

2012 VOW Centricity User Conference:

Session Descriptions



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| <b>Advanced CEDI</b>  | A top level look at how your practice can submit claims, receive electronic remittance advice and submit eligibility requests through a single, complete solution.  |
| <b>Advanced Letters and Handouts</b>                        | Utilizing MEL and data symbols to enhance patient educational materials and outgoing correspondence.  |
| <b>ASP Hosting Solutions</b>                                | If your practice has experienced headaches with system networking; including networking multiple facilities, security over data, or hiring IT staff, then this is a must-attend class. Learn more about our Application Service Provider Solution and how we can maintain and manage your database(s) on our house of servers.  |
| <b>Baby Steps to EMR</b>                                    | This session will show you how to prepare and transition your practice into using an electronic medical record.   |
| <b>Basic CCC Form Modifications</b>                         | Learn how to make basic changes to your CCC forms.  |
| <b>Collections and A/R</b>                                  | This course allows practices to learn how to work Accounts Receivables, Collections and Collection Reports/Letters within the Centricity Practice Solution (CPS) v10.   |
| <b>Confidentiality, Sensitivity and Unique Chart Access</b> | Enhance your practice's ability to restrict access to documents, charts and specific activities within the EMR chart.   |
| <b>Consulting Services--Human Resources</b>                 | Virtual OfficeWare's HR Consulting Services allows physicians and their staff to concentrate on delivering quality patient care, while our team of experts focus on increasing your practice's efficiency, productivity, communication and employee morale. Come learn how our talent acquisition, temporary staffing, HR project management, training and support services can keep your practice compliant and healthy. |
| <b>EMR Orders A to Z</b>                                    | An opportunity for beginners and even the more advanced EMR users, to learn how to build and use EMR orders.  |

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| <b>EMR Reports &amp; Queries</b>  | Learn how to query your EMR and generate reports that allow your practice to run more efficiently.  |
| <b>EMR User Information Exchange</b>                                    | A Round table discussion setting constructed ideally for EMR users to share ideas, best practices and essential tips. Learn from experienced users how to better utilize CPS-EMR within your practice.  |
| <b>EMR Voice of the Customer</b>  | This EMR session will be a focused forum for sharing ideas, concepts and trends to improve the functionality of CPS.  |
| <b>eRx</b>  | Learn how E-prescribing electronically transmits prescriptions to pharmacies, allows for renewal request(s), and gain insight into information surrounding eligibility, formulary and medication history.   |
| <b>Letters, Handouts and Data Symbol Fundamentals</b>                   | This class allows for users to learn how to incorporate symbols to pull pertinent patient data into your custom letters and handouts.   |
| <b>Meaningful Use</b>   | <b>General Session Discussion:</b> A look ahead at what Stage 2 of Meaningful Use will entail. What does Stage 2 mean for practices and what's necessary to achieve this regulatory change in healthcare.   |
| <b>MQIC</b>   | Don't miss this session if you are interested in receiving more details on MQIC and how reporting can help improve the quality of data and patient care over time. This consortium extracts data from the Centricity EMR and provides useful reports for physicians and practices to benchmark their performances against a national database.  |
| <b>Multifactorials</b>  | Learn how to create and utilize CCC functionality to help streamline patient encounters.  |
| <b>New Features CPS 10</b>  | CPS offers a new and welcoming design engineered with streamline navigation and new updated features. Join us to learn what to expect in this latest version.   |
| <b>Optimizing Transaction Column Sets for Payment Entry and Reports</b> | What can transaction column sets do for you? Learn how transaction column sets can maintain and enhance your report capabilities. Gain knowledge on setting up your payment types, adjustment types and more.   |
| <b>Patient Portal: How to delight your patients and keep them loyal</b> | "Design for Delight", Intuit's #1 strategy for innovation, is transforming how 4,600,000 patients interact with their practices in a way that increases their loyalty while improving office efficiency. Hear one practice's story of how their integrated Intuit Health portal is making it easier for patients to visit their practice. <b>Learning Objective:</b> <i>Learn how you can delight your patients – the largest, lowest cost, and most qualified work force at your disposal – to improve your bottom line.</i> |

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| <b>PM &amp; EMR Tips and Tricks</b>       | Learn new ways to complete tasks efficiently and timely.  |
| <b>PM Reports and Financial Dashboard</b> | This session will review end of day and month end processes, reporting and closing policies.  |
| <b>PM User Information Exchange</b>       | A Round table discussion setting constructed ideally for PM users to share ideas, best practices and essential tips. Learn from experienced users how to better utilize CPS-PM within your practice.  |
| <b>PM Voice of the Customer</b>           | This PM session will be a focused forum for sharing ideas, concepts and trends to improve the functionality of CPS.   |
| <b>Protocols</b>                          | You will learn the appropriate use and management of protocols, which are sets of rules that define what tests and interventions are applicable and at what age or intervals they should be performed.  |
| <b>Provider Round Table</b>               | This session will be for providers (MD's, PA's, CRNP's, etc.) to gather together and share ideas and best practices on utilizing CPS within your practice.  |
| <b>Security and User Management</b>       | This session will review the security component of PM and provide answers to questions, concerns and challenges you may encounter.  |
| <b>Upgrade</b>                            | A review of CPS versions currently available and requirements necessary to upgrade.   |
| <b>VFE</b>                                | Learn how Visual Form Editor allows your practice to create, modify and maintain EMR clinical content.  |
| <b>VOW Add-ons</b>                        | Accessorize Centricity and streamline your daily tasks with Virtual OfficeWare's Add-on products! This session will demonstrate the features and benefits of our most popular value-added products, which can leverage performance, efficiency and cash flow. |
| <b>Workflow Analysis</b>                  | This session will allow users to acquire the skills helping to evaluate practice workflows in order to better enhance productivity and overall performance.   |

*\*Session descriptions may be subject to change due to unforeseen circumstances during the development process.*