

CONFERENCE
AGENDA

CGM eMDs

EHR and Practice Management



CGM USER CONFERENCE

IGNITE YOUR PASSION FOR HEALTHCARE

Pre-Conference: September 7, 2022 | Conference & Exhibits: September 8-10, 2022

Location: Gaylord Texan Resort



CompuGroup
Medical

Pre-Conference Boot Camps

Need more in-depth training? New to CGM eMDs? Have new staff joining your practice? Attend and take advantage of our pre-conference Boot Camps, where you can get a full day of in-depth training designed to meet the needs of both new and power users.

September 7, 2022

PM Boot Camp for New CGM eMDs Users

8:30 AM - 11:30 AM

12:30 PM - 5:30 PM

This one day intensive course is designed to instruct new users on billing functions in CGM eMDs, including charge entry, payment posting, adjustments and routine reports.

EHR Boot Camp for New CGM eMDs Users

8:30 AM - 11:30 AM

12:30 PM - 5:30 PM

This one day intensive course is designed to instruct users on documenting the patient's visit, review chart notes and performing other tasks associated with patient care using CGM eMDs.



Support Lab

Schedule a one-on-one appointment with a Support Specialist and a workstation to discuss any software issues that you may be experiencing.

Timeslots available for CGM eMDs PM, Clinical and IT support related issues on the following day and times. All appointments are scheduled to ensure we have enough spots and time to assist clients.

September 8, 2022

8:30 AM - 9:45 AM
10:00 AM - 11:15 AM
12:45 PM - 2:00 PM
2:15 PM - 3:30 PM
3:30 PM - 5:00 PM

September 9, 2022

8:30 AM - 9:45 AM
10:00 AM - 11:15 AM
12:45 PM - 2:00 PM
2:15 PM - 3:30 PM
3:30 PM - 5:00 PM

September 10, 2022

8:30 AM - 9:45 AM
10:00 AM - 11:15 AM
12:45 PM - 2:00 PM
2:15 PM - 3:30 PM



Conference-at-a-Glance

Thursday, September 8, 2022

8:30 AM - 9:45 AM	General Session: Ignite Your Passion for Healthcare Tate Ballroom B/C					
	Room: Escondido 1	Room: Escondido 2	Room: Texama 1	Room: Texama 2	Room: Davis 3	Room: Tate 3&4
10:00 AM - 11:15 AM	PROD: Discover the New CGM eMDs			PROD: eMEDIX Your Clearinghouse Partner for eMDs		
11:15 AM - 12:45 PM	Lunch & Exhibit Hall					
12:45 PM - 2:00 PM	PROD: How Order Tracking can Improve Clinic Workflows	IND: Uncoupling Management and Leadership	PROD: The Fee Schedule Phenomenon			CME: Healthcare Strategies to Grow your Business
2:15 PM - 3:30 PM	PROD: Document Management		PROD: Scheduling like a BETA Clinic			CME: Information Security Programs
3:45 PM - 5:00 PM	PROD: New Forms and Letters	IND: Building Dynamic Groups	PROD: Product Roadmap		PROD: eMEDIX Your Clearinghouse Partner	CME: Digital Marketing Trends in Healthcare You Should Know About



Conference-at-a-Glance

Friday, September 9, 2022

	Room: Escondido 2	Room: Escondido 3	Room: Texoma 1	Room: Texoma 2	Room: Texoma 3	Room: Davis 3	Room: Tate 3&4
8:30 AM - 9:45 AM	IND: Uncoupling Management and Leadership		PROD: Template Editing - Basic	PROD: Scheduling like a BETA Clinic	PROD: Clinical Rules - Why Are They Important?		CME: Best Practices form the Clearinghouse Experts
10:00 AM - 11:15 AM	IND: Security Q&A	IND: Confronting the Great Resignation: How to Engage and Keep your Vital Team Members Happy	PROD: Template Editing - Advanced		PROD: Product Roadmap		
11:15 AM - 12:45 PM	Lunch & Exhibit Hall						
12:45 PM - 2:00 PM			PROD: Prescribe - NEW Features and Workflows		PROD: Automating Revenue Cycle Processes		CME: Regulatory Updates for 2023
2:15 PM - 3:30 PM		IND: Battling Burnout - Protecting Your Peace and Your Passion	PROD: Care Plans & Assesment Tools		PROD: Tips and Tricks		IND: Information Security Program
3:45 PM - 5:00 PM	IND: Building Dynamic Groups		PROD: Why Flowsheets?		PROD: Daily Work List	IND: Opening a POL: Advice for Starting Your Own In Office Lab	IND: Digital Marketing Trends in Healthcare You Should Know About



Conference-at-a-Glance

Saturday, September 10, 2022

	Room: Escondido 1	Room: Escondido 2	Room: Escondido 3	Room: Texoma 1	Room: Davis 3	Room: Tate 3&4
8:30 AM - 9:45 AM		IND: Battling Burnout - Protecting Your Peace and Your Passion	PROD: Discover the New CGM eMDs	PROD: Daily Work List		IND: Regulatory Updates for 2023
10:00 AM - 11:15 AM	IND: Confronting the Great Resignation - How to Engage and Keep your Vital Team Members Happy		PROD: Automating Revenue Cycle Processes	PROD: Prescribe - NEW Features and Workflows		IND: Healthcare Strategies to Grow your Business
11:15 AM - 12:45 PM	Lunch & Exhibit Hall					
12:45 PM - 2:00 PM			PROD: Tips & Tricks	PROD: New Forms and Letters	PROD: eMEDIX Your Clearinghouse Partner	
2:15 PM - 3:30 PM			PROD: Clinical Rules: Why Are They So Important			



CGM eMDs Product Track

This track includes sessions related to the CGM product you use daily. This content covers new features, recent technology updates as well as secrets to success like tips and tricks from our product experts.

Automating Revenue Cycle Processes

Sept. 9 | 12:45 PM - 2:00 PM

Sept. 10 | 10:00 AM - 11:15 AM

Did you know that many of your revenue cycle management tasks can be automated? Come learn ways to be more efficient with generating invoices, importing and posting ERA, generating monthly reports, and more.

Care Plans and Assessment Tools

Sept. 9 | 2:15 PM - 3:30 PM

Many of the programs clinics participate in require extensive documentation. This session will focus on documenting Care Plans and available templates for assessing risk scores, mental status, and so much more.

CGM eMDs Prescribe - New Features and Workflows

Sept. 9 | 12:45 PM - 2:00 PM

Sept. 10 | 10:00 AM - 11:15 AM

This session will center on Prescribe functionality that has been updated significantly this year such as real-time prescription benefit checking (RTPB) and electronic prior authorization (ePA), as well as new developments coming the next few months. Topics will be covered both from the perspective of our Product Team and from one of our CMO Team Members, Dr. Eric Weidmann, who uses these tools in his practices daily.

CGM eMDs Product Roadmap

Sept. 8 | 3:45 PM - 5:00 PM

Sept. 9 | 10:00 AM - 11:15 AM

Keeping pace with changing healthcare and regulatory landscape is a challenge, but it is one that CGM eMDs is excited to meet. Come learn about the new and planned features for CGM eMDs from the expert team responsible for our product strategy.

CGM eMDs Tips and Tricks

Sept. 9 | 2:15 PM - 3:30 PM

Sept. 10 | 12:45 PM - 2:00 PM

Everyone wants to know how they can use CGM eMDs more efficiently, or troubleshoot technical problems with ease. In this session you will learn tips and tricks for faster workflows, given directly from the Product and Development team responsible for creating the application!

Clinical Rules: Why are They Important?

Sept. 9 | 8:30 AM - 9:45 AM

Sept. 10 | 2:15 PM - 3:30 PM

Clinical Rules are reminders for overdue (or due soon) items including preventive care, disease management, drug management, and immunizations. In this session, we will look at how rules can help you meet your eCQM measure, help monitor when annual exams, test or immunization are due, and more.

Daily Work List

Sept. 9 | 3:45 PM - 5:00 PM

Sept. 10 | 8:30 AM - 9:45 AM

The Daily Work List is a "one-stop" shop that makes it easy to manage numerous workflows related to patient appointments from a single screen. This highly visual, interactive tool makes it easy for users to quickly verify that teams are taking care of core tasks such as confirmations, taking and applying copayments, reviewing charts, generating charges, filing claims and more.



CGM eMDs Product Track

It is also a tool that can be automated, making it easier for administrators and staff to keep up with repetitive tasks. Targeted at Billing/Office Staff, Office Managers and Practice Administrators, this class prepares attendees to better understand and utilize the Daily Work List. This is a must attend session for billers, schedulers, administrators, and even physicians!

Discover the New CGM eMDs

Sept. 8 | 10:00 AM - 11:15 AM

Sept. 10 | 8:30 AM - 9:45 AM

Learn about the exciting updates planned for the latest release as you watch the instructor demonstrate recommended workflows that can bring new efficiencies to your practice.

Document Management

Sept. 8 | 2:15 PM - 3:30 PM

This class will provide a look into the future of CGM eMDs! We will review the latest updates and share our plans for the future. This session will cover scanning, documents from the portal, faxed documents, how to link documents to orders, and organizing documents for easy access.

How Order Tracking can Improve Clinic Workflows

Sept. 8 | 12:45 PM - 2:00 PM

The Order Tracking Module has received some major enhancements over the past two years, so if you are not currently incorporating it into your workflow, now may be the time to take another look. Learn new ways to monitor orders to ensure they are received, identify past due orders, and use Order Tracking for communication and follow up.

New Forms and Letters

Sept. 8 | 3:45 PM - 5:00 PM

Sept. 10 | 12:45 PM - 2:00 PM

Overview of new features in the latest version of Solution Series. Learn how to create new merge forms and letters, migrate existing forms with the new editor, and link completed forms to clinical orders.

Scheduling Like a BETA Clinic

Sept. 8 | 2:15 PM - 3:30 PM

Sept. 9 | 8:30 AM - 9:45 AM

Understand the tips used by our expert BETA software testers! Learn about their favorite software features, time saving tricks and how they manage complex scheduling scenarios in the practice.



CGM eMDs Product Track

Template Editing: Advanced

Sept. 9 | 10:00 AM - 11:15 AM

In this advanced session, we will build on basic template editing knowledge and dive into some of the more advanced techniques for using templates to streamline your documentation. We will discuss how and why to link templates to each other, link a flowsheet to a template item, and use the template library.

Template Editing: Basic

Sept. 9 | 8:30 AM - 9:45 AM

Templates are the primary way that providers document their visit notes, and customizing template content can often be the difference between leaving at five and staying late to finish charts. In this basic session, we will look at the most common ways to make your templates match the way you practice.

The Fee Schedule Phenomenon

Sept. 8 | 12:45 PM - 2:00 PM

This session will explore all the ways to make the most of your fee schedules. We will discuss things like ABN notification, cost ratios, alleviating coding errors, and more.

Why Flowsheets?

Sept. 9 | 3:45 PM - 5:00 PM

You receive lab results electronically, but are you taking advantage of the seamless workflow that will auto-populate your flowsheets and incorporate the results into your visit notes? Join us as we examine the relationship between lab results, flowsheets, and lab interfaces and discuss better ways to view and present lab data.

Your Clearinghouse Partner for eMDs

Sept. 8 | 10:00 AM - 11:15 AM

Sept. 8 | 3:45 PM - 5:00 PM

Having eMEDIX as your clearinghouse partner opens the door to more visibility and insight into your revenue cycle, and it is integrated with CGM eMDs. Regardless of which practice management system you use, learn how you can enroll and manage your own providers, navigate online tools for claims management to discover workflow opportunities and more.



Industry Track

These sessions focus on healthcare technology topics. From rapidly changing technologies to up to date regulatory requirements, sessions in this track will bring you in the “know” for what is happening in this industry “in the now”.

Battling Burnout-Protecting Your Peace and Your Passion

Sept. 9 | 2:15 PM - 3:30 PM

Sept. 10 | 8:30 AM - 9:45 AM

Roger Wilson will share up-to-date information on recognizing burnout in yourself and others, and provide viable ways to renew, re-engage, and restore your passion for your profession. Burnout Happens! It is what you do about it that makes a difference. Hear about his “war stories” as he invites you to share yours as you battle the burnout together!

Building Dynamic Groups

Sept. 8 | 3:45 PM - 5:00 PM

Sept. 9 | 3:45 PM - 5:00 PM

It’s the best ice breaker exercise in the world. Using a game created in the 1970s by a physicist and a psychiatrist, you will participate in this great communications workshop and receive all materials to take back home if you want to run it with your teams at work. (communications activity and lectures as well as instructions on how to run this activity at your job)

Confronting the Great Resignation - How to Engage and Keep your Vital Team Members Happy

Sept. 9 | 10:00 AM - 11:15 AM

Sept. 10 | 10:00 AM - 11:15 AM

Dr. Stark-Wilson will discuss the “said and unsaid” reasons for resignations, ways to recognize when a team member is “on the fence” and share realistic ways to show value and appreciation to those who are “in it for the long haul” as well as those who are “looking elsewhere but still engaged.” Come ready to interact, learn, and plan for success in your workplace.

Digital Marketing Trends in Healthcare You Should Know About

Sept. 9 | 3:45 PM - 5:00 PM

The importance of digital marketing in the healthcare sector cannot be underestimated. Establishing an online presence is critical to the growth of your practice as it allows you to reach out to a wider audience who hangs around in the digital world. Join us as we provide a clear vision for digital marketing efforts in 2022. We will explore a variety of software and techniques that can help accelerate your online marketing success. We will look at A/B testing, SEO tips, PPC advertising, and many other areas to provide immediate and longer-term impact to your practice’s bottom line.

Healthcare Marketing Strategies to Grow Your Business

Sept. 10 | 10:00 AM - 11:15 AM

A major key to success in running a medical organization is a robust and healthy marketing strategy. This session will look at various tools and tips that will help bring you more robust results in your marketing efforts. From quick hits like hosting social events to more in-depth ideas to build a powerful brand, we will work together towards the goal of healthier patients through a stronger marketing strategy.



Industry Track

Information Security Program

Sept. 9 | 2:15 PM - 3:30 PM

This session will present an overview of the function of an information security program, from the endpoint to the network, to the data itself. The focus will be on presenting updated ideas about information security considered against the modern threat landscape, as well as where the security world expects new threats will go. We will discuss effective security tools, baseline security configurations, data encryption, authentication mechanisms and offer some insight into what we have put in place and how it holds up against repeated attacks, both from hired assets posing as hackers to real-world threat actors trying to access our systems.

Opening a Physician Office Lab: Advice for Starting Your Own In Office Lab

Sept. 9 | 3:45 PM - 5:00 PM

So you want to start doing lab testing in your physician office lab. Where do you start? What do you need? When is a good time? Why should you do it? The benefits of doing lab testing in-house are immeasurable and contribute greatly to both a positive patient experience and to positive patient outcomes. Listen to two experienced lab managers talk about the nuts and bolts of how they built their labs from a supply closet to a fully functioning laboratory. If they can do it, so can you!

Regulatory Updates for 2023

Sept. 10 | 8:30 AM - 9:45 AM

Despite what regulators say, it seems like every year brings more rules for EHR development and use, not fewer. 2023 is no exception. In this session, Laurel Havenner, the Product Manager for regulatory compliance in CGM products, and Sam Frank, the Director of Product Management, will discuss upcoming impacts from the Cures Act, changes to MIPS, and other new laws and billing rules that may affect the way your practice operates.

Security Q&A

Sept. 9 | 10:00 AM - 11:15 AM

This session will cover content specifically requested by YOU! What security topics are you interested in? Is there a particular information security concern you have or question you need answered? Send your questions to securityquestions@emds.com by July 15th and we will address them in this presentation at User Conference.

Uncoupling Management and Leadership

Sept. 8 | 12:45 PM - 2:00 PM

Sept. 9 | 8:30 AM - 9:45 AM

This session disentangles the two concepts and shows how we can lead at every level of an organization, but also how important managing well is to make sure there is room to stay agile and improve broken systems.



Continuing Education Track

Professionals in our industry have so much on their plate including continuing education requirements. The User Conference team wants to ensure that we make the most of your investment by making this the event that covers all your needs, by providing a variety of sessions that meet your annual certification requirements.

Best Practices from the Clearinghouse Experts

Sept. 9 | 8:30 AM - 9:45 AM

Why am I being rejected? In this session, we will uncover the top five rejections we commonly see across all practice management systems and what we can do to avoid them in the future.

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