

ISEPS - COS 17th Annual Joint Conference
October 2021



Practice Administrator Program

Illinois Society of Eye Physicians and Surgeons (ISEPS) &
Chicago Ophthalmological Society (COS)
Stephens Conference Center – Rosemont, IL
Friday, October 22, 2021

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|--------------------------------|--|
| 7:15 am – 8:00 am | Registration and continental breakfast in exhibit area |
| 8:00 am – 8:05 am (5) | Welcome
Jill Maher, MA, COE; Program Chair
Maher Medical Practice Consulting |
| 8:05 am – 9:05 am (60) | <i>Legal concerns in a medical practice: HIPAA, OSHA and the like</i>
Daniel B. Mills, J.D. ~ Cunningham, Meyer & Vedrine P.C. |
| 9:05 am – 9:45 am (40) | <i>How to Assess Your Practice's Customer Service –</i>
Jill Maher, MA, COE |
| 9:45 am – 10:05 am (20) | Break, network and visit the exhibitors |
| 10:05 am – 11:35 am (90) | <i>Avoid These Five (Often Cloaked) Hazards When Negotiating
Managed Care Contracts for Your Practice Or ASC - Gil Weber</i> |
| 11:35 am – 12:30 am (55) | <i>Risk Management: Physician Litigation Stress from the
Administrator's Perspective – Bradley Fouraker MD – OMIC</i> |
| 12:30 pm – 1:35 pm (65) | Lunch, networking and visiting the exhibitors |
| 1:35 pm – 2:35 pm (60) | <i>Where have all the GOOD Techs gone?</i>
Mitzi Thomas, Community College of DuPage and
Lisa Maas, Triton College – Technician Programs |
| 2:35 pm – 3:05 pm (30) | <i>How to Handle Difficult Patients – Denese Smith,</i>
Northwest Ophthalmology |
| 3:05 pm – 3:30 pm (25) | Break, network and visit the exhibitors |
| 3:30 pm – 3:45 pm (15) | <i>Advocacy 101 for the Ophthalmic Administrator</i>
Dan Reitz, ISEPS Governmental Affairs Representative |
| 3:45 pm – 5:00 pm (75) | Round table Q and A – What's On Your Mind? |
| 5:00 pm – 6:00 pm | Cocktail Reception – all attendees invited |