

SESSION INFORMATION

Thursday, July 18, 2019

9:00 AM	4th Annual FoxFire Golf Tournament Elmwood Golf Course
3:00 PM	User Group Attendee Registration Sheraton Hotel - Lobby
6:00 PM	Opening Reception <i>Sponsored by CLX System</i> Sheraton Hotel – Fontenelle Ballroom
8:00 PM – 12:00 AM	Hospitality Suite <i>Sponsored by Practice Insight</i> Sheraton Hotel – Rooms 205 & 206

SESSION INFORMATION

Friday, July 19, 2019

7:30 AM - 8:00 AM	Registration & Breakfast <i>Sponsored by EyeMD EMR</i> Exhibits Open - Exhibit Hall 1A	
8:00 AM - 8:30 AM	Welcome to the FoxFire User Group Meeting Introductions & Patient Journey Wheel <i>Korry Petterson, President</i>	
8:30 AM – 9:00 AM	Introduction to Peer Panel <i>Korry Petterson & Jeremy Bono</i>	
9:00 AM - 10:15 AM	FoxFire PM Patient Journey Stop 1 & 2 Patient Scheduling & Check In <i>Rachel Poss & Alicia Ver Meer</i>	FoxFire EHR Patient Journey Stop 3 Patient Workup <i>Chris Stemwedel</i>
10:15 AM - 10:30 AM	Break Exhibits Open – Exhibit Hall 1A	
10:30 AM - 11:30 AM	FoxFire PM Patient Journey Stop 5 Patient in Optical <i>Rachel Poss & Alicia Ver Meer</i>	FoxFire EHR Patient Journey Stop 4 Patient Exam <i>Chris Stemwedel</i>
11:30 AM - 12:00 PM	Main Group Session GPN Edge Pro <i>Jeremy Bono & Evan Kestenbaum</i>	
12:00 AM - 1:00 PM	Lunch <i>Sponsored GPN Edge Pro</i> Exhibits Open – Exhibit Hall 1A	
1:00 PM - 2:00 PM	Main Group Session FoxFire and CLX System <i>Jeremy Bono & Jimmy Henthorn</i>	
2:00 PM - 3:00 PM	FoxFire PM Patient Journey Stop 6 Patient Check Out <i>Rachel Poss & Alicia Ver Meer</i>	FoxFire EHR Patient Journey Stop 4 Imaging & DICOM <i>Chris Stemwedel</i>
3:00 PM - 3:30 PM	Break Exhibits Open – Exhibit Hall 1A	
3:30 PM – 4:30 PM	FoxFire PM Patient Journey Stop 6 Patient Financials <i>Rachel Poss & Alicia Ver Meer</i>	FoxFire EyeMD EMR 2.0 Part 1 <i>Chris Stemwedel</i>
4:30 PM – 5:30 PM	Main Group Session FoxFire PM and EHR Open Learning Lab <i>Korry Petterson, Jeremy Bono, Art Schott, Alicia Ver Meer, Rachel Poss, Chris Stemwedel</i>	
6:00 PM - 7:00 PM	Cocktail Hour <i>Sponsored by GPN Edge Pro</i> <i>Sheraton Hotel – Party Deck</i>	
7:00 PM	Dinner <i>Sponsored by Practice Insight</i> <i>Sheraton Hotel – Fontenelle Ballroom</i>	
8:00 PM – 12:00 AM	Hospitality Suite <i>Sponsored by Practice Insight</i> <i>Sheraton Hotel – Rooms 205 & 206</i>	

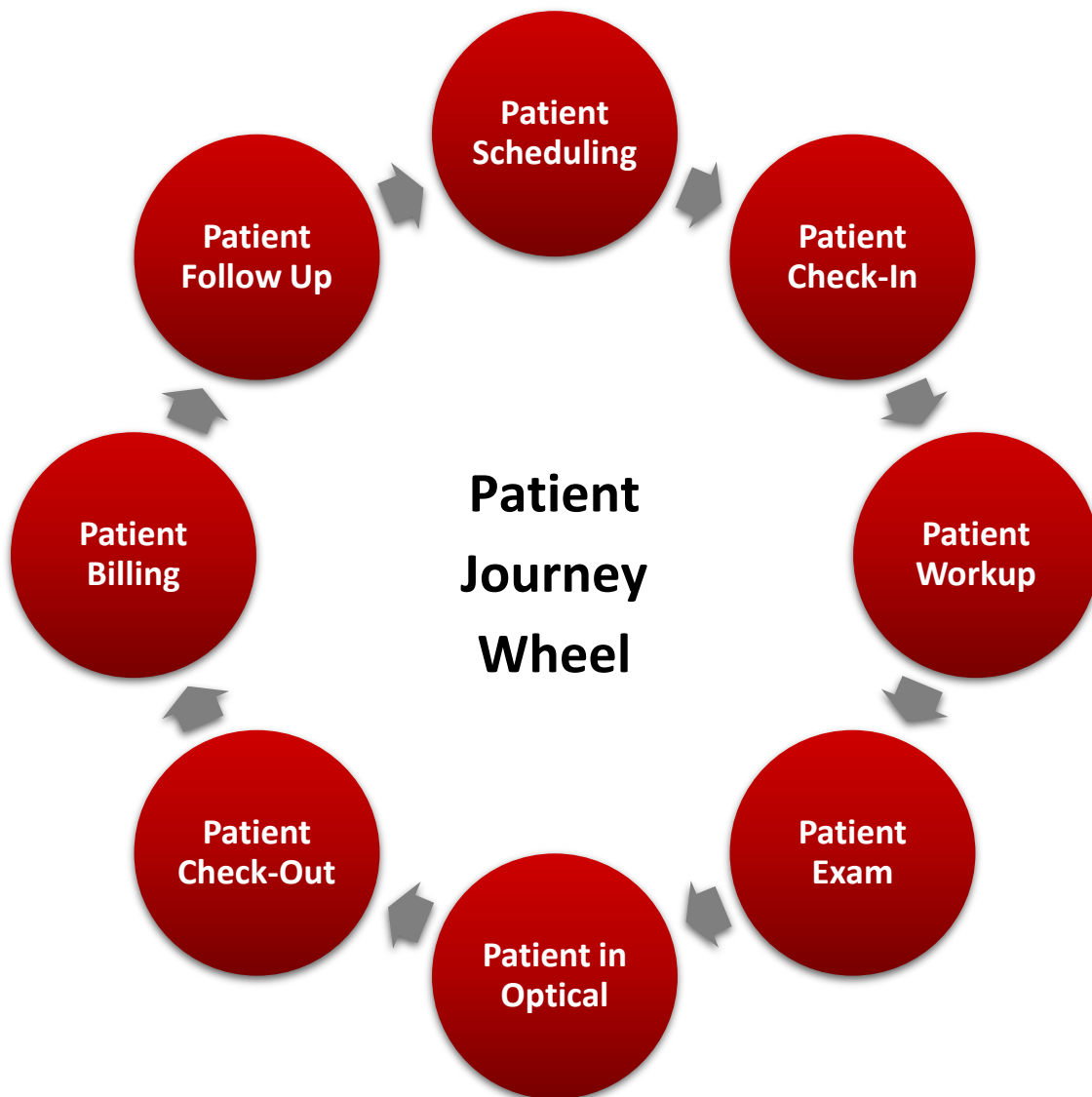
SESSION INFORMATION

Saturday, July 20, 2019

7:30 AM - 8:00 AM	<p>Registration & Breakfast <i>Sponsored by CLX System</i> Exhibits Open – Exhibit Hall 1A</p>	
8:00 AM – 8:15 AM	<p>Patient Journey Wheel Review <i>Korry Petterson & Jeremy Bono</i></p>	
8:15 AM – 9:30 AM	<p>FoxFire PM Patient Journey Stop 7 End of Day & Billing <i>Rachel Poss & Alicia Ver Meer</i></p>	<p>FoxFire EyeMD EMR 2.0 Part 2 <i>Chris Stemwedel</i></p>
9:30 AM - 9:45 AM	<p>Break Exhibits Open – Exhibit Hall 1A</p>	
9:45 AM – 10:15 AM	<p>Main Group Session Patient Journey Stop 8: Patient Follow Up <i>Rachel Poss</i></p>	
10:15 AM – 11:00 AM	<p>Main Group Session Patient Journey Bonus Stop: FoxFire PM Reporting <i>Rachel Poss & Alicia Ver Meer</i></p>	
11:00 AM – 12:00 PM	<p>FoxFire PM Patient Journey Stop 1 & 2 Peer Panel Idea Share <i>Peer Panel Members & Jeremy Bono</i></p>	<p>FoxFire EHR Patient Journey Stop 3 Peer Panel Idea Share <i>Peer Panel Members & Korry Petterson</i></p>
12:00 PM – 1:00 PM	<p>Lunch <i>Sponsored by Open Edge</i> Exhibits Open – Exhibit Hall 1A</p>	
1:00 PM – 2:00 PM	<p>FoxFire PM Patient Stop 5 & 6 Peer Panel Idea Share <i>Peer Panel Members</i></p>	<p>FoxFire PM Patient Stop 4 Peer Panel Idea Share <i>Peer Panel Members</i></p>
2:00 – 3:00PM	<p>Main Group Session Patient Journey Wheel Efficiencies Review <i>Korry Petterson & Jeremy Bono</i></p>	
3:15 – 3:30PM	<p>Closing Remarks & Prize Drawing <i>Korry Petterson, President</i> <i>Turn in Your Survey!</i></p>	
6:00 PM	<p>FoxFire Social Event</p>	

2019 FoxFire Systems Group User Group Course Descriptions

The opportunity for efficiency gains exist in every practice. Paying special attention to processes and procedures, using technology and aligning with key vendors can have a substantial positive impact on both patient relations and the bottom line. The following focus areas throughout the patient journey will serve as this year's platform discuss key functionality, practice benefits and share best practices that each office can implement with confidence.



SESSION INFORMATION

Patient Journey Stop #1: Patient Scheduling

Let's dive right in with introducing our patient to the clinic! Training for this session will include building and customizing scheduling templates along with ideas for the scheduling process!

Patient Journey Stop #2: Patient Check In

Streamline your check in process. Training for this stop includes demographics review, document templates, taking up front payments and how to handle patient no shows.

Patient Journey Stop #3: Patient Workup

Recognized as a leader in a patient journey bottleneck, we will focus on how to make the patient's workup as comprehensive and efficient as possible. Training for this stop includes backfilling charts, importing patient medications, patient workup customizations, documentation and entry and patient alerts. All EHR training will take place on the new EHR platform!

Patient Journey Stop #4: Patient Exam

Make the most of your time with the patient in the exam room. Training for this stop includes entering exam data, customizing visit types, customizing codes, direct messaging, and ensuring your hard work is completed.

Patient Journey Stop #5: Patient in Optical

Make lens ordering as simple as possible. Training for this stop includes building labs, automating code entry, tracking orders, and reporting.

Patient Journey Stop #6: Patient Check Out & Financials

Let's spend time looking at the efficiencies FoxFire PM has to offer to allow for accurate calculating and insurance billing at time of service. Training for this stop includes payment and adjustment posting, customizing transaction codes, credit card payments, additional billing details and patient financials.

Patient Journey Stop #7: End of Day and Billing

Make the most of the end of your day! Training for this stop includes balancing, finalizing, claims submission, failed claims review, remits posting, insurance payments and sending statements.

Patient Journey Stop #8: Patient Follow Up

Let's do what we can to ensure the patient's journey was successful and invite them back to the office. Training for this session includes patient recalls, surveys, contact lens reminders and subscriptions, portal information and documenting phone calls, follow ups and reorders.