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<td>7:30-8:30</td>
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<td>Breakfast in Exhibit Hall</td>
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<td>8:30-9:00</td>
<td>Coral Ballroom</td>
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<td></td>
<td><em>Iowa Welcome</em></td>
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<td>9:00-10:00</td>
<td>Coral Ballroom</td>
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<td>Leveraging Technology to Provide Remote Healthcare: Lessons Learned from Telepharmacy</td>
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<td></td>
<td>Dr. Michael Brownlee, PharmD, MS, FASHP</td>
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<td></td>
<td>Chief Pharmacy Officer</td>
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<td>University of Iowa Hospitals and Clinics</td>
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<tr>
<td>10:00-10:30</td>
<td>Break</td>
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<td>10:30-12:00</td>
<td>Coral Ballroom</td>
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<td></td>
<td>Dr. Paul Glassman DDS, MA, MBA</td>
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<td></td>
<td>Professor of Dental Practice</td>
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<td>Director, Community Oral Health</td>
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<td>Director, Pacific Center for Special Care</td>
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<td>University of the Pacific, Arthur A. Dugoni School of Dentistry</td>
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<td>12:00-1:00</td>
<td>Lunch in Exhibit Hall</td>
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<td>12:15-1:00</td>
<td>Vendor demos (food allowed)</td>
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<td>Coral Salon D: MiPACS (Medicor Imaging)</td>
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<td>Coral Salon B: Easy Markit</td>
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<td>Coral Salon C: Wells Fargo</td>
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<td>1:00-2:00</td>
<td>Coral Salon A</td>
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<td>Enhancing Patient Accessibility to Treatment: Teledentistry, Nurse Practitioner and Dentistry Interdisciplinary Care, Geriatric Mobile Dentistry at Iowa</td>
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<td>Howard Cowen DDS, MS, DABSCD, FICD</td>
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<tr>
<td></td>
<td>Director, Geriatric &amp; Special Needs Dentistry</td>
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<td>Diplomate, American Board Special Care Dentistry</td>
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<td>Clinical Professor</td>
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<td>University of Iowa College of Dentistry and Dental Clinics</td>
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<td>Larry Newman DNP, ARNP</td>
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<td></td>
<td>University of Iowa College of Nursing</td>
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| 1:00-2:00    | Coral Salon B   | **Integrating Pre-Access into the Patient Appointing and Check-In Processes: How do Technology and Process Re-engineering Factor into our Success?**  
**Patient Access Team (PAT) at U of Kentucky**  
Janell Shaner  
Patient Access Manager  
University of Kentucky College of Dentistry  
Jill D. Townsend  
Finance Director  
University of Kentucky College of Dentistry  
Jeffrey Tyler Witty  
Information Technology Manager  
University of Kentucky College of Dentistry |
|              |                 | **Recalls**  
Kathy Martin, BS  
University of Maryland Baltimore School of Dentistry  
Lauralynn Mealing, PMP  
Customer Success Manager  
Exan |
|              |                 | **Employing axiUm and Ability for Batch Insurance Verification of Upcoming Appointments**  
R. Lynn Conway  
Revenue Cycle Director  
University of Iowa College of Dentistry and Dental Clinics  
Jerry Gehling  
Lead Application Developer, Clinical Applications  
Technology & Media Services  
University of Iowa College of Dentistry and Dental Clinics |
| 2:00-3:00    | Coral Salon A   | **The Evolving Role of Social Work (Macro and Micro) in Dental Schools**  
Cari Andersen, LISW  
University Counseling Services at the University of Iowa College of Dentistry and Dental Clinics  
Kristen Flick, LMSW  
University of Iowa College of Dentistry and Dental Clinics |
### Wednesday, Sept. 27th

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Session Title</th>
<th>Presenter(s)</th>
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| 2:00-3:00| Coral Salon B | **Teaching and Business Models: Clerkship vs. Comprehensive Care; Preventive vs. Fee for Service**  
Clerkship Model | Michael Kanellis DDS, MS  
Associate Dean for Patient Care  
University of Iowa College of Dentistry and Dental Clinics |
|          |            | Comprehensive vs. Clerkship Models | Bob Wanezek  
Assistant Dean, Clinical Strategy and Planning  
University of Washington School of Dentistry |
|          |            | PMPM (per member per month) vs. Fee for Service | Joshua B. Even, DMD  
Director of Clinical Strategy & Support  
Willamette Dental Group |
|          |            | Fee for Service | Bob Wanezek  
Assistant Dean, Clinical Strategy and Planning  
University of Washington School of Dentistry |
| 3:00-4:00| Coral Salon A | **Service Excellence in Dental Schools** | Dr. MaryJane Hanlon, MBA  
Interim Associate Dean of Clinical Affairs  
Tufts University School of Dental Medicine |
|          | Coral Salon B | **Everything Your IT Team Needs to Know about the Upcoming axiUm 7.0 Upgrade** | Presentation by Exan |
|          | Coral Salon C | **Everything Your Clinical Team Needs to Know about the Upcoming axiUm 7.0 Upgrade** | Presentation by Exan |
|          | Coral Salon D | **Everything Your Financial Team Needs to Know about the Upcoming axiUm 7.0 Upgrade** | Presentation by Exan |
| 4:00-4:45|             | **GET READY TO PARTY!!!!!** | |
| 4:45     |             | **coaches depart The Marriott (main entrance) for “The Barn Social” in Wellman** | |
Thursday, Sept. 28th

7:30-8:15
Registration at entrance to Convention Center
Breakfast in Exhibit Hall

8:15-8:30
Coral Ballroom
Welcome from Dean Johnsen
University of Iowa College of Dentistry and Dental Clinics

8:30-10:00
Coral Ballroom
*Bottlenecks, Silos and Solutions: Pecha Kucha Sessions*

*Managing Care in the Presence of Power of Attorney, Guardianship and Other Legal Arrangements*
- Ann Synan
  - Patient Relations Specialist
  - Member of UI College of Dentistry Marketing Advisory Committee
  - University of Iowa College of Dentistry and Dental Clinics

*Management of External Referrals*
- Patty Duffe
  - Support Services Manager
  - University of Iowa College of Dentistry and Dental Clinics

- Debbie Mazzocco CDA, RDA
  - Support Services Coordinator
  - Faculty General Practice
  - University of Iowa College of Dentistry and Dental Clinics

*Database Triggers: What They Are and How to Use Them in a Production axiUm Environment*
- Tim Ericson
  - Senior Dental Informatics Analyst
  - Willamette Dental Group

8:30-9:30
Coral Salon D
eRx
- David Dodell, DMD
  - Director of Clinical Systems
  - Midwestern-Arizona

10:00-10:15
Break

10:15-11:00
Coral Ballroom
*New SNODDS 2017 Diagnostic Terminology*
- Elsbeth Kalenderian, DDS, MPH, PhD
  - Chair of the Department of Preventive & Restorative Dental Sciences
  - Leland A. & Gladys K. Barber Distinguished Professor in Dentistry
  - UCSF School of Dentistry

*Caries Risk Assessment Clinic Decision Support*
- Joel M. White, DDS, MS
  - Division of Preclinical Simulation, Chair
Thursday, Sept. 28th

11:00-12:00  Coral Ballroom
CODBio: A Promising Resource Combining Medical, Dental and Genetic Data
Dr. Arwa Owais BDS, MS
Associate Professor
University of Iowa College of Dentistry and Dental Clinics

12:00-1:00  Lunch in Exhibit Hall

12:15-1:00  Vendor demos (food allowed)
Coral Salon D: MiPACS (Medicor Imaging)
Coral Salon E: eDossea

12:30-1:00  Vendor demos (food allowed)
Coral Salon A: Ability
Coral Salon B: Easy Markit
Coral Salon C: Wells Fargo

1:00-2:00  Coral Salon A
Closing the Gap: Designing a Revenue Cycle for the 21st Century
How to tear down silos and get past the “it's not my job” mindset; covering tasks in the presence of staff absences; scheduling options; appointment templating; insurance benefit analysis and application to treatment plan; communication from front desk to practitioner….

The Call Center as a Unique Clinical Department
J. Donnie Parris
Director, Clinical Business Services
VCU Dental Care

Transitioning Scheduling from Clinics to a Call Center
Janell Shaner
Patient Access Manager
University of Kentucky College of Dentistry

Jill D. Townsend
Finance Director
University of Kentucky College of Dentistry

Jeffrey Tyler Witty
Information Technology Manager
University of Kentucky College of Dentistry

Rewriting the Job Description of Front Line Employees: “The Times They Are A-Changin”
R. Lynn Conway
Revenue Cycle Director
University of Iowa College of Dentistry and Dental Clinics

Patty Duffe
Support Services Manager
University of Iowa College of Dentistry and Dental Clinics
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| 1:00-2:00  | Coral Salon B | **Dashboards in Use at Our Schools**                                 | Andy Simonds  
Programmer Systems Analyst Senior  
University of Kentucky College of Dentistry |
|            |             | **User Defined Custom Dashboards**                                    |                                                                           |
|            |             | **Bringing Data to Life Using Tableau**                               | Marina Black, MBA, RDA  
Director for Clinical and Financial Operations  
Loma Linda University School of Dentistry |
|            |             |                                                                           | Ramon Enachescu  
Clinical Systems Administrator  
Loma Linda University School of Dentistry |
|            |             | **From Data to Dashboards Simply with Excel**                         | Anna Trieu MHA, RHIA, CPC  
Director of Patient Services  
University of Texas Health Sciences at Houston |
|            |             |                                                                           | Laura Cox RDA, BA  
Quality Improvement Coordinator  
University of Texas Health Sciences at Houston |

1:00-1:30 Coral Salon C

**Assessment of the Status Quo of Clinical Grading Practices in Dental Education**
Zsuzsa Horvath, PhD  
Assistant Professor, Department of Dental Public Health  
University of Pittsburg School of Dental Medicine

1:30-2:30 Coral Salon C

**Formative-Summative Daily Clinical Evaluations in Competency Assessment and Calibration**
Ahmed Sabbah DDS, PhD  
Clinical Assistant Professor  
Group Practice Leader  
Center for Oral Health Care and Research  
UT Health Science Center at San Antonio
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| 2:00-3:00| Coral Salon A  | **Prepping Our Students for Optimal Success Post Graduation: The Financial Nuts and Bolts of Dentistry**<br>Panel discussion including input from an Iowa Alum and her office manager re: 1) the presence (or absence) of Revenue Cycle Management in our curricula and 2) post-graduate support systems.<br>**Intro**<br>R. Lynn Conway  
Revenue Cycle Director  
University of Iowa College of Dentistry and Dental Clinics<br>**Predoctoral Practice Management: Paving the Way for a Sound Financial Future**<br>Laura Cox RDA, BA  
Quality Improvement Coordinator  
University of Texas Health Sciences Center at Houston  
Anna Trieu MHA, RHIA, CPC  
Director of Patient Services  
University of Texas Health Sciences Center at Houston<br>**From an Iowa Alum’s Perspective…**<br>Megan E. Brummer, DDS  
Cedar Valley Dental Associates  
Aaron M. Brummer  
Chief Executive Officer  
Cedar Valley Dental Associates |
| 2:00-3:00| Coral Salon B  | **Tap w/Proxy Cards and axiUm**  
Charles Laird  
Dental Clinic IT Director  
University of Detroit Mercy School of Dentistry |
| 2:30-3:00| Coral Salon C  | **Improving Clinical Faculty Evaluations: Designing a New Student Feedback Survey**  
Kimberly Ruona, DDS  
Associate Dean for Patient Care  
University of Texas Health Science Center at Houston |
| 3:00-3:30|                | **Break and board coaches (at Exhibit Hall entrance) for tour of dental school** |
| 3:30-3:45|                | **Travel from the Marriott Hotel to the College of Dentistry and Dental Clinics** |
| 3:45-4:00|                | **Pre-tour briefing in Galagan Auditorium at College of Dentistry**  
Scott K. Arneson BA, MBA  
Associate Dean for Finance and Facilities  
University of Iowa College of Dentistry and Dental Clinics |
| 4:00-4:45|                | **Board buses for coach tour of the Health Sciences Campus and return to the Marriott Hotel** |
Friday, Sept. 29th

7:30-8:00  Registration at entrance to Convention Center
          Breakfast in Exhibit Hall

8:00-12:00  Wood Room (2nd floor)
            COHRI meeting room (time tbd by COHRI members)

8:00-8:15  Coral Salon D
            Revenue Cycle Management Course
            Welcome and Introductions
            R. Lynn Conway and College of Dentistry team members

8:15-12:00  Coral Salon D
            Revenue Cycle Management Course
            University of Iowa College of Dentistry team members

8:00-9:00  Coral Salon A
            Enhancing axiUm – Our Commitment
            Samir Boudjebra
            Manager, Product Management
            Exan

8:00-9:00  Coral Salon B
            Using axiUm to Satisfy Accreditation Requirements: Documentation Guidelines and Available/Desired Reports
            J. Donnie Parris
            Director, Clinical Business Services
            VCU Dental Care

8:00-9:00  Coral Salon C
            Previser/axiUm Interface
            Carl Loeb
            Chief Consultant and CEO
            PreViser Corporation

            Thomas Wirtz
            Director, Dental Informatics
            Marquette University

9:00-10:00  Coral Salon A
            Lockbox and Posting/e-Posting of Insurance and Patient Payments
            Wells Fargo demo and presentations from schools utilizing lock box in their payment deposit and posting process (manual and/or electronic)

            University of Kentucky
            Kathleen Hertz
            Billing and Collections Manager
            University of Kentucky College of Dentistry
Jeffrey Tyler Witty  
Information Technology Manager  
University of Kentucky College of Dentistry  

University of Iowa  
R. Lynn Conway  
Revenue Cycle Director  
University of Iowa College of Dentistry and Dental Clinics  
Jerry Gehling  
Lead Application Developer, Clinical Applications  
technology & Media Services  
University of Iowa College of Dentistry and Dental Clinics  

Wells Fargo  
Richard Turnquist, Jr.  
Vice President – Global Lockbox Product Manager  
Jeff McRae, CTP  
Senior Vice President – Healthcare Treasury Management Consultant  
Healthcare Treasury Services  

Exan Group  
Lauralynn Mealing  
Customer Success Manager  

9:00-10:00  
Coral Salon B  
**DDX Lab Integration with axiUm**  
Kathy Martin, B.S.  
University of Maryland School of Dentistry  
Sandy Macdonald  
Product Manager  
Henry Schein Practice Solutions  

10:00-10:30  
Break  

10:30-10:45  
Coral Ballroom  
**Midyear 2018 Invitation**  
*University of Colorado School of Dental Medicine*  

10:45-11:30  
Coral Ballroom  
**axiUm Document Repository and axiUm Consortium Board Update**  
David Dodell, DMD  
Director of Clinical Systems  
Midwestern-Arizona  

11:30  
Coral Ballroom  
**Send-Off**
Come preview how we can take some of the headache out of medical claims processing, including automation of those pesky secondary claims. Preview and ask questions pertaining to speeding up the revenue cycle process, leading to quicker payments for your location.

$50.00 American Express Gift Card drawing for each session.

Medicor Imaging’s MiPACS provides dental schools with a DICOM-compliant and feature-rich PACS that enables users to acquire, process, store, and view images from any dental digital imaging device. Featuring a web interface, bidirectional axiUm integration, and an integrated 3D viewer, MiPACS is a comprehensive imaging solution.

EasyMarkit is an automated but flexible communication software. Text, email, and phone reminders are personalized for every patient for a more professional and convenient user experience. EasyMarkit also increases your recalls, advertises your practice online, gauges patient satisfaction, and much more. Call us for details and your free trial.