

N O B A R R I E R S

2 0 1 8

USERS GROUP
CONFERENCE



AUDIOLOGY
JULY 19-20 | BILLINGS, MT

AUDIOLOGY AGENDA

THURSDAY, JULY 19

Welcome to Audiology Users Group 2018. The theme "No Barriers" is focused on you, our users, getting the most out of TIMS by providing you with a roadmap to utilize the comprehensive suite of TIMS products.

8:00 – 9:00 AM

BREAKFAST – DOUBLETREE BY HILTON, 3RD FLOOR FOYER

9:00 – 10:00 AM

OPENING WELCOME & TIMS BEST PRACTICES

Welcome to the 2018 Audiology Users Group! Users Group is a great opportunity to learn about the latest software features in TIMS Audiology and network with fellow users on how to get the most out of TIMS. This year, we will kick off the event with a high-level overview of the new features available in TIMS Audiology, version 6.06. From there, we will demonstrate several new and exciting cloud based software capabilities designed to run TIMS over the Internet, as well as advanced reporting and business analytics capabilities.

To ensure that you return to your practices with the best possible learning tools, we are eager to introduce a new program structure this year. Rather than the typical classroom instruction, our TIMS experts will host "Interactive Stations." Each station focuses on a specific topic and is staffed with specialized resources to help demonstrate software features, discuss ROI opportunities and provide answers to your specific business needs. These Interactive Stations will allow ample time with both TIMS experts and your peers. We want you to have the ability to learn, explore, ask questions, get one-on-one time with our staff, and network with industry contacts, both old and new.

We are excited for this year's Users Group Conference and the new Interactive Stations format. At Computers Unlimited, we are here to help you achieve more with TIMS. We look forward to seeing you at this year's conference!

Presented by David Schaer, President

TIMS BEST PRACTICES

In this session, we will demonstrate the most effective workflow in TIMS from A to Z. Using best practices lets you utilize the full capability of TIMS to streamline office processes, minimize efforts and maximize productivity and reporting options.

Presented by Annabelle Blake, Audiology Support Manager & Shaun Martinz, Training Specialist

10:00 – 10:15 AM

MORNING BREAK

GROUP Q & A INTERACTIVE STATIONS

We want your conference experience to be meaningful. Our goal is to give you actionable takeaways that you can put to use immediately in your practice. The Interactive Stations provide a close setting at an individual level giving you the opportunity to focus on getting the information you need to make a strong impact on your business processes.

10:15 – 12:00 PM

APPOINTMENTS

Make the most of your appointments in TIMS. We will show you how to gather information effectively for reporting and marketing. We'll also discuss additional appointment functionality such as linking appointment types to history types, the web scheduler, and appointment notifications.

Hosted by Shaun Martinz, Training Specialist

AUDIOLOGY AGENDA

THURSDAY, JULY 19, GROUP Q & A INTERACTIVE STATIONS

10:15 – 12:00 PM	CLAIMS, POS TRANSACTIONS & QUICKBOOKS® <p>Streamline your practice to gain efficiency using TIMS Electronic Claims, Electronic Remittance Notices (ERNs), and Point of Sale (POS). This station will help your staff to better understand the workflow process. QuickBooks is the primary portion of patient billing working hand-in-hand with TIMS. We will review the process of synchronizing from TIMS to QuickBooks, tracking patient's balances, and we'll show you how to examine any mistakes and find solutions quickly.</p> <p><i>*This discussion will continue after our lunch break. Please bring your questions.</i></p> <p>Hosted by Annabelle Blake, Audiology Support Manager & BJ Hickman, Support Representative</p>
12:00 – 1:00 PM	LUNCH – DOUBLETREE BY HILTON, 20TH FLOOR
1:00 – 3:00 PM	CLAIMS, POS TRANSACTIONS & QUICKBOOKS® – *CONTINUED <p>Hosted by Annabelle Blake, Audiology Support Manager & BJ Hickman, Support Representative</p>
	COMMUNICATIONS <p>Discover the power and functionality of TIMS Communications Center. Learn how to easily build patient lists using parameters from all areas of TIMS. Find out how to create call lists or send personalized letters and emails, create mailing labels or export your list to Excel®. You'll see how all communication interactions are archived for each patient and trackable with reports to both improve patient care and facilitate marketing strategies.</p> <p>Hosted by Janet Kautz, Business Solutions Specialist</p>
3:00 – 3:15 PM	AFTERNOON BREAK
3:15 – 4:30 PM	IMPROVING PATIENT EXPERIENCE & GAINING ONLINE REPUTATION <p>We'll discuss how simple it is to let your patients easily interact with you, schedule appointments, and follow-up after their service and how vital these elements are to their experience with you. Today, you can use technology to manage, automate and accelerate these experiences making it simpler for your patients, your staff, and yourself. Learn the best way to do this with TIMS.</p> <p>Presented by Matt Prados, Founder, Review Wave</p>
4:00 – 5:00 PM	ONE-ON-ONE SESSIONS <p>Take advantage of "one-on-one" time and get your questions answered from our TIMS Audiology staff. You'll have ample time to learn about TIMS, talk with your peers, and learn new and better methods to increase your productivity.</p>
5:30 – 7:30 PM	DINNER RECEPTION – DOUBLETREE BY HILTON, 20TH FLOOR <p>Wrap up the conference by spending a relaxing evening with TIMS staff and other attendees at this casual dinner reception. A variety of prizes will also be given away to some lucky conference attendees.</p> <p>Sponsored by Sprint CapTel</p>



AUDIOLOGY AGENDA

FRIDAY, JULY 20, GROUP Q & A INTERACTIVE STATIONS

9:00 – 10:00 AM BREAKFAST – DOUBLETREE BY HILTON, 3RD FLOOR FOYER

10:00 – 12:00 PM ADDED FEATURES

Find out which additional products and services are right for your practice. Along with our TIMS Software base product, there are a number of added features you can take advantage of like Web Scheduler, Noah Data Mining, Appointment Cancellation List, Appointment Notifications and Claims Submission. We are continually adding new partner integrations to offer you additional functionality.

Hosted by Janet Kautz, Business Solutions Specialist

REPORTING & BUSINESS ANALYTICS

Learn how to maximize reporting options in TIMS. At this station, we'll cover how best to work with reports for Key Performance Indicators (KPIs), patient communications and marketing. We will also review reports for individual patients that you might not be using.

Hosted by Shaun Martinz, Training Specialist

12:00 – 1:00 PM LUNCH – DOUBLETREE BY HILTON, 20TH FLOOR

1:00 – 3:00 PM WHAT'S NEW – TIMS 6.06 UNVEILED

There's a whole new way of looking at TIMS. We are excited to share more information about TIMS Cloud Solution and TIMS Cloud Reporting. These solutions give end users remote desktop access to TIMS, access on mobile devices and makes report gathering quick and seamless. We have a number of other developments to discuss such as Speech-Language Evaluation Tools, generating QB/Reckon statements via TIMS and Patient Callbacks & Tasks. We'll also touch on some improvements like modifying the date on an archived report, displaying remaining balances on POS Invoices, the new "lock" icon in the History Tree and much more.

Presented by TIMS Audiology Team

3:00 – 3:15 PM AFTERNOON BREAK

3:15 – 4:30 PM HAVING SPRINT CAPTEL AS A RESOURCE FOR YOUR PATIENTS

This presentation will cover the various facets of the Captioned Telephone industry that you should be aware of, as well as the reasons Sprint CapTel is a preferred provider for hearing health professionals and their customers. We'll also discuss several features that are available in our new release.

Presented by Jim Skjeveland, Sr. Client Director, Sprint CapTel



3:15 – 5:00 PM ONE-ON-ONE SESSIONS

Take advantage of "one-on-one" time and get your questions answered from our TIMS Audiology staff. You'll have ample time to learn about TIMS, talk with your peers, and learn new and better methods to increase your productivity.

Thank You to Our Vendor Sponsors!

