success, solve problems together and build a network. <b>Accepted sessions will be published April 12</b> so attendees can augment their schedules with those sessions that most interest them.
<b>NetPractice Product Center</b>	<b>New!</b> Is your practice considering adding a new NetPractice product? Has a session piqued your interest to learn more? The NetPractice Product Center will be an area for all attendees to see and learn more about the entire NetPractice product suite—view a demo, get literature, learn about pricing or ask any question of our staff about the purchasing and benefits of our products.
<b>OnSite Help Desk</b>	<b>New!</b> The opportunity to learn from someone face-to-face is too infrequent in the modern age. This area will be staffed each day in order to provide expert technical support to current NetPractice product users. Stop at your convenience and ask NetPractice technical support experts any product-related questions!