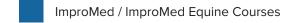
#### SUMMIT FOCUS TRACKS **REVENUE HUMAN ACCOUNTING & MARKETING & CUSTOMER PAPERLESS STRATEGIES RESOURCES FINANCE DRIVING TRAFFIC SERVICE** Practice Increase Practice Effective Boost Revenue Through "Difussing" Profitability Mastering the Revenue (6 Parts) HR Tools Online Reputation the Angry Client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





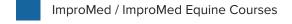


# GENERAL PRACTICE MANAGEMENT CLASSES

AVIM	IARK	IMPROMED/IMP	ROMED 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						







#### WEDNESDAY OCTOBER 10, 2018

9:30AM	10:00AM	11:00AN	M 12:00P	М 1	1:00PM		2:00PM		М	4:00PM		
CE		Revenue Strategies (break at 3:30)										
Increasing Practice Revenue Starts with Leadership: Part 1	Requires a Te	ctice Revenue eam That Can tegies: Part 2	Increase Practice Revenue by Increasing Clients and Patients: Part 3		by Increasing Proventive		ncrease Practice Revenue by Increasing Visits: Part 5		Increase Practice Revenue through Increasing Client Compliance: Part 6			
Paperless Journe Mastering the Whitebo	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 C Signature with Linke Products, Travel Sheets Estimate Consents	Client ed BREAK s, and	Paperless Journey Paperless Electronic Forms of Communication		BREAK Paperless Electronic Form			Paperless Medical Record Forms, Imagin	ls: Data Entry,	BREAK	Security:	<b>aperless .</b> Employee Disaster Re	e, Data Storage,
Inventory Foundation: 1 Charge Once and Fo	DREAK	Improve Invento	ry Ordering and Receiving	LUNCH	OPEN		BREAK	OPEN				
	BREAK		Back to the Basics: Adding Clients, Patients & Medical History		Back to the Basics: Posting and Invoice Creation		BREAK	OPEN		N		
	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 About Our Cloud-Bas Software	Know BREAK	Streamline Those Front Desk Essentials			Learn to Master & Calendar		BREAK	Learn the Nu	ıts and Bo	lts of Billable Items		
BREAK	Human Resources  Effective HR Tools: Improve Your Ability to Hire and Keep the Best  EFFECTIVE HR Tools: BREAK BREAK Talent - Using Behavioral Skills to Hire the Best		HR Workshop: Uncovering Talent - Using Behavioral		BREAK	Human R HR Wor Communicat Leadership	rkshop: ion Skills for	BREAK	Comm	man Resources HR Workshop: nunication Skills for dership Success		
BREAK	nline Scheduling with Rapport	BREAK	Using Technology to Drive Performance		BREAK	Online Sche Rap <sub>l</sub>	9	BREAK		mizing Reminder nance with Rapport		





### THURSDAY OCTOBER 11, 2018

9:30AM	10:00	DAM	11:0	OAM	12:00PM	1:	ООРМ	2:00	РМ	3:00	)PM	4:00PM
•	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		-			
Capture Cha Signatures Products, T	rges and Client s with Linked Travel Sheets, ate 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		ata Storage,	
Foundations	nagement: The of Product and ory 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			
Everything Know A	olution 101: I You Want to About Our sed Software	BREAK	Managing Invoicing & Returns			How to Use the Boarding Module		BREAK	Thinking About Going Paperless? What Are You Waiting For?			
Procedure L	the Basics: ists & Avoiding I Charges	voiding 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	BREAK  Collection Systems for Practice Profitability		Streamline Internal Communications		LUNCH	Manage Em	Manage Employee Data		Wellness Plans, Treatment Plans, and Scheduled Payments		,	
BREAK	Effective HR To Your Ability to I	Human Resources Effective HR Tools: Improve Your Ability to Hire and Keep the Best		Accounting & Finance BREAK What's New in Key Performance Indicators and Benchmarking			BREAK	Accounting & Finance Safeguarding Your Veterinary Practice's Success: Identifying and Protecting Against Risks		BREAK	Understan	ing & Finance ding the Value of erinary Practice
BREAK	OP	EN	BREAK OPEN		OPEN		BREAK	Human Ro HR Wor Communicat Leadership	kshop on Skills for	BREAK	HR Worksho	n Resources op Communication adership Success
BREAK	Simplify \ Integrating I	Revenue Strategies Simplify Your Lab: Integrating Internal and External Lab Devices		BREAK  BREAK  BREAK  Behavioral Interview Skills to Hire the Best			BREAK Lost		seting atients? BREAK Revenue!		Reminder ( Revenue	Staff Efficiency, Compliance, and Through Online ent Scheduling
BREAK	Driving Perfo Techn		BREAK	Reminder	ue Strategies Compliance: The or Practice Success		BREAK	OP	EN	BREAK		OPEN

## FRIDAY OCTOBER 12, 2018

9:30AM	10:00AM		11:00AM 12:00PI		vi r	:00PM	)PM 2:00PM		3:00PM	4:00PM
Medical Records Overview BREAK		Medical Records: Data Entry Shortcuts			Modify Forms, Certificates, and Take Home Instructions		BREAK	Accounts Receivable: Running Statements and Transaction Correction		
Accounting & Fin Focus on Finance: Re Financial Repo	econciling	BREAK	Accounting & Finance Protecting Your Practice From Theft			OPEN		BREAK	Revenue Strategies Upgrade Client Communications to Enhance Patient Care	
Shape Up Your Bott	Accounting & Finance Shape Up Your Bottom Line: Reconciling Transactions with Reports  BREAK  Accounting & Finance Take Steps to Secure Your				<b>Market</b> Search & Sor Reminc	t Beyond	BREAK	Enhance Yo	enue Strategies our Reminder System to note Pet Health	
Revenue Strate Streamline Dental ( and Save Tin	Charting	BREAK	Revenue Strategies Optimize Your Preventive Care Strategy to Save Lives		Managing Controlled Drugs & Inventory Maintenance		•	BREAK	Managing Photos, Documents, Forms, and File Attachments	
Are You Making the	Revenue Strategies  Are You Making the Best Use of Dental Forms?  Revenue Strategies  BREAK Make Wellness Plans Work From Your Clients		k For YouAND		Inventory: M Controlled Su	5 5	BREAK		anced Inventory: bleshooting Tips	
Marketing Through	Marketing keting Through Search BREAK Basic Whiteboard ies - Beyond Reminders Basic Whiteboard			LUNCH	Practice Workflow From Check-In to Check-Out		BREAK	Creative Techniques to Improve Efficiency		
Everything You Wan	Cloud Solution 101:  Everything You Want to Know About Our Cloud-Based Software		Use Wellness Plans to Benefit Your Patients and Your Practice			Using Medical Record Forms & Templates to Improve Patient Care		BREAK	Real Life: Optimizing Workflow From Check-In to Check-Out	
	BREAK					<b>Market</b> Boost Revenu Online Rep Manager	e Through outation	BREA	CE NK	<b>Customer Service</b> The Jedi Mind Trick
BREAK	<b>Custome</b> l Diffusing the		BREAK How to be	mer Service an Exam Room ock Star		BREAK	Customer Building Clie to Gr	ent Loyalty	BREAK	Open
BREAK	Marketing BREAK Social Media 101: The Basics		BREAK  BREAK  BREAK  BREAK  Beyond the Basics - Making You Stand Out From The Competition			BREAK Sponsored Po Other Advance		edia 103: Contests, Posts, and	BREAK	Marketing Social Media 103: (continued)



