

# 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	<b>Cathy Jugovic &amp; Angie Menendez</b> Knowing the Value of Your Doctor & Great Customer Service	<b>Mary Kay Miller</b> How to Find Solid Ground in the Shifting Landscape of Internet Marketing	Ortho Scheduling & Recalls/Front Desk Reports - <b>MARCI BARR</b>	Financial Arrangements <b>PHYLLIS FERNANDEZ</b>	Ortho Pedo Features <b>TONYA GRAY</b>
	2:15	Break - 15 Minutes				
	2:30 - 3:45	<b>Susan McElvy</b> Next Level Leadership	<b>Jill Allen</b> Putting the "Pro" into Your Financial Protocols	Ortho Financial Reports/Closing the Day & Month - <b>ALEX BUCHANAN</b>	<b>Dr. Doug Depew</b> Clinical Photography PART 1	Pedo Patient Workflow <b>JESSICA OHLER</b>
	3:45	Coffee/Snack Break - 15 Minutes				
	4:00 - 5:15	<b>Dr. Mart McClellan</b> Your Retirement Smile	<b>Sue Hanen &amp; Shannon Brockway</b> Ready, Aim, Goal!	Financial Round Table <b>MEL GRONECK</b>	<b>Dr. Doug Depew</b> Clinical Photography PART 2	Pedo Clinical <b>JESSICA OHLER</b>

**Friday, March 15, 2019**

Friday	8:00 - 8:30	Continental Breakfast - Garden Court				
	8:30 - 10:30	General Session - Keynote Speaker [Habersham]				
	10:30	Coffee/Snack and Vendor Break - 15 Minutes				
	10:45 - 12:00	<b>Gary Salman</b> You've Been Hacked - Now What?	<b>Andrea Cook</b> Plaster or Pixels	Ortho What's New in Upcoming Releases - <b>KEVIN SIMMONS</b>	Ortho Financial 101 <b>MARY BETH HEIDT</b>	Pedo Setup/Fee Schedules <b>JESSICA OHLER</b>
	12:00 - 1:00	Staff Lunch - Garden Court		Doctors-Only Lunch - Wilton		
	1:00 - 2:15	Ortho Understanding the Setup Menu - <b>ALEX BUCHANAN</b>	<b>Chris Bentson</b> Smart vs. Healthy Organization	Ortho Advanced Contracts <b>GERMAYNE SHAW</b>	Ortho Document Templates & Letters - <b>ANGELA PARKER</b>	Pedo Financials and Reporting <b>TONYA GRAY</b>
	2:15	Vendor Break - 30 Minutes				
	2:45 - 4:00	Ortho Questionnaires with Letters <b>ANGELA PARKER</b>	<b>LeeAnn Peniche</b> Irresistible	Ortho Insurance 101 <b>MEL GRONECK</b>	Ortho What Features Aren't You Using? - <b>KEVIN SIMMONS</b>	Pedo Insurance & Claims <b>JESSICA OHLER</b>
	4:00	Coffee/Snack Break - 15 Minutes				
	4:15 - 5:30	Social Media Round Table <b>GERMAYNE SHAW</b>	<b>Charlene White</b> Strategies for Marketing Success	Clinical Round Table <b>MARCI BARR</b>	Treatment Coordinator Round Table <b>MARY BETH HEIDT</b>	Advanced Insurance Round Table <b>PHYLLIS FERNANDEZ</b>
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	<b>Sue Hanen &amp; Shannon Brockway</b> Personality Poker®	<b>Char Eash</b> Defining the Statuses That Define Your Patient Base	Ortho/Pedo Round Table <b>JESSICA OHLER</b>	Ortho Ceph <b>ANGELA PARKER</b>	Front Desk Round Table <b>ALEX BUCHANAN</b>
	10:15	Coffee/Snack and Vendor Break - 30 minutes				
	10:45 - 12:00	Ortho Using Data Miner <b>GERMAYNE SHAW</b>	<b>Jackie Shoemaker</b> The History & Mystery of Financial Accounting	Ortho Email/Text/Staff Communications <b>MARY BETH HEIDT</b>	Ortho Financial Adjustments <b>MEL GRONECK</b>	Ortho Clinical Tips & Tricks/ Treatment Planning & Cards <b>MARCI BARR</b>
	12:00 - 1:15	Lunch - Garden Court				
1:15 - 2:30	Ortho Patient Spotlight & TC Reports - <b>GERMAYNE SHAW</b>	<b>Vicki Newell &amp; Manon Newell</b> Benchmarking Your Way to a Profitable Practice	Ortho What's New in Upcoming Releases (Repeat) - <b>KEVIN SIMMONS</b>	Ortho Advanced Insurance <b>PHYLLIS FERNANDEZ</b>	Ortho/Pedo Imaging <b>ALEX BUCHANAN &amp; JESSICA OHLER</b>	