



## 2016 NE Regional Conference

Providence Biltmore

11 Dorrance Street Providence, Rhode Island 02903

Phone: 401-421-0700 Fax: 401-455-3050

### Arriving by Car

#### Heading South on Interstate 95:

Take Exit 22A, towards Downtown/Providence, RI  
 At the end of the exit ramp continue straight at the light onto Memorial Boulevard  
 At the next light, turn right onto Exchange Street  
 Take the next available right onto Exchange Terrace  
 Take the first left onto Dorrance Street, which passes directly in front of hotel.

#### Heading North on Interstate 95:

Make first right on Francis Street. Bear left on Dorrance Street, which passes directly in front of the hotel.

### Arriving by Train

The providence Amtrak station is approximately a half mile from the Biltmore hotel. Cabs can be found directly outside the station.

If you would like to walk, head south on Railroad Street, turn left to stay on Railroad Street which becomes Exchange Street. Turn right onto Washington Street and walk through Kennedy Plaza. Take a right on Dorrance Street.

## 2016 NE Regional Conference

Monday, October 17, 2016

Monday, October 17, 2016		
10:00-11:15	<b>Check In/Registration</b>	
11:00-11:30	<b>Lunch~ Sponsored by DCS Global</b>	
11:45-12:00	<b>Welcome</b> Linette Farris, NE Regional Delegate, NAHAM	
12:00-1:00	<b>Keynote Speaker</b> Cindy Dullea	
1:10-2:10	<b>Can You See Me</b> Kathy Ford	<b>Identifying The Root Cause of Denials</b> Terri Donohue
2:15-3:15	<b>Collaborative Lean Initiatives in Patient Access</b> Sandra Clay-Hillyard, Anabella Silva	<b>Creating an Electronic Record for the Revenue Cycle</b> Robert Wambolt, Becky Black
3:15-3:30	<b>Break</b>	
3:30-4:30	<b>MRI Pre Authorization and Advanced Encounter</b> Sharon Diani, Bronwen McKay-Price	<b>Fostering Patient-Centered Care through Harmonization of Practice Operations and Automated Scheduling Algorithms</b> Amy Tirabassi, Tina Vest
4:30-6:00	<b>Knowledge Café~ Sponsored by Litmos</b>	
6:00-7:30	<b>Cocktail Reception ~ Sponsored by Change Healthcare Vendor Fair in the Solutions Marketplace</b>	
Tuesday, October 18, 2016		
8:00-9:15	<b>Breakfast with Vendors in Solutions Marketplace ~ Sponsored by Imprivata</b> (*Please check out of the hotel prior to 9:00am*)	
9:30-10:30	<b>Customer Service To Patient Experience...The Cultural Shift</b> Cathy Palozzi	<b>Igniting a Passion for Compassion through Empathy Training</b> Jeannie Wallo, Catherine Walls, Jody Barbarulo
10:40-11:40	<b>Point of Service Collections (Panel Discussion)</b> Jeff Darling, Scott Dalgety	
11:45-1:00	<b>Lunch with Vendors in the Solution Marketplace ~ Sponsored by Core Business Technologies</b>	
1:00-2:00	<b>Patient Access Training and the New Employing Onboarding</b> Michael Cross	<b>CHAA Exam Prep Class</b> Linette Farris, Sandra Clay-Hillyard, Lilibeth Santiago
2:00-3:00	<b>Patient Access Gone Renegade (General Session)</b> Lisa Woods, Heather Gift	
3:00-3:15	<b>Conference Wrap-Up – Raffle Prize Drawings (Must be present to win)</b>	