7:15am – 8:00am  Registration and Continental Breakfast in Exhibit Area

General Sessions – Ballroom 25

**General Session I**

8:00am – 8:05am (5)  Welcome, Introductions and Announcements

8:05am – 8:55am (50)  Emotional Intelligence
Denese Smith, Administrator; Northwest Ophthalmology; Arlington Heights, IL

8:55am – 9:35am (40)  How to Conduct an Effective Employee Review
Stella Terry, PHR, SHRM-CP; Tandem HR; Westchester, IL

9:35am – 10:15am (40)  Coding Overview 2019 – Update on MIPS/MACRA
Joy Newby, LPN, CPC; Newby Consulting; Daytona Beach, FL

10:15am – 10:35am (20)  Break, Network and Visit the Exhibitors

**General Session II**

10:40am - 11:30am (50)  A Lean Approach to Practice Management
Faith Eatman, MBA, MPH

11:30am – 12:20pm (50)  Practical Applications for IT Security
Andy Skrzypchak, President and CEO and Ed French, CIO; NetSource One; Saginaw, MI

12:20pm – 1:15pm (55)  Lunch, Networking and Visiting the Exhibitors
**General Session III**

1:20pm – 1:55pm (35)  Resources and Support from OMIC
  Hans Bruhn, Risk Manager; Ophthalmic Mutual Insurance Company; San Francisco, CA

1:55pm – 2:25pm (30)  Who’s Managing Your Online Presence?
  Jacqueline Van Hall, MBA/MPH Candidate

2:25pm – 2:35pm (10)  Advocating for Ophthalmology - The Critical Role of Practice Administrator
  Chris Albanis, MD; Arbor Centers for Eye Care; Homewood, IL

2:35pm – 2:55pm (20)  Break, Network and Visit the Exhibitors

**General Session IV**

3:00pm – 3:40pm (40)  Building the Eye Care Team: Successfully Integrating an Optometrist to Create a Successful and Ethical MD/OD Practice Model
  Jill Maher, MA, COE; Maher Medical Practice Consulting; Chicago, IL

3:40pm – 4:25pm (45)  Legal Issues in Ophthalmology: Patient Follow-Up
  Dan Mills, JD; Cunningham, Meyer and Vedrine; Chicago, IL

**Join the Physician Session (optional)**

4:30pm – 5:30pm  OMIC Lecture (Join the Physician Session)
  Risk Management for the Ophthalmologist: Lawsuits Alleging Failure to Diagnose Retinal Detachments
  Hans Bruhn, Risk Manager; Ophthalmic Mutual Insurance Company; San Francisco, CA