

## Administrator's Program At A Glance . . .

### Friday, February 19

- 7:30 a.m. Registration &  
Continental Breakfast with the  
Exhibitors
- 8:30 a.m. General Session
- 10:40 a.m. Break and visit with Exhibitors
- 11:10 a.m. General Session
- 12:40 p.m. Buffet Lunch in the Exhibit Area
- 1:40 p.m. General Session
- 3:10 p.m. Break and visit with Exhibitors
- 3:30 p.m. Hot Topics Roundtables
- 4:45 p.m. Adjourn for the day



### Administrators Conference Planning Committee

ILLINOIS ASSOCIATION OF OPHTHALMOLOGY

James Kapustiak, MD

John Plackett

Richard H. Paul, *executive director*

IAO/COS Joint Conference  
Illinois Association of Ophthalmology  
Chicago Ophthalmological Society  
10 W. Phillip Rd., Suite 120  
Vernon Hills, IL 60061-1730  
800/838-3627 ♦ Fax: 847/680-1682  
Email: RichardPaul@DLS.net  
Web: www.ILeyeMD.org  
www.ChicagoEyenet.org

## Practice Management Issues for Ophthalmic Administrators

*Controversies in Ophthalmology  
2010 Joint Conference*



Illinois Association of Ophthalmology  
and the  
Chicago Ophthalmological Society



*Stephens Conference Center  
Rosemont, Illinois*

Friday  
February 19, 2010

## Overview

*Controversies in Ophthalmology* is a joint educational conference sponsored by the Illinois Association of Ophthalmology and the Chicago Ophthalmological Society.

For the fifth year, we are offering a program for ophthalmology practice administrators. These sessions will be of interest to chief operating officers, office managers, and “back office” staff.

## Our Guest Speakers and Panelists

### MICHAEL R. COHEN

President  
MRC Consulting Group  
St. Charles, IL

### KYRA CAVANAUGH

President & Founder  
Life Meets Work  
Park Ridge, IL

### JILL MAHER

Eye Care Business Advisor  
Allergan, Inc.  
Chicago, IL

### TONY REA

Founder & Managing Principal  
20/20 HR  
Tinley Park, IL

## Registration

Pre-registration for each attendee is required. Employees of IAO-member practices\* receive a discounted registration fee. Complete a registration form for each person attending.

### Fees

Employees of an IAO member practice	
Registration fee	..... \$50.00
Employee of “individual” category members	
Registration fee	..... \$75.00
Employee of non-members	
Registration fee	..... \$100.00

\* Illinois ophthalmologists have two membership choices. “Practice” members receive benefits for all of the ophthalmologists in the practice, as well as all non-physician employees. The other category, “Individual,” provides member benefits only for the doctor personally. If you have any questions about your practice’s membership status, contact the IAO at 800/838-3627.

## Housing

There are a number of hotels immediately adjacent to the Stephens Convention Center in Rosemont offering overnight accommodations for a variety of budgets. Please contact the hotel of your choice directly to make reservations. For a list of all hotels in Rosemont, visit this website:  
[www.rosemont.com/hotels.php](http://www.rosemont.com/hotels.php)

*These hotels are connected to the convention center by the skybridge network:*

Hyatt Regency O’Hare - (800) 233-1234  
Rosemont Hotel at O’Hare - (847) 678-4488  
Doubletree O’Hare-Rosemont - (800) 222-TREE  
Embassy Suites O’Hare-Rosemont - (800) EMBASSY

## Program Summary

- ✓ **Electronic Medical Records**  
*What’s happening with the feds and what to expect coming down the road. How to select a vendor.*
- ✓ **Life Meets Work - Flexible Workplace**  
*We build economic and social capacity when we step back without stepping out.*
- ✓ **Customer Service – Yes, you really do have customers!**  
*How to keep your patients happy and satisfied in a competitive and demanding environment*
- ✓ **Finding and Keeping Employees**  
*Tips and traps when recruiting and trying to retain your workers. How to do effective employee performance evaluations.*
- ✓ **Hot Topic Roundtables**  
*Spend a little time picking the brains of the experts you just listened to and getting your questions answered.*

## Meeting Location

The conference is taking place at the Donald E. Stephens Convention Center in Rosemont near O’Hare International Airport. It is accessible by the Illinois Tollway, the Kennedy Expressway and the CTA (via the Blue Line Rapid Transit). The parking garage is connected to the convention center by an indoor skybridge.

## Questions?

Contact the IAO/COS office:

Phone - 800/838-3627

Email - [RichardPaul@DLS.net](mailto:RichardPaul@DLS.net)

Web - [www.ILeyeMD.org](http://www.ILeyeMD.org)

[www.ChicagoEyeNet.org](http://www.ChicagoEyeNet.org)