



**AAPP Fall Symposium
Atlanta, GA
Thursday November 2 and Friday November 3, 2017**

Medical Assistant Track

Thursday November 2, 2017:

8:00 am – 9:00 am

Executive Managers are encouraged to attend the Keynote Address featuring Dr. Brad Bakotic and his journey from DPM to BAKO and the lessons he has learned. This address is beneficial to all positions in the podiatric field.

9:30 am – 12:30 pm

Transforming the Front Desk Staff

The Practice Management Institute and AAPP have partnered to bring you a workshop that will ensure your teams level of competence and professionalism is top priority with each patient, every time. Attendees will learn how to improve patient communication, data collection, and compliance. Let's face it a well-trained front office gathers accurate information, makes appropriate scheduling decisions, proactively addresses challenging patient behavior, and secures the privacy and security of sensitive patient information. Accurate data collection in initial encounters correlates to improved reimbursement. Employee professionalism, attitude, awareness and accountability can make or break how well your office is perceived by patients and their families. Careful front-line communications impact the office flow and the overall patient experience. Attendees will return to the office armed with problem-solving skills, heightened awareness of privacy and security compliance and better overall management of the front desk. This is not a basic customer service class. All patient-interfacing staff will learn important strategies for improving communication, organization of information and compliance.

This course is an additional fee to your conference registration, however, if you make this additional onetime investment of \$179 into your team, your patients and your practice. Your return on this investment will be multifold!

Friday November 3, 2017:

8:00 am - 9:30 am

Breakfast and Learn

Consistently an AAPP favorite, these sessions will give you and your colleagues an opportunity to interact about top takeaways from the meeting so far, as well as challenges that are faced in practice. You will have takeaways and pearls that you can implement in your office immediately on Monday morning. We recommend separating your office staff, so all attendees can speak freely. All rooms will be covering the same questions provided by AAPP Board.



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9:30 am - 10:00 am Break and Visit Exhibitors

10:00 am - 10:30 am

Breakfast and Learn Wrap-Up

Bill McCann, DPM

All attendees will join in our general session and review the comments and concerns of the individual breakout rooms and the solutions provided.

10:30 am - 11:30 am

Anatomy and Terms

Bill McCann, DPM

Description coming soon.

11:30 am - 12:30 pm

Triage and Evaluations

Sam Guillory, CMOM-POD

This interactive session requires audience participation as we learn the importance of properly triaging a chief complaint and what questions to ask both in person and over the phone to provide the best care possible. Attendees will learn how to utilize the NLDOCAT triage technique as well as how to determine if an appointment is urgent, non-urgent, or emergent.

12:30 pm - 1:30 pm Lunch and Visit Exhibitors

1:30 pm - 2:00 pm

How to Accommodate Problematic Patients

John Guiliana, DPM, MS

Description coming soon.

2:00 pm - 3:00 pm

What Patients Can Benefit from DME

Louis DeCaro, DPM

Description coming soon.

3:00 pm - 3:30 pm

Strapping Workshop

Jay Scheur

Description coming soon.



AAPP M Fall Symposium
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3:30 pm - 4:00 pm Break and Visit Exhibitors

4:00 pm - 4:30 pm

Does Your Note Match Your Billing?

Mike King, DPM

Description coming soon.

4:30 pm - 5:00 pm

Billing is a Team Effort

Tina Del Buono, PMAC

Good billing and collection protocols are ones that the whole office participates in. From scheduling the patient to checking them out each staff person needs to have an awareness of what is being billed and what is owed. Working collectively will ensure that money doesn't slip through the cracks. This session addresses tasks for efficient billings systems for all staff member positions.

5:00 pm - 5:30 pm

Medical Assistants Round Table Discussion

Tina Del Buono, PMAC

**PMAC credits are currently pending with ASPMA*

Credits provided in this track are applied to the PMAC Certification.

6:00 pm – 8:00 pm

Wine Tasting and Networking at Bako Pathology Headquarters

Join us for a relaxing evening at Bako Integrated Physician Solutions in nearby Alpharetta, GA. Enjoy the evening with Dr. Bakotic and the BAKO Team, your colleagues, AAPP M board members, and speakers. BAKO will provide round-trip motor coach transportation for a relaxing evening under the stars, good food, beverages, and tours of the BAKO laboratory facility. The students have always been important to Dr. Bakotic and AAPP M. Our goal is to help raise money to support the educational work the AAPP M supplies to the student practice management clubs at podiatry schools. These funds support practice management curriculum and initiatives, scholarships, leadership and development. Donations of \$25 or more are encouraged, however, all donations are welcome and very much appreciated.