

Presented by



## Continuing Education for Medical Office Professionals

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### Optimizing the Patient Experience: A Team Approach

Patients that are both satisfied and engaged are most likely to achieve better outcomes. The Medicare Access and CHIP Reauthorization Act of 2015 (MACRA) ties financial incentives and penalties to patient engagement and outcomes. This interactive session will get your team on board with MACRA.

#### Class Highlights:

- Learn why team engagement is essential for MACRA and how the patient experience affects quality measures.
- Receive tips and tools to measure patient satisfaction and boost quality measures.
- Involve patients and their families with surveys and clinical engagement methods.
- Create a plan to follow-up and act on negative patient feedback.

### Medical Practice Front Desk Success

This basic-level course explains the scope of medical front office operations. Participants will learn how their connection with patients can have dramatic results. Learn how to relay financial policies and maintain security standards. Difficult communication scenarios and practice workflow challenges will also be addressed.

#### Class Highlights:

- Establish how quality of care on the front line is an important benchmark of the practice performance and success.
- Discuss communication techniques that enhance the patient experience and protect the practice's bottom line.
- Define processes that improve collection efforts and protect PHI.
- Share productivity enhancement strategies, and tips to combat stress.

Digital materials are provided. Registrants will receive an email with a link to download the materials approximately 2 days before the training event.

### Live Webinar Wednesday, April 12, 2023

#### AM session

#### Optimizing the Patient Experience:

##### A Team Approach

Program # 25241-0412

9:00 am to 12:00 pm EST

— AND —

#### PM session

#### Medical Practice

##### Front Desk Success

Program # 25242-0412

1:00 pm to 4:00 pm EST

#### Fee:

\$199 per person, per session  
Includes instructional materials

#### Questions:

JoAnne Rau or Amara VerValin

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Email: [jrau@mcms.org](mailto:jrau@mcms.org) or  
[avervalin@mcms.org](mailto:avervalin@mcms.org)

#### Register:

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Suite 202  
Rochester, NY 14623

**+CEUs** 3 per person, per session

Practice Management Institute grants CEUs for its certified professionals based on total number of instructional hours (1 CEU per hour of classroom instruction). CEUs may be applied to annual renewal requirements as noted on pmiMD.com.

#### Registration form

Keep a copy for your records.

(Additional registrants may be listed on separate page)

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Practice Name: \_\_\_\_\_ Job Title: \_\_\_\_\_ Specialty: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ City/State/Zip: \_\_\_\_\_

Phone: ( ) \_\_\_\_\_ Fax: ( ) \_\_\_\_\_ Email (required): \_\_\_\_\_

PMI-Certified ID#: (if applicable) \_\_\_\_\_

☐ Visa ☐ MasterCard ☐ American Express ☐ Check (payable to Monroe County Medical Society)

Credit Card #: \_\_\_\_\_ CVV code: \_\_\_\_\_ Exp. Date: \_\_\_\_\_ Total Amount: \_\_\_\_\_

Cardholder Name: \_\_\_\_\_ Cardholder Signature: \_\_\_\_\_

Billing Address, if different from above: \_\_\_\_\_

Registration Discounts: PMI certified professionals with an active ID# receive 10% off their registration fee. Multiple discounts do not apply.