

SUMMIT FOCUS TRACKS

REVENUE STRATEGIES		HUMAN RESOURCES		ACCOUNTING & FINANCE		MARKETING & DRIVING TRAFFIC		CUSTOMER SERVICE		PAPERLESS	
CE Increase Practice Revenue (6 Parts) (Dawn Burdette)		CE Effective HR Tools (Melissa Overberg)		CE Practice Profitability (Marsha L Heinke, DVM, EA, CPA, CVPM)		Boost Revenue Through Online Reputation Management		CE "Difussing" the Angry Client (Andy Roark, DVM)		Capturing Charges / Mastering the Whiteboard	
Simplify Your Lab		CE HR Workshop Uncovering Talent (Melissa Overberg)		Financial Reports	Financial Reports	Improve Staff Efficiency, Reminder Compliance, and Revenue Through Online Appointments Scheduling		CE How to be an Exam Room Rock Star (Andy Roark, DVM)		Electronic Forms of Communication / The Paperless Patient Medical Record	
Dental Forms	Dental Chart	CE HR Workshop Communication Skills (Melissa Overberg)		CE KPIs and Benchmarking (Marsha L Heinke, DVM, EA, CPA, CVPM)		Search & Sort	Search Queries	CE Building Client Loyalty to Grow (Andy Roark, DVM)		Data Entry, Forms, Imaging, and Labs / Managing Photos, Forms & Attachments	
Wellness Plans	Wellness Plans	CE The Jedi Mind Trick (Andy Roark, DVM)		CE Identifying and Protecting Against Risk (Marsha L Heinke, DVM, EA, CPA, CVPM)		Lost Patients? Found Revenue!				Data Storage and Disaster Recovery / Case Studies: Going Paperless	
CE Reminder Compliance: The Foundation for Practice Success				CE Understanding the Value of Your Practice (Marsha L Heinke, DVM, EA, CPA, CVPM)		CE Social Media 101 (Tim Vassilakos)					
Reminder System	Reminder System			Security	Theft Deterrent	CE Social Media 102 (Tim Vassilakos)					
								CE Social Media 103 (Tim Vassilakos)			

 CE Credits Available

 AVImark Courses

 ImProMed / ImProMed Equine Courses

 eVetPractice Courses

GENERAL PRACTICE MANAGEMENT CLASSES

AVIMARK		IMPROMED/IMPROMED EQUINE		eVETPRACTICE	
Back to the Basics: Adding Clients, Patients & Medical History	Inventory Foundation: Taking Charge Once and For All	Back to the Basics: Preferences, Desktop, and Database	Inventory Management: The Foundations of Product & Inventory Setup	Cloud Solution 101	How to Use the Boarding Module
Back to the Basics: Posting Charges & Generating Invoices	Improve Inventory Ordering & Receiving	Back to the Basics: Scheduling with EasyTime, Clinic Census, and Boarding	Inventory Management: The Next Step to Inventory Management	Streamline Those Front Desk Essentials	Thinking About Going Paperless?
Scheduling Basics: Appointments & Boarding	Managing Controlled Drugs & Inventory Maintenance	Back to the Basics: Estimates, Invoices, and Travel Sheets	Intelligent Inventory: Seamless Inventory Automation	Master Appointments & Calendar Settings	Cloud Solution 101
Back to the Basics: Procedure Lists & Avoiding Missed Charges	Basic Whiteboard Implementation	Back to the Basics: Products and Inventory Setup	Inventory Management: Inventory & Product Reports and the Product Spreadsheet	Learn the Nuts and Bolts of Billable Items	Using Wellness Plans
Back to the Basics: Treatment Plans & Follow-up Care	Practice Workflow From Check-In to Check-Out	Streamline Internal Communications	Managing Controlled Substances	Cloud Solution 101	Using Medical Record Forms & Templates
Back to the Basics: Essential Front Desk Skills	Creative Techniques to Improve Efficiency	Manage Employee Data	Advanced Inventory: Troubleshooting Tips	Managing Invoicing & Returns	Optimizing Workflow: Check-In to Check-Out
		Patient Health Care: Wellness Plans and Treatment Plans	Accounts Receivable: Running Statements and Transaction Corrections		
		Medical Records Overview	Modify Forms, Certificates, and Take Home Instructions		
		Data Entry Shortcuts			

 CE Credits Available

 AVImark Courses

 ImProMed / ImProMed Equine Courses

 eVetPractice Courses

WEDNESDAY OCTOBER 10, 2018

9:30AM		10:00AM		11:00AM		12:00PM		1:00PM		2:00PM		3:00PM		4:00PM																	
CE Revenue Strategies (break at 10:45)								CE Revenue Strategies (break at 3:30)																							
Increasing Practice Revenue Starts with Leadership: Part 1				Increasing Practice Revenue Requires a Team That Can Execute Strategies: Part 2				Increase Practice Revenue by Increasing Clients and Patients: Part 3				Increase Practice Revenue by Increasing Preventive Care Services: Part 4				Increase Practice Revenue by Increasing Visits: Part 5				Increase Practice Revenue through Increasing Client Compliance: Part 6											
Paperless Journey Mastering the Whiteboard				BREAK				Paperless Journey The Paperless Patient Medical Record				Paperless Journey The Paperless Patient Medical Record (continued)				BREAK				Paperless Journey Case Studies: Going Paperless											
Paperless Journey Capture Charges and Client Signature with Linked Products, Travel Sheets, and Estimate Consents				BREAK				Paperless Journey Paperless Electronic Forms of Communication				Paperless Journey Medical Records: Data Entry, Forms, Imaging, and Labs				BREAK				Paperless Journey Security: Employee, Data Storage, Disaster Recovery											
Inventory Foundation: Taking Charge Once and For All				BREAK				Improve Inventory Ordering and Receiving				OPEN				BREAK				OPEN											
Back to the Basics: Appointments and Boarding				BREAK				Back to the Basics: Adding Clients, Patients & Medical History				Back to the Basics: Posting and Invoice Creation				BREAK				OPEN											
Back to the Basics: Preferences, Desktop, and Database				BREAK				Back to the Basics: Scheduling with EasyTime, Clinic Census, and Boarding				Back to the Basics: Estimates, Invoices, and Travel Sheets				BREAK				Back to the Basics: Product and Inventory Item Setup											
Cloud Solution 101: Everything You Want to Know About Our Cloud-Based Software				BREAK				Streamline Those Front Desk Essentials				Learn to Master Appointments & Calendar Settings				BREAK				Learn the Nuts and Bolts of Billable Items											
BREAK				CE Human Resources Effective HR Tools: Improve Your Ability to Hire and Keep the Best				BREAK				CE Human Resources HR Workshop: Uncovering Talent - Using Behavioral Skills to Hire the Best				BREAK				CE Human Resources HR Workshop: Communication Skills for Leadership Success											
BREAK				Online Scheduling with Rapport				BREAK				Using Technology to Drive Performance				BREAK				Online Scheduling with Rapport				BREAK				Optimizing Reminder Performance with Rapport			

LUNCH

 CE Credits Available

 AVImark Courses

 ImProMed / ImProMed Equine Courses

 eVetPractice Courses

THURSDAY OCTOBER 11, 2018

9:30AM		10:00AM		11:00AM		12:00PM		1:00PM		2:00PM		3:00PM		4:00PM			
Paperless Journey Mastering the Whiteboard		BREAK		Paperless Journey The Paperless Patient Medical Record		LUNCH		Paperless Journey The Paperless Patient Medical Record (continued)		BREAK		Paperless Journey Case Studies: Going Paperless					
Paperless Journey Capture Charges and Client Signatures with Linked Products, Travel Sheets, and Estimate Consents		BREAK		Paperless Journey Paperless Electronic Forms of Communication				Paperless Journey Medical Records: Data Entry, Forms, Imaging, and Labs		BREAK		Paperless Journey Security: Employee, Data Storage, Disaster Recovery					
Inventory Management: The Foundations of Product and Inventory Setup		BREAK		Inventory Management: The Next Step to Inventory Usage				Intelligent Inventory: Seamless Inventory Automation		BREAK		Inventory Management: Inventory and Product Reports and the Product Spreadsheet					
Cloud Solution 101: Everything You Want to Know About Our Cloud-Based Software		BREAK		Managing Invoicing & Returns				How to Use the Boarding Module		BREAK		Thinking About Going Paperless? What Are You Waiting For?					
Back to the Basics: Procedure Lists & Avoiding Missed Charges		BREAK		Back to the Basics: Basic Whiteboard				Back to the Basics: Treatment Plans & Follow-Up Care		BREAK		Back to the Basics: Essential Front Desk Skills					
BREAK		CE Accounting & Finance Best Accounting and Data Collection Systems for Practice Profitability		Streamline Internal Communications				Manage Employee Data		BREAK		Wellness Plans, Treatment Plans, and Scheduled Payments					
BREAK		CE Human Resources Effective HR Tools: Improve Your Ability to Hire and Keep the Best		BREAK				CE Accounting & Finance What's New in Key Performance Indicators and Benchmarking		BREAK		CE Accounting & Finance Safeguarding Your Veterinary Practice's Success: Identifying and Protecting Against Risks		BREAK		CE Accounting & Finance Understanding the Value of Your Veterinary Practice	
BREAK		OPEN		BREAK				OPEN		BREAK		CE Human Resources HR Workshop Communication Skills for Leadership Success		BREAK		CE Human Resources HR Workshop Communication Skills for Leadership Success	
BREAK		Revenue Strategies Simplify Your Lab: Integrating Internal and External Lab Devices		BREAK				CE Human Resources HR Workshop Uncovering Talent: Using Behavioral Interview Skills to Hire the Best		BREAK		Marketing Lost Patients? Found Revenue!		BREAK		Improve Staff Efficiency, Reminder Compliance, and Revenue Through Online Appointment Scheduling	
BREAK		Driving Performance with Technology		BREAK				CE Revenue Strategies Reminder Compliance: The Foundation for Practice Success		BREAK		OPEN		BREAK		OPEN	

 CE Credits Available

 AVImark Courses

 ImproMed / ImproMed Equine Courses

 eVetPractice Courses

FRIDAY OCTOBER 12, 2018

9:30AM		10:00AM		11:00AM		12:00PM		1:00PM		2:00PM		3:00PM		4:00PM			
Medical Records Overview		BREAK		Medical Records: Data Entry Shortcuts		LUNCH		Modify Forms, Certificates, and Take Home Instructions		BREAK		Accounts Receivable: Running Statements and Transaction Corrections					
Accounting & Finance Focus on Finance: Reconciling Financial Reports		BREAK		Accounting & Finance Protecting Your Practice From Theft				OPEN		BREAK		Revenue Strategies Upgrade Client Communications to Enhance Patient Care					
Accounting & Finance Shape Up Your Bottom Line: Reconciling Transactions with Reports		BREAK		Accounting & Finance Take Steps to Secure Your Data				Marketing Search & Sort Beyond Reminders		BREAK		Revenue Strategies Enhance Your Reminder System to Promote Pet Health					
Revenue Strategies Streamline Dental Charting and Save Time		BREAK		Revenue Strategies Optimize Your Preventive Care Strategy to Save Lives				Managing Controlled Drugs & Inventory Maintenance		BREAK		Managing Photos, Documents, Forms, and File Attachments					
Revenue Strategies Are You Making the Best Use of Dental Forms?		BREAK		Revenue Strategies Make Wellness Plans Work For You--AND Your Clients				Inventory: Managing Controlled Substances		BREAK		Advanced Inventory: Troubleshooting Tips					
Marketing Marketing Through Search Queries - Beyond Reminders		BREAK		Back to the Basics: Basic Whiteboard				Practice Workflow From Check-In to Check-Out		BREAK		Creative Techniques to Improve Efficiency					
Cloud Solution 101: Everything You Want to Know About Our Cloud-Based Software		BREAK		Use Wellness Plans to Benefit Your Patients and Your Practice				Using Medical Record Forms & Templates to Improve Patient Care		BREAK		BREAK		Real Life: Optimizing Workflow From Check-In to Check-Out			
BREAK		BREAK		BREAK				BREAK		Marketing Boost Revenue Through Online Reputation Management		BREAK		BREAK		Customer Service The Jedi Mind Trick	
BREAK		Customer Service Diffusing the Angry Client		BREAK				Customer Service How to be an Exam Room Rock Star		BREAK		Customer Service Building Client Loyalty to Grow		BREAK		Open	
BREAK		Marketing Social Media 101: The Basics		BREAK				Marketing Social Media 102: Beyond the Basics - Making You Stand Out From The Competition		BREAK		Marketing Social Media 103: Running Contests, Sponsored Posts, and Other Advanced Tactics		BREAK		Marketing Social Media 103: (continued)	

 CE Credits Available

 AVImark Courses

 ImproMed / ImProMed Equine Courses

 eVetPractice Courses