



Practice Management Tracks & Topics for the Main Fall Conference

Tracks are held from Thursday, Oct. 26 at 1:30pm through Saturday, Oct. 28 at 11:30 am

All content is subject to change

Excellence in Center Operations for the Clinic Manager Track: Whether you're a seasoned manager or new to urgent care, take the next step in your career by developing enhanced skills that move your center from good to great!

- Writing policies and procedures
- How to develop and implement a compliance plan
- Defining center manager responsibilities
- A to Z of staffing and job descriptions
- Management style
- Managing patient satisfaction and customer service
- Human resources
- Managing metrics
- Financial statements
- Dissecting a meeting
- Managing conflict

Occupational Health Track: From Forms to Fit Testing: Understand the complexities of occupational health management, including how to build a successful program to set yourself apart from the competition, and how to be the provider of choice for local employers.

- Consent, HIPAA and forms
- Sales and marketing for occupational health services
- Workers' compensation injury care
- Post-accident screening and test
- DOT physical exams
- Drug testing/breath alcohol testing
- Role of the medical review officer
- Pre-employment physicals
- Physical therapy services
- Billing and collection: what do employers/insurance companies expect?
- Telehealth services

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- Clinic setup
- A look inside my organization's OccHealth services

The Future of Urgent Care and the Integrated Delivery Model: This track addresses both the clinical and business opportunities for integrated on-demand care. Hear from health systems and industry entrepreneurs alike.

- **Startup considerations, including place of service elections, EMR integration, site selection, and addressing concerns from the primary care employed and community physician groups**
- **Integrating the urgent care model into the health systems' ambulatory care strategy**
- **Urgent care's role in improving health system quality measures**
- **What does the hospital need to know about urgent care?**
- **Partnerships & management agreements: from the simple to shared risk, including legal considerations of pure management agreements, co-branding, simple referral agreements, Stark compliance considerations, and risk sharing partnerships**
- **ED diversion strategies: the right care at the right time in the right location**
- **OccMed and urgent care: health system opportunities to build a competitive model**