

## TRAINING DAY - MONDAY, OCTOBER 10, 2011

7:00-8:00

TRACK/SESSION	DESCRIPTION	ROOM		
BREAKFAST	<i>Hungry? We have a solution for that<sup>®</sup>. Join Sequest for a great meal to kick start your day.</i>	ADAMS		
REGISTRATION		6TH FLOOR		

8:00-12:00

TRACK/SESSION	DESCRIPTION	ROOM	PRESENTER	CO-PRESENTER
<b>A ROADMAP DISCUSSION TO ONC CERTIFICATION</b>				
<b>ONC Certified TIER<sup>®</sup> WFS 7.0</b>	<i>Sequest's TIER<sup>®</sup> v7.0, is 2011/2012 compliant and was certified as a Complete EHR on April 28, 2011 by the Certification Commission for Health Information Technology (CCHIT<sup>®</sup>), an ONC-ATCB, in accordance with the applicable Eligible Provider certification criteria adopted by the Secretary of Health and Human Services. The 2011/2012 criteria support the Stage 1 meaningful use measures required to qualify eligible providers and hospitals for funding under the American Recovery and Reinvestment Act (ARRA).</i>	<b>5th Floor CHICAGO</b>	<i>Joe Monastra, Dan Rizzo, Tom Barlock, Anu Rao, Pat Polsley, Jim Mays</i>	<i>Shelly Casale</i>
	<i>This 4 hour education class will discuss and review Sequest's process of becoming ONC certified, what this means to us and most importantly what this means to your organization and how you can become compliant.</i>			
	<i>The Executive Order</i>			
	<i>Office of the National Coordinator "ONC"</i>			
	<i>Creation of ARRA-Hi-Tech Funds</i>			
	<i>Meaningful Use- Stages 1-3</i>			
	<i>EHR certification process</i>			
	<i>Your organizations decision to be compliant</i>			
	<i>This is v7.0</i>			
	<ul style="list-style-type: none"> <li><i>o Scheduler</i></li> <li><i>o TIER ePortal</i> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> <i>Continuity of Care Document</i></li> <li><input checked="" type="checkbox"/> <i>Consumer access</i></li> </ul> </li> <li><i>o TIER eRX</i> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> <i>Drug-drug, drug-allergy interaction checks</i></li> <li><input checked="" type="checkbox"/> <i>Formulary checks</i></li> <li><input checked="" type="checkbox"/> <i>Maintain active medication list, allergy list</i></li> <li><input checked="" type="checkbox"/> <i>Education resources</i></li> </ul> </li> <li><i>o General Health</i> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> <i>Vital signs</i></li> <li><input checked="" type="checkbox"/> <i>Lab results</i></li> <li><input checked="" type="checkbox"/> <i>Automated measure calculations</i></li> <li><input checked="" type="checkbox"/> <i>Patient reminders</i></li> </ul> </li> <li><i>o Security, Interoperability, Privacy</i></li> </ul>			



## 8:00-10:00

TRACK/SESSION	DESCRIPTION	ROOM	PRESENTER	CO-PRESENTER
<b>TIER<sup>®</sup> Grid Features</b>	<i>This 2 hour class will show you additional features that can be added on to a basic TIER Grid. Included in this session are: adding additional levels, summarizing data, printing, editing. After the session, users will be able to use the sample form as a reference for future TIER<sup>®</sup> Grid design.</i>	<b>6th Floor HANCOCK PARLOR</b>	<i>Kari Alvarez</i>	<i>Noni Weathers</i>
<i>Prerequisites:</i>	<ul style="list-style-type: none"> <li>- <i>Ability to create TIER Lookups, create single level TIER<sup>®</sup> Grid.</i></li> <li>- <i>Laptop with preinstalled demo database provided by Sequest at sign-up.</i></li> <li>- <i>Minimum Tier 5.8 exe.</i></li> </ul>			
<b>Introduction to TIER<sup>®</sup> Form Design</b>	<i>This 2 hour class will show you how to add basic controls in TIER<sup>®</sup> form design. How to create a document and the difference between a form and document will be discussed. Finally, once the form has been designed, we will show how the form can be moved into a production environment.</i>			
<i>Prerequisites:</i>	<ul style="list-style-type: none"> <li>- <i>Familiarity with and navigation experience within TIER<sup>®</sup> Treeview.</i></li> <li>- <i>Laptop with preinstalled demo database provided by Sequest at sign-up.</i></li> <li>- <i>Minimum TIER 7.0 exe.</i></li> </ul>	<b>6th Floor WATER TOWER PARLOR</b>	<i>Linda Vokoun</i>	<i>Reuven Cheruff</i>

**10:00-10:15** AM BREAK

## 10:15-12:15

TRACK/SESSION	DESCRIPTION	ROOM	PRESENTER	CO-PRESENTER
<b>Introduction to TIER<sup>®</sup> Reports</b>	<i>This 2 hour class will show you how to create a TIER<sup>®</sup> Report.</i>	<b>6th Floor WATER TOWER PARLOR</b>	<i>Robin Milam</i>	<i>Kelly Currie</i>
<i>Prerequisites:</i>	<ul style="list-style-type: none"> <li>- <i>Ability to create TIER<sup>®</sup> forms specifically TIER<sup>®</sup> lookups.</i></li> <li>- <i>Laptop with preinstalled demo database provided by Sequest at sign-up.</i></li> <li>- <i>Minimum TIER 7.0 exe.</i></li> </ul>			
<b>DocWatch</b>	<i>This 2 hour class will show customers how to set up DocWatches to notify Administrators of certain conditions existing with their Clients or Staff.</i>			
<i>Prerequisites:</i>	<ul style="list-style-type: none"> <li>- <i>Some knowledge of SQL queries and ability to modify queries.</i></li> <li>- <i>Laptop with preinstalled demo database provided by Sequest at sign-up.</i></li> <li>- <i>Minimum TIER 7.0 exe.</i></li> </ul>	<b>6th Floor SPIRE PARLOR</b>	<i>Phil Jostes</i>	<i>Seetha Bhoopala</i>
<b>Billing Administration</b>	<i>This 2 hour class will provide additional tips on adjustments, void &amp; reissue and refunds. After the session, users will be able to know which void &amp; reissue to use, how to process adjustments for payments.</i>	<b>6th Floor GRANT PARK PARLOR</b>	<i>Patti Seaberg</i>	<i>Angelique Jones</i>
<i>Prerequisites:</i>	<ul style="list-style-type: none"> <li>- <i>Anyone having billing responsibilities</i></li> <li>- <i>Laptop with preinstalled demo database provided by Sequest at sign-up.</i></li> <li>- <i>Minimum TIER 7.0 exe.</i></li> </ul>			

**12:15-1:00** LUNCH ADAMS



1:15-5:15

TRACK/SESSION	DESCRIPTION	ROOM	PRESENTER	CO-PRESENTER
<b>A ROADMAP DISCUSSION TO ONC CERTIFICATION</b>				
<b>ONC Certified TIER<sup>®</sup> WFS 7.0</b>	<i>Sequest's TIER<sup>®</sup> v7.0, is 2011/2012 compliant and was certified as a Complete EHR on April 28, 2011 by the Certification Commission for Health Information Technology (CCHIT<sup>®</sup>), an ONC-ATCB, in accordance with the applicable Eligible Provider certification criteria adopted by the Secretary of Health and Human Services. The 2011/2012 criteria support the Stage 1 meaningful use measures required to qualify eligible providers and hospitals for funding under the American Recovery and Reinvestment Act (ARRA).</i>	<b>5th Floor CHICAGO</b>	<i>Joe Monastra, Dan Rizzo, Tom Barlock, Anu Rao, Pat Polsley, Jim Mays</i>	<i>Shelly Casale</i>
	<i>This 4 hour education class will discuss and review Sequest's process of becoming ONC certified, what this means to us and most importantly what this means to your organization and how you can become compliant.</i>			
	<i>The Executive Order</i>			
	<i>Office of the National Coordinator "ONC"</i>			
	<i>Creation of ARRA-Hi-Tech Funds</i>			
	<i>Meaningful Use- Stages 1-3</i>			
	<i>EHR certification process</i>			
	<i>Your organizations decision to be compliant</i>			
	<i>This is v7.0</i>			
	<ul style="list-style-type: none"> <li><i>o Scheduler</i></li> <li><i>o TIER ePortal</i> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> <i>Continuity of Care Document</i></li> <li><input checked="" type="checkbox"/> <i>Consumer access</i></li> </ul> </li> <li><i>o TIER eRX</i> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> <i>Drug-drug, drug-allergy interaction checks</i></li> <li><input checked="" type="checkbox"/> <i>Formulary checks</i></li> <li><input checked="" type="checkbox"/> <i>Maintain active medication list, allergy list</i></li> <li><input checked="" type="checkbox"/> <i>Education resources</i></li> </ul> </li> <li><i>o General Health</i> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> <i>Vital signs</i></li> <li><input checked="" type="checkbox"/> <i>Lab results</i></li> <li><input checked="" type="checkbox"/> <i>Automated measure calculations</i></li> <li><input checked="" type="checkbox"/> <i>Patient reminders</i></li> </ul> </li> <li><i>o Security, Interoperability, Privacy</i></li> </ul>			

1:00-3:00

TRACK/SESSION	DESCRIPTION	ROOM	PRESENTER	CO-PRESENTER
<b>TIER<sup>®</sup> Grid Features</b>	<i>This 2 hour class will show you additional features that can be added on to a basic TIER Grid. Included in this session are: adding additional levels, summarizing data, printing, editing. After the session, users will be able to use the sample form as a reference for future TIER<sup>®</sup> Grid design.</i>	<b>6th Floor HANCOCK PARLOR</b>	<i>Kari Alvarez</i>	<i>Noni Weathers</i>
<i>Prerequisites:</i>	<ul style="list-style-type: none"> <li><i>- Ability to create TIER Lookups, create single level TIER<sup>®</sup> Grid.</i></li> <li><i>- Laptop with preinstalled demo database provided by Sequest at sign-up.</i></li> </ul>			
	<i>Minimum TIER 7.0 exe.</i>			



## 1:00-3:00

<b>Introduction to TIER<sup>®</sup> Form Design</b>	<i>This 2 hour class will show you how to add basic controls in TIER<sup>®</sup> form design. How to create a document and the difference between a form and document will be discussed. Finally, once the form has been designed, we will show how the form can be moved into a production environment.</i>	<b>6th Floor WATER TOWER PARLOR</b>	Linda Vokoun	Reuven Cheruff
<i>Prerequisites:</i>	- <i>Familiarity with and navigation experience within TIER<sup>®</sup> Treeview.</i>			
	- <i>Laptop with preinstalled demo database provided by Sequest at sign-up.</i> <i>Minimum TIER 7.0 exe.</i>			

**3:00-3:15** PM BREAK

## 3:15-5:15

TRACK/SESSION	DESCRIPTION	ROOM	PRESENTER	CO-PRESENTER
<b>Introduction to TIER<sup>®</sup> Reports</b>	<i>This 2 hour class will show you how to create a TIER<sup>®</sup> Report.</i>	<b>6th Floor WATER TOWER PARLOR</b>	Robin Milam	Kelly Currie
<i>Prerequisites:</i>	- <i>Ability to create TIER<sup>®</sup> forms specifically TIER<sup>®</sup> lookups.</i>			
	- <i>Laptop with preinstalled demo database provided by Sequest at sign-up.</i> <i>Minimum TIER 7.0 exe.</i>			
<b>DocWatch</b>	<i>This 2 hour class will show customers how to set up DocWatches to notify Administrators of certain conditions existing with their Clients or Staff.</i>	<b>6th Floor SPIRE PARLOR</b>	Phil Jostes	Seetha Bhoopala
<i>Prerequisites:</i>	- <i>Some knowledge of SQL queries and ability to modify queries.</i>			
	- <i>Laptop with preinstalled demo database provided by Sequest at sign-up.</i> <i>Minimum TIER 7.0 exe.</i>			
<b>Billing Administration</b>	<i>This 2 hour class will provide additional tips on adjustments, void &amp; reissue and refunds. After the session, users will be able to know which void &amp; reissue to use, how to process adjustments for payments.</i>	<b>6th Floor GRANT PARK PARLOR</b>	Patti Seaberg	Angelique Jones
<i>Prerequisites:</i>	- <i>Anyone having billing responsibilities</i>			
	- <i>Laptop with preinstalled demo database provided by Sequest at sign-up.</i> <i>Minimum TIER 7.0 exe.</i>			

## 6:00-7:30

<b>Welcome Reception</b>	<i>Join us as we welcome our most valued partners to Chicago, the Palmer House and the start of an eventful conference.</i>	<b>Lobby Level EMPIRE</b>		
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**TUESDAY, OCTOBER 11, 2011**

**7:00-8:00**

SESSION/TRACK	DESCRIPTION	ROOM		
BREAKFAST	<i>Wake up, get some coffee, eat some breakfast and register</i>	ADAMS		
REGISTRATION		6th Floor ADAMS		

**8:00-9:00**

TRACK/SESSION	DESCRIPTION	ROOM	PRESENTER	CO-PRESENTER
OPENING PLENARY	<i>Mr. Connors President/CEO of Sequest will provide the opening comments to the conference providing company insight and direction on industry initiatives as well as corporate objectives.</i>	6th Floor ADAMS	Bill Connors	

9:00-9:30 AM BREAK

**9:30-12:30**

TRACK/SESSION	DESCRIPTION	ROOM	PRESENTER	CO-PRESENTER
TIER <sup>®</sup> EXCHANGE FORUM	<i>Join Sequest for a three hour session in our TIER<sup>®</sup> Exchange Forum. Here you will have the opportunity to visit workstations and view mini demonstrations on the topics provided.</i>	6th Floor MONROE		

**10:00-11:00**

**PRODUCT DEMO**

TRACK/SESSION	DESCRIPTION	ROOM	PRESENTER	CO-PRESENTER
NEW Billing Claims Process and ICD10-5010 Compliance	<ul style="list-style-type: none"> <li>• ICD10 compliance</li> <li>• EDI 5010 compliance</li> <li>• Auto batching, new batch billing TIER<sup>®</sup> form and Corepoint EDI 837</li> <li>• Insurance payment TIER<sup>®</sup> form and Corepoint EDI 835</li> <li>• State reporting functionality</li> <li>• EDI 270/271</li> </ul>	5th Floor CHICAGO	Dan Rizzo	Tom Barlock

**11:15-12:15**

**PRODUCT DEMO**

TRACK/SESSION	DESCRIPTION	ROOM	PRESENTER	CO-PRESENTER
Interoperability Requirements for Meaningful Use and CCHIT	<ul style="list-style-type: none"> <li>• ePrescribing – TIER<sup>®</sup> eRx (DrFirst)</li> <li>• Timely access - TIER<sup>®</sup> ePortal</li> <li>• Exchange of Clinical Summary Information – CCD Document / CCR Record</li> <li>• Public health surveillance</li> <li>• Submission to immunization registries</li> <li>• Incorporate lab results</li> <li>• Security features/ Audit</li> </ul>	5th Floor CHICAGO	Joe Monastra	AJ Peterson

12:30-1:30 LUNCH 230



1:45-2:45

TRACK/SESSION	DESCRIPTION	ROOM	PRESENTER	CO-PRESENTER
<b>CLINICAL TRACK</b>				
What Does it Mean to be Compliant?	<i>This session will review what your organization has to do in order to meet phase 1 Meaningful Use.</i>	<b>6th Floor GRANT PARK PARLOR</b>	Shelly Casale	AJ Peterson
Bridging the Communication Gap- CCD/TIER <sup>®</sup> ePortal	<i>This session will review and demonstrate the various methods of sharing and releasing patient data.</i>	<b>7th Floor DEARBORN 1</b>	Joe Kocsis	Noni Weathers
<b>FISCAL TRACK</b>				
Nuts & Bolts of Billing	<i>This session will show the important tables, views and stored procedures that can help develop reports and help with troubleshooting issues.</i>	<b>6th Floor WATER TOWER PARLOR</b>	Linda Vokoun	Gayathri Raghavan
<b>TECH/DEVELOPMENT TRACK</b>				
Tech Gadgets & Gizmos	<i>This introductory session will prepare the TIER<sup>®</sup> Help Desk\Administrator for task ahead of them – troubleshooting. A variety of tools will be shared with attendees to make troubleshooting easier. Some of the tools discussed will include: Profiler, SIF, SQL Compare &amp; more.</i>	<b>6th Floor SPIRE PARLOR</b>	Medha Athalye	Vaughn Jeffers
IT Roundtable	<i>Are you looking for innovative ideas for TIER<sup>®</sup>? Or maybe you want to share your cool ideas...whether you want to find them or share them, this is the session for you. This session is an open discussion of cool things you have done in TIER<sup>®</sup> over the year. Bring your creative ideas and let's discuss them.</i>	<b>6th Floor HANCOCK PARLOR</b>	Jameson Lee, Cottonwood de Tucson	Dominic Vangarelli, Marworth
<b>2:45-3:15</b>	<b>PM BREAK</b>			



\*3:15-4:45

TRACK/SESSION	DESCRIPTION	ROOM	PRESENTER	CO-PRESENTER
<b>CLINICAL TRACK</b>				
Guiding Through the EHR Maze	<i>This is a 'must see' session. Come and learn about program facesheets, security in search screens by TIER<sup>®</sup> user ID, sharing of information and much more.</i>	6th Floor SPIRE PARLOR	Jim Mays	Robin Milam
<b>FISCAL TRACK</b>				
Chargeslip Mapping	<i>In this session the presenters will delve into the art of creating auto generated charges from documents, treatment plans, consoles, etc.</i>	6th Floor GRANT PARK PARLOR	Patti Seaberg	Rob Herman, Dakota Boys and Girls Ranch
Implementing EDI 5010 and ICD10 into TIER <sup>®</sup>	<i>This session will be your guide on implementing EDI 5010, the next HIPAA standard for HIPAA covered transactions, and ICD10 codes into TIER<sup>®</sup>.</i>	6th Floor HANCOCK PARLOR	Deon Lumpkin	Amit Patel
<b>TECH/DEVELOPMENT TRACK</b>				
*Toys for TIER <sup>®</sup>	<i>A must attend session for the gadget lover! This session will review a variety of devices that can be used with TIER<sup>®</sup>. From displaying signatures electronically with the Topaz Signature Pad to accessing TIER<sup>®</sup> on an iPad, this session is sure to show you a gadget you'll feel you can't live without.</i>	5th Floor CHICAGO	Debby Cullison	Bob Fernandez, Marworth
Oil & Gas of TIER <sup>®</sup>	<i>Ever wonder what makes TIER<sup>®</sup> work? This session will cover important T4W tables and their relationships needed for TIER<sup>®</sup> to run as well as valuable built-in stored procedures that can be used to make your coding faster.</i>	6th Floor WATER TOWER PARLOR	Kari Alvarez	Reuven Cheruff



## WEDNESDAY, OCTOBER 12, 2011

7:00-8:00

SESSION/TRACK	DESCRIPTION	ROOM	PRESENTER	CO-PRESENTER
BREAKFAST	<i>Got food? Sequest does, join us once again for another great way to kick start your day, breakfast!</i>	ADAMS		

8:00-9:00

TRACK/SESSION	DESCRIPTION	ROOM	PRESENTER	CO-PRESENTER
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### CLINICAL TRACK

Environmental Management Module - Demo & Discuss	<i>Let's demo and discuss ideas on adding on to and utilizing the Environmental Management module in WFS.</i>	7th Floor DEARBORN 1	Vicky Veil	Susan Farrington
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### FISCAL TRACK

Batch & Send-Auto Batch Billing	<i>This session will break down how charges are batched, validation claims and how to process chargeslips with errors.</i>	6th Floor SPIRE PARLOR	Patti Seaberg	Gayathri Raghavan
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Inquiring Minds Want to Know - EDI (270/271)	<i>The presenter will show you steps on how to process the inquiry, response and reprocess clients with errors.</i>	7th Floor DEARBORN 2	Amit Patel	Kelly Currie
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### TECH/DEVELOPMENT TRACK

Implementation Implications of TIER <sup>®</sup> ePortal, CCD, TIER <sup>®</sup> eRx	<i>This session will provide you with a deeper look into the TIER<sup>®</sup> Portal, CCD and TIER<sup>®</sup> eRx.</i>	6th Floor GRANT PARK PARLOR	Joe Monastra	Tom Barlock
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Auditing Gone Wild	<i>With the new laws of the electronic record taking effect, this session will cover some of the new laws and how TIER<sup>®</sup> audits data accessed, changed, deleted and more. New TIER<sup>®</sup> audit pieces will be shared.</i>	6th Floor WATER TOWER PARLOR	VirDella Magee	Linda Vokoun
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### PROSPECTIVE CLIENTS SOLUTIONS

SESSION/TRACK	DESCRIPTION	ROOM	PRESENTER	CO-PRESENTER
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The Sequest Buying Process	<i>Review of organizational timelines, budgeting and process for getting to a signed contract</i>	5th Floor BUCKINGHAM	Ted Wright	Neil Mitra
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9:00-9:30	AM BREAK			
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9:30-10:30

TRACK/SESSION	DESCRIPTION	ROOM	PRESENTER	CO-PRESENTER
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General Session	TBD	ADAMS	TBD	
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10:45-11:45

TRACK/SESSION	DESCRIPTION	ROOM	PRESENTER	CO-PRESENTER
<b>CLINICAL TRACK</b>				
Medication Management in Workflow System	<i>Come to this session and discover what the difference is between TIER<sup>®</sup> eRx and Gold Standard Alchemy and see them both in action with a demonstration. We will then provide to you the guidelines and steps to implement each.</i>	6th Floor HANCOCK PARLOR	Pat Polsley	Susan Farrington
Track Your Children...Foster Care and Adoption Module	<i>In this session we will show you the Foster Care and Adoption module.</i>	7th Floor DEARBORN 2	Joe Kocsis	Anu Rao
<b>FISCAL TRACK</b>				
Fine-tuning Your Billing Payments and Adjustments	<i>This session will demonstrate how to apply payments and adjustments using the enhanced payment allocation form and applying adjustments from the billing console.</i>	6th Floor GRANT PARK PARLOR	Linda Vokoun	Angelique Jones
To Close or Not to Close-How Do You Go About Closing?	<i>This session will review the implications of closing out the month.</i>	7th Floor DEARBORN 1	Patti Seaberg	Gayathri Raghavan
<b>TECH/DEVELOPMENT TRACK</b>				
Upgrading Your SQL Server	<i>Sequest Representatives and experienced SQL users will share their recommendations for upgrading from one version of SQL server to another. Planning the event, determining hardware requirements, downtime and more will be discussed as well as what worked and what didn't work for organizations who have gone through this.</i>	6th Floor SPIRE PARLOR	Steve Egert	Mukram Mohammed
Tackling State Reporting, What is the Solution for That?	<i>Attend this session and we'll show you ways to solve your state reporting issues.</i>	6th Floor WATER TOWER PARLOR	Dan Rizzo	Deon Lumpkin
<b>EXECUTIVE TRACK</b>				
Preparing for Phase 2 and 3	<i>What impact will this have on your organization as a whole as well as financially.</i>	5th Floor CHICAGO	Ted Wright	AJ Peterson
<b>PROSPECTIVE CLIENTS SOLUTIONS</b>				
SESSION/TRACK	DESCRIPTION	ROOM	PRESENTER	CO-PRESENTER
Implementation Process	<i>Sequest Implementation Services will review the Sequest Implementation process and the steps followed to assure your success</i>	5th Floor BUCKINGHAM	Shelly	Neil Mitra
11:45-12:45	LUNCH	230		



1:00-2:00

TRACK/SESSION	DESCRIPTION	ROOM	PRESENTER	CO-PRESENTER
<b>CLINICAL TRACK</b>				
<b>DocWatches and Notifications and Alerts - OH MY!</b>	<i>Learn about the methods and tools available in TIER<sup>®</sup> to notify staff, real-time vs overnight vs display on a patient chart.</i>	<b>6th Floor WATER TOWER PARLOR</b>	Phil Jostes	Keith Rowley, Mirror Inc.
<b>Human Resource Module - Demo &amp; Discuss</b>	<i>During this session, you will learn the different ways the HR Module is linked to the Scheduler; tying scheduled appointments to charge slips and see examples of ways to track staff time (including billable and non-billable time).</i>	<b>7th Floor DEARBORN 2</b>	Susan Farrington	Vicky Veil
<b>FISCAL TRACK</b>				
<b>Client Deposits Done Right!</b>	<i>Come to this session and learn how to apply deposits and refunds the right way.</i>	<b>7th Floor DEARBORN 1</b>	Gayathri Raghavan	Angelique Jones
<b>Troubleshooting Billing</b>	<i>Learn what steps you should take when troubleshooting billing issues that appear on forms and reports as well as what tables or views to investigate.</i>	<b>6th Floor GRANT PARK PARLOR</b>	Linda Vokoun	Sukesh Adhikari
<b>TECH/DEVELOPMENT TRACK</b>				
<b>On the Verge of a Merge? Make Merging Multiple Records Easy.</b>	<i>When duplicate inquiries or clients are created, combining these records via SQL can be a daunting task. This session will discuss the Workflow Merge Processes available to users and how these processes can be modified to compensate for newly added and customized forms.</i>	<b>6th Floor HANCOCK PARLOR</b>	Marissa Gonzalez	Seetha Bhoopala
<b>*TIER<sup>®</sup> Tips &amp; Tricks</b>	<i>Last year Sequest shared their TIER<sup>®</sup> &amp; SQL Tips &amp; Tricks with you. This year, we're looking for you to exchange with us! Users will be asked to submit their Tips &amp; Tricks in advance prior to the session. Sequest representatives will review these and share them with you. Everyone who submits will be entered in a drawing and one lucky winner will be selected at the end of the session.</i>	<b>6th Floor SPIRE PARLOR</b>	Vaughn Jeffers	Paul Frederisckson, Southcentral Foundation
<b>EXECUTIVE TRACK</b>				
<b>Senior Roundtable</b>	<i>Enjoy an open and informal discussion led by Bill Connors, CEO and John Raden, COO on the critical national issues that create possibilities and road blocks on a daily basis within your organization. Reimbursement strategies, certifications, meaningful use are few critical topics to be discussed.</i>	<b>5th Floor CHICAGO</b>	Bill Connors	John Raden
2:00-2:30	PM BREAK			



## 1:00-3:00

SESSION/TRACK	DESCRIPTION	ROOM	PRESENTER	CO-PRESENTER
<b>PROSPECTIVE CLIENTS SOLUTIONS</b>				
TIER <sup>®</sup> Demonstration	<i>This application demonstration will provide an overview of the TIER system and functionality included to run a health and human services organization</i>	<b>5th Floor BUCKINGHAM</b>	Joe K.	Ted Wright

## 2:30-3:30

TRACK/SESSION	DESCRIPTION	ROOM	PRESENTER	CO-PRESENTER
<b>CLINICAL</b>				
Medication Reconciliation	<i>Medication reconciliation became a standard for patient safety when it was introduced as a National Patient Safety Goal in 2005. Since then healthcare facilities throughout the nation have struggled to find a reliable process to successfully meet the standard. This session will provide a case study on the history of medication reconciliation at Betty Ford Center. It will highlight barriers, challenges, and successes encountered as they transitioned from paper processes to an electronic medical record system.</i>	<b>6th Floor HANCOCK PARLOR</b>	Terri Costa, Betty Ford Center	Rick Shelly, Betty Ford Center
Interfacing with Other Applications	<i>This session will summarize the various interfaces and how they tie into TIER<sup>®</sup>.</i>	<b>6th Floor WATER TOWER PARLOR</b>	Deon Lumpkin	Jim Mays
<b>FISCAL</b>				
Checks & Balances - Day-to-Day Administration of Billing	<i>In this session we will discuss the day-to-day tasks of administration in billing.</i>	<b>6th Floor SPIRE PARLOR</b>	Patti Seeberg	Sukesh Adhikari
Inquiring Minds Want to Know - EDI (270/271)	<i>The presenter will show you steps on how to process the inquiry, response and reprocess clients with errors.</i>	<b>7th Floor DEARBORN 2</b>	Amit Patel	Kelly Currie
<b>TECH/DEVELOPMENT TRACK</b>				
The Road to Meaningful Use	<i>Let us navigate the way to getting an existing TIER<sup>®</sup> user to 7.0.</i>	<b>6th Floor HANCOCK PARLOR</b>	Dan Rizzo	Shelly Casale
Three Cheers for Grids	<i>The Grid object allows for many uses within TIER<sup>®</sup>. This session will cover three main uses for Grids – for data entry, drilldowns and ad-hoc reports. The examples provided in this session will be made available to users as TFM files so users can restore them into their own systems and expand on them.</i>	<b>5th Floor CHICAGO</b>	Kari Alvarez	Noni Weathers



3:45-4:45

TRACK/SESSION	DESCRIPTION	ROOM	PRESENTER	CO-PRESENTER
<b>CLINICAL</b>				
<b>Implementing 7.0</b>	<i>This session will prepare your clinicians for 7.0 and offer training plans, clinical measures &amp; much more.</i>	<b>6th Floor SPIRE PARLOR</b>	Shelly Casale	Dan Rizzo
<b>Measure to the Power of "X"</b>	<i>Clinical quality measures for Meaningful Use, automated measure calculations for Meaningful Use, creating adhoc queries, growth charts, clinical decision support, lab frequencies.</i>	<b>6th Floor WATER TOWER PARLOR</b>	Anu Rao	Seetha Bhoopala
<b>FISCAL</b>				
<b>Outsource Billing 101</b>	<i>This session will take you back to the basics of why outsource billing is used.</i>	<b>7th Floor DEARBORN 2</b>	Brenda Berry	Gayathri Raghavan
<b>TECH/DEVELOPMENT TRACK</b>				
<b>Sequest Hosted Solutions</b>	<i>Downsizing? Small organization with limited IT resources? This session will explain our Sequest Hosted Solution and how it can work for you. Join us while we discuss how this solution can save you time, money and headaches.</i>	<b>7th Floor DEARBORN 1</b>	Vicky Veil	AJ Peterson
<b>Roadrunner Queries</b>	<i>This session will take a look at real life SQL queries and explain how they can be rewritten for better performance. Beware – this session is not for the faint of heart!</i>	<b>6th Floor WATER TOWER PARLOR</b>	Kelly Currie	Robin Milam

