

Cloud 9 - Meeting Agenda

Thursday, March 14, 2019

Thursday	Time	Grand Ballroom 1	Grand Ballroom 2	Grand Ballroom 3	Grand Ballroom 4	Galleria
	10:00	InGaidge Mini-Course 10am-12pm (optional) Call Gaidge to Register 800-287-3396	REGISTRATION - Coffee/Snack Break			
	12:00 - 1:00		Lunch - Garden Court			
	1:00 - 2:15	Cathy Jugovic & Angie Menendez Knowing the Value of Your Doctor & Great Customer Service	Mary Kay Miller How to Find Solid Ground in the Shifting Landscape of Internet Marketing	Ortho Scheduling & Recalls/Front Desk Reports - MARCI BARR	Financial Arrangements PHYLLIS FERNANDEZ	Ortho Pedo Features TONYA GRAY
	2:15	Break - 15 Minutes				
	2:30 - 3:45	Susan McElvy Next Level Leadership	Jill Allen Putting the "Pro" into Your Financial Protocols	Ortho Financial Reports/Closing the Day & Month - ALEX BUCHANAN	Dr. Doug Depew Clinical Photography PART 1	Pedo Patient Workflow JESSICA OHLER
	3:45	Coffee/Snack Break - 15 Minutes				
	4:00 - 5:15	Dr. Mart McClellan Your Retirement Smile	Sue Hanen & Shannon Brockway Ready, Aim, Goal!	Financial Round Table MEL GRONECK	Dr. Doug Depew Clinical Photography PART 2	Pedo Clinical JESSICA OHLER

Friday, March 15, 2019

Friday	8:00 - 8:30	Continental Breakfast - Garden Court				
	8:30 - 10:30	General Session - Keynote Speaker [Grand Ballroom]				
	10:30	Coffee/Snack and Vendor Break - 15 Minutes				
	10:45 - 12:00	Gary Salman You've Been Hacked -- Now What?	Andrea Cook Plaster or Pixels	Ortho What's New in Upcoming Releases - KEVIN SIMMONS	Ortho Financial 101 MARY BETH HEIDT	Pedo Setup/Fee Schedules JESSICA OHLER
	12:00 - 1:00	Staff Lunch - Garden Court		Doctors-Only Lunch - Wilton		
	1:00 - 2:15	Ortho Understanding the Setup Menu - ALEX BUCHANAN	Chris Bentson Smart vs. Healthy Organization	Ortho Advanced Contracts GERMAYNE SHAW	Ortho Document Templates & Letters - ANGELA PARKER	Pedo Financials and Reporting TONYA GRAY
	2:15	Vendor Break - 30 Minutes				
	2:45 - 4:00	Ortho Questionnaires with Letters ANGELA PARKER	LeeAnn Peniche Irresistible	Ortho Insurance 101 MEL GRONECK	Ortho What Features Aren't You Using? - KEVIN SIMMONS	Pedo Insurance & Claims JESSICA OHLER
	4:00	Coffee/Snack Break - 15 Minutes				
	4:15 - 5:30	Social Media Round Table GERMAYNE SHAW	Charlene White Strategies for Marketing Success	Clinical Round Table MARCI BARR	Treatment Coordinator Round Table MARY BETH HEIDT	Advanced Insurance Round Table PHYLLIS FERNANDEZ
7:00 PM	Red Carpet Reception (dinner, drinks, desserts, & prizes)					

Saturday, March 16, 2019

Saturday	8:00 - 9:00	Continental Breakfast - Garden Court				
	9:00 - 10:15	Sue Hanen & Shannon Brockway Personality Poker®	Char Eash Defining the Statuses That Define Your Patient Base	Ortho/Pedo Round Table JESSICA OHLER	Ortho Ceph ANGELA PARKER	Front Desk Round Table ALEX BUCHANAN
	10:15	Coffee/Snack and Vendor Break - 30 minutes				
	10:45 - 12:00	Ortho Using Data Miner GERMAYNE SHAW	Jackie Shoemaker The History & Mystery of Financial Arranging	Ortho Email/Text/Staff Communications MARY BETH HEIDT	Ortho Financial Adjustments MEL GRONECK	Ortho Clinical Tips & Tricks/ Treatment Planning & Cards MARCI BARR
	12:00 - 1:15	Lunch - Garden Court				
1:15 - 2:30	Ortho Patient Spotlight & TC Reports - GERMAYNE SHAW	Vicki Newell & Manon Newell Benchmarking Your Way to a Profitable Practice	Ortho What's New in Upcoming Releases (Repeat) - KEVIN SIMMONS	Ortho Advanced Insurance PHYLLIS FERNANDEZ	Ortho/Pedo Imaging ALEX BUCHANAN & JESSICA OHLER	