Day One of the medical assistant track delivers comprehensive education and training on the often overlooked administrative side of medical assisting. Medical assistants will learn from DPM and PMAC experts alike, taking home valuable tools and techniques to improve the day to day administrative responsibilities from managing the schedule to collecting payments.

9:00 am - 9:30 am
**Welcome and Introduction**  
*Sam Fowler, PMAC*

9:30 am - 10:30 am – **1.0 CME**  
**Getting Organized for Efficiency and Time Flow**  
*Tina DelBuono, PMAC*

This lecture will cover the five key areas of self-organization.
1. Set organizational goals
2. Ask the right questions
3. Eliminate unnecessary clutter
4. Create Systems Management
5. Regroup Daily

10:30 am - 11:00 am Break and Visit Exhibitors

11:00 am - 11:30 am – **0.5 CME**  
**Accounts Receivable**  
*Melissa Lockwood, DPM*

What reports should you be keeping an eye on to help your practice stay “afloat”? Being proactive with your processing of ERAs/EOBs and working rejected claims will add to your value within the practice. Strategies on how to effectively tackle the “billing beast” will be addressed.

11:30 am - 12:00 pm – **0.5 CME**  
**Collections and Financial Policy**  
*Melissa Lockwood, DPM*

Does your practice have one? Do you know what’s in it? Do you have clear guidelines on how to collect monies from patients? Tips and strategies will be reviewed on how to better collect and make your life easier when patients tell you “I didn’t bring my checkbook!”
12:00 pm - 12:30 pm – 0.5 CME
Being a Leader Within Your Practice
Rem Jackson
You don’t have to be the doctor or the Office Manager to be a leader in your practice. You can lead, inspire, and influence your entire team simply through your own actions.

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

1:30 pm - 2:00 pm – 0.5 CME
Meaningful Use
Jeffrey Lehrman, DPM
"Wow" your doctors with how you can help them to avoid significant penalties for not participating in Meaningful Use.

2:00 pm - 2:30 pm – 0.5 CME
PQRS
Jeffrey Lehrman, DPM
“Wow” your doctors with how you can help them to avoid significant penalties for not participating in PQRS.

2:30 pm - 3:00 pm – 0.5 CME
How to Say It
Rem Jackson
Communicating with our co-workers or patients can be challenging even in the best of circumstances. In this session, using real issues the attendees bring we will explore how to say “it” better and get the results you are hoping for.

3:00 pm - 3:30 pm Break and Visit Exhibitors

3:30 pm - 4:30 pm – 1.0 CME
How Are We Doing with ICD-10
Mike King, DPM
6 months into ICD -10 we are doing "okay". What has been working and what has not.

4:30 pm - 5:00 pm – 0.5 CME
Billing Basics
Andy Bhatia, DPM
6:00 PM - 8:00 PM
**Wine Tasting and Cigars with the Stars**
Rem Jackson and Ben Weaver, DPM  
After a day of work, come join us for a reception to kick back and socialize with your colleagues and the conference speakers. While you’re there, enjoy from a selection of fine wines and, if you like, have a cigar.

The reception is sponsored by Top Practices and BAKO Integrated Physician Solutions