



**2020 ISEPS/COS Joint Conference
Administrator Program**
Illinois Society of Eye Physicians and Surgeons and
the Chicago Ophthalmological Society
*Stephens Conference Center – Rosemont, IL
Friday, March 6, 2020*

7:15 am – 8:00 am	Registration and continental breakfast in exhibit area
8:00 am – 8:05 am (5)	Welcome <i>Jill Maher, MA, COE - Program Chair Maher Medical Practice Consulting</i>
8:05 am – 8:50 am (45)	Teambuilding <i>Jill Maher, MA, COE – Maher Medical Consulting</i>
8:50 am – 9:50 am (60)	Legal Concerns in a Medical Practice: HIPAA, OSHA and the Like <i>Daniel B. Mills, J.D. ~ Cunningham, Meyer & Vedrine P.C.</i>
9:50 am – 10:40 am (50)	What Online Reviews are Really Telling You <i>Ryan Schumacher – Satisfied Patient</i>
10:40 am – 11:00 am (20)	Break, network and visit the exhibitors
11:00 am – 11:45 am (45)	Call Center; First Impressions <i>Katie Sulo, Wheaton Eye Clinic</i>
11:45 am – 12:30 pm (45)	Healthcare Cyber Security <i>Michelle Pineda, Ophthalmic Mutual Insurance Company</i>
12:30 pm – 1:35 pm (65)	Lunch, networking and visiting the exhibitors
1:35 pm – 2:35 pm (60)	Optical Inventory; Reducing Costs/Increasing Profits <i>Mary Walker – Vision Associates</i>
2:35 pm – 3:05 pm (30)	Staff Retention <i>Denese Smith, AAS, COT, OSC, COE; Northwest Ophthalmology</i>
3:05 pm – 3:30 pm (25)	Break, network and visit the exhibitors
3:30 pm – 3:45 pm (15)	Advocacy 101 for the Ophthalmic Administrator <i>Chris Albanis, M.D. and Dan Reitz</i>
3:45 pm – 5:00 pm (75)	Round table Q and A – What’s On Your Mind?
4:45 p.m.	Join the MD session for OMIC Risk Management Lecture (optional)