



## Agenda 2010 Nightingale Annual User Meeting

<b>Friday June 4, 2010</b>			
12:30pm	Golf Tee Times		
6:00pm - 7:00pm	Welcome Cocktail Reception		
<b>Saturday June 5, 2010</b>			
7:00am – 8:30am	<b>Breakfast</b>		
8:30am – 8:40am	<b>Topic:</b> User meeting welcome, overview and NIC employees <b>Presenter:</b> Alan Kriss		
8:40am – 9:00am	<b>Topic:</b> Nightingale past, present and future <b>Description:</b> Focusing on the future of NOD – highlight/preview of the newest developments in the pipeline		
9:00am – 10:00am	<b>Keynote address</b> Stefan Danis, Chief Talent Officer & CEO, Mandrake		
	<b>Track 1 – Clinical Focus</b>	<b>Track 2 – Practice Management Focus</b>	<b>Training Lab</b>
10:00am – 10:45am	<b>Peer topic:</b> Getting the most out of your Nightingale On Demand System – Pt 1 <b>Presenters:</b> Dr. Roger Hamilton & Dr. Mike Wadden <b>Description:</b> A two-part session, addressing the benefits and challenges to implementing and utilizing NOD to achieve maximum practice management and clinical benefits. In <b>Part 1</b> , Drs Hamilton and Wadden will discuss the methods of evaluating and modifying your practice and clinical workflow to gain more benefits from the EMR along with the value of investing time & resources upfront when	<b>Training topic:</b> Security & Office Admin <b>Presenter:</b> Jason Jackson, Robert Molloy & Amanda Chapman <b>Description:</b> A detailed look at user roles; using role classifications; and auditing a user’s activity.	<b>Trainer :</b> Bryce Leib <b>Description:</b> An ongoing lab, providing attendees with an opportunity for one-to-one and/or small group interaction with a Nightingale Trainer



	implementing an EMR. Learn how to save time using flowsheets, templates and by creating favorite requisitions; discuss the challenges of documenting multiple problems within an EMR; discuss lost revenue with missed billings; and more.		
10:45am – 11:00am	<b>Refreshment Break</b>		
11:00am – 11:45pm	<p><b>Peer topic:</b> Getting the most out of your Nightingale On Demand System – Pt 2</p> <p><b>Presenters:</b> Dr. Roger Hamilton &amp; Dr. Mike Wadden</p> <p><b>Description:</b> In <b>Part 2</b>, learn how to take advantage of health maintenance reporting; a case study demonstrating the value and usefulness of templates to enhance documentation and workflow; and helpful tips and tricks for using advanced functionalities.</p>	<p><b>Training topic:</b> Nova Scotia Release</p> <p><b>Presenter:</b> Robert Molloy</p> <p><b>Description:</b> Release 8.3 looking at synchronized schedule view, next available appointment search, Provincial DI Forms, Orthopedic and Pain Forms.</p>	
11:45pm – 1:00pm	<b>Lunch</b>		
1:00pm – 1:45pm	<p><b>Training topic:</b> Clinical reporting, health maintenance and financial reporting</p> <p><b>Presenter:</b> Robert Molloy &amp; Jeff Arsenaault</p> <p><b>Description:</b> A detailed look at reporting inside the Nightingale application. Topics covered will be clinical reports, Health Maintenance reports (and the generation of HM letters) and billing reports (including Cash Flow, Productivity and Applied Payment reports).</p>	<p><b>Peer topic:</b> Appointment &amp; schedule management, and scheduling reports</p> <p><b>Presenter:</b> Ozlem Kizilnejad &amp; Amanda Chapman</p> <p><b>Description:</b> An overview of managing appointments and schedules. Users will learn how to create appointment types and manage schedules. Session will also look at how users can search schedules for patient appointments, make, cancel, and rebook appointments. They will also learn how to create and print day sheets.</p>	



<p>1:45pm – 2:30pm</p>	<p><b>Peer topic:</b> Best practices, habits and tricks  <b>Presenter:</b> Dr Raed Azer  <b>Description:</b> Dr. Azer will present a detailed look at some best practices, habits, and tricks that will enhance your use of the Nightingale system. Delivered through simulated patient encounters, this session will include digital faxing capabilities, time saving benefits of assigning unique headings to favorite procedures and other templates, and using the EMR during a patient encounter to engage patients in their care.</p>	<p><b>Training topic:</b> Clinical Research/ Data Mining  <b>Presenter:</b> Jeff Arsenault  <b>Description:</b> Learn how to mine the full data set. Generate quality of care reports, compare your performance to your peers, Analyze your practice both clinically and operationally.</p>	<p><b>Training topic:</b> Billing  <b>Presenter:</b> Ozlem Kizilnejad  <b>Description:</b> Users will have the opportunity to learn how to create invoices for private-patient and private-third party billing, and learn how to record and reverse payments.</p>	
<p>2:30pm – 2:45pm</p>	<p><b>Refreshment Break</b></p>			
<p>2:45pm – 3:30pm</p>	<p><b>Training topic:</b> Chronic Disease Management &amp; Flow Sheets  <b>Presenter:</b> Jeff Arsenault  <b>Description:</b> Learn how to set up and share chronic disease flow sheets to better track patient conditions. This session will review how to track on a global level as well as on a patient specific level. Will also cover how to set up clinical data to flow into these flowsheets.</p>	<p><b>Training topic:</b> Tips, tricks &amp; product questions  <b>Presenter:</b> Amanda Chapman, Jason Jackson  <b>Description:</b> A detailed look at some useful tips and tricks that will allow you to utilize advanced features of the Nightingale application. Topics to be discussed will include INR flowsheets, patient handouts, adding dates/times to specialist referral letters, utilizing the case history function to identify specific appointment types (i.e. mammograms), and using the telephone icon to record a specialist appointment details to a patient chart.</p>		



3:30 pm - 4:15pm:	<p><b>Topic:</b> Nightingale On Demand 2009 to 2010</p> <p><b>Presenter:</b> Alia Mourtada &amp; Jeff Arsenault</p> <p><b>Description:</b> Overview of Enhancements and Changes from one year ago; hear about the strides that Nightingale has been making in the following areas: Product Quality; Feature and Technology Enhancements and New Products.</p>	
6:30pm - ...	<b>Banquet Dinner</b>	
<b>Sunday June 6, 2010</b>		
7:00am – 9:00am	<b>Breakfast</b>	
9:00am – 9:30am	<p><b>Topic:</b> Certification Updates: ISO Plans/Class II medical device, and Provincial Updates</p> <p><b>Presenter:</b> Alia Mourtada</p> <p><b>Description:</b> Get an overview of the ISO standard and its relationship to Class II; where Nightingale is in this process; what impact will this new certification have on Nightingale and our clients.</p>	<p><b>Training Lab</b></p> <p><b>Trainer :</b> Bryce Leib</p> <p><b>Description:</b> An ongoing lab, providing attendees with an opportunity for one-to-one and/or small group interaction with a Nightingale Trainer</p>
9:30am – 11:00am	<p><b>Topic:</b> Product road map</p> <p><b>Presenter:</b> Alia Mourtada</p> <p><b>Room:</b> Learn about Nightingale’s product roadmap for the near and long term future. Group workshop – where do we go from here?</p>	
11:00am – 11:15pm	<b>Refreshment Break</b>	
11:15pm – 12:00pm	<p><b>Topic:</b> Patient Access</p> <p><b>Presenter:</b> Moe Jiwan</p> <p><b>Description:</b> Leverage the internet to improve the efficiency of your practice. This discussion will provide an overview of the benefits and power of the Patient Portal available through Nightingale On Demand</p>	
12:00pm – 12:15pm	<b>Topic:</b> Closing remarks	