TIMS AUDIOLOGY SOFTWARE
USERS GROUP AGENDA 2014

THURSDAY, JUNE 26

7:30 am – 8:30 am	Continental Breakfast – 3rd Floor Foyer
8:30 am – 9:00 am	Opening Welcome
9:10 am – 10:00 am	Overview/Business Model
10:10 am – 11:00 am	Appointments
11:10 am – 12:00 pm	Patient History/Charting
12:00 pm – 1:00 pm	Lunch – 20th Floor
1:10 pm – 2:00 pm	Part 1: Hearing Aid History
2:10 pm – 3:00 pm	**Room 1** | User Group Permissions **Room 2** | Appointment Notifications
3:10 pm – 4:00 pm	**Room 1** | Grason-Stadler Inc. (GSI) **Room 2** | Intro to Point-of-Sale & Claims
4:10 pm – 5:00 pm	Workshop – Paperless Office Transition
6:00 pm – 8:00 pm	Computers Unlimited Reception – 2407 Montana Avenue

FRIDAY, JUNE 27

7:30 am – 8:30 am	Continental Breakfast – 3rd Floor Foyer
9:00 am – 9:50 am	Business Analytics
10:00 am – 10:50 am	**Room 1** | Best Practices – Business Analysis Reporting **Room 2** | Part 1: Best Practices – Claims
11:00 am – 11:50 am	**Room 1** | Part 2: Hearing Aid History **Room 2** | Part 2: Best Practices – Claims
12:00 pm – 1:00 pm	Lunch – 20th Floor
1:10 pm – 2:00 pm	TIMS Opportunity Tracking & Hearing Aid Audit Procedures
2:10 pm – 3:00 pm	TIMS QuickBooks Sync
3:10 pm – 4:00 pm	Part 1: TIMS Telemarketing Module
4:10 pm – 5:00 pm	Part 2: TIMS Telemarketing Module

SATURDAY, JUNE 28

7:30 am – 8:30 am	Continental Breakfast – 3rd Floor Foyer
9:00 am – 9:50 am	**Room 1** | Care Credit **Room 2** | Battery Center
10:00 am – 10:50 am	**Room 1** | Patient History **Room 2** | Web Scheduler
11:00 am – 11:50 am	Closing Session

THURSDAY, JUNE 26

7:30 am – 8:30 am
Continental Breakfast – 3rd Floor Foyer

8:30 am – 9:00 am
Opening Welcome

Welcome to TIMS Audiology Users Group 2014! We are excited to unveil our latest release – TIMS Version 6 – at this year's Users Group Conference. All classes and training will be based only on Version 6 features, as well as program enhancements to ensure you are up to speed on everything that's new in TIMS.

9:10 am – 10:00 am
Overview/Business Model

Join us for a high level overview of our latest release – TIMS Version 6. We will look at the new interface, new upcoming features and how these new features can positively impact the business model within your practice.

10:10 am – 11:00 am
Appointments

Discover how effectively managed patient appointments can save you time and offer your patients a remarkable customer experience. During this class, we will review the steps of the scheduling process to understand why properly managed patient appointments are important, how they are tracked in TIMS and how that information plays into the success of your practice as well as the patient experience. Learn how to:

- track patient interactions electronically
- simplify and streamline intake procedures
- access online schedules from any web-enabled device
- automatically incorporate appointment information into marketing strategies
- facilitate effective customer communication and preferences

11:10 am – 12:00 pm
Patient History/Charting

This class focuses on using TIMS Patient History to efficiently record and report on all patient interactions, including patient testing, provider follow-ups and administrative phone calls. See how to:

- decrease charting time for each visit by building and using scripted notes
- ensure accurate and complete billing with the Electronic Superbill
- conveniently view all patient history in one screen, including audiograms and tympanograms
- generate diagnostic reports quickly and easily

12:00 pm – 1:00 pm
Lunch – 20th Floor

1:10 pm – 2:00 pm
Part 1: Hearing Aid History

Gain better control over your practice's hearing aid records, orders and repairs using data easily accessible in the Hearing Aid History tab. This class offers a detailed overview for using the HA History tab in TIMS. We will review entering records, how to use reports to track hearing aids, earmolds, accessory orders and repairs easily and efficiently.

- track steps in hearing aid, earmold and accessory orders electronically
- create and track repairs, including the repair replacement automated feature
- simplify integration of hearing aid, earmold and accessory orders with POS
- create customized patient communication from the Hearing Aid History records

2:10 pm – 3:00 pm
User Group Permissions

Control user access with greater precision via User Groups. Learn to:

- setup recommended groups and related permissions
- understand User Groups and Scripted Notes interaction
- custom build User Groups for maximum security and efficiency

Appointment Notifications

Leverage TIMS Appointment Notifications to maximize efficiency, stay in front of patients and improve their customer experience. We will discuss the Appointment Notifications feature from setup to sending and demonstrate how the Notifications are received by the patient. We will cover the differences between Verifications and Confirmations and how and when to use each. You'll learn how to:

- send Notifications and track patient responses all from one place
- send patient Notifications for appointments via voice call, text message or email
- customize Notifications to accommodate patient preferences
- use Notifications to remind patients of an upcoming appointment and give them the option to automatically respond to confirm the appointment as scheduled or request a call to reschedule

3:10 pm – 4:00 pm

AudioStar Pro: Basic Overview & Maximizing Efficiency (GSI)

Presented by Sherrie Weller of Grason-Stadler. The purpose of this program is to provide information on the best practices in audiometry, present information on methodology and current research and provide training on collecting and understanding the data.

The GSI AudioStar Pro will be used to demonstrate how PC-enabled audiometry improves the efficiency of data collection, as well as provides additional testing options to increase patient satisfaction with hearing aids.

Participants will be able to:

- implement speech in noise tests into a typical audiometric evaluation
- perform an efficient comprehensive audiometric evaluation while implementing new and recent methodology
- determine the most appropriate parameters and set up customized audiometric protocols for different patient populations

Introduction to Point-of-Sale & Claims

Streamline your practice as we show you how to gain efficiency using TIMS' Electronic Claims (ERNs) and Point-of-Sale (POS). This introductory course is designed for customers who are not currently using the TIMS Electronic Claims and POS systems. You'll learn how to:

- bill Electronic Claims and process ERNs through TIMS
- setup Electronic Claims and ERNs
- use the Point-of-Sale system
- leverage the data in TIMS for use in QuickBooks to complete the process

4:10 pm – 5:00 pm

Workshop – Paperless Office Transition

Understand the step-by-step process for a comprehensive and successful transition to a Paperless Office system. You will see how patient information can be easily organized and accessed in the new paperless format to support a more streamlined, efficient practice. See how to:

- develop a conversion timeline from implementation to completion
- document and track records for each patient as they are converted
- schedule training and establish ongoing support for staff

6:00 pm

Computers Unlimited Reception – 2407 Montana Ave.

FRIDAY, JUNE 27

7:30 am – 8:30 am

Continental Breakfast – 3rd Floor Foyer

9:00 am – 9:50 am

Business Analytics

Presented by Scott Berger of American Hearing Aid Associates (AHAA). This course is designed to help you understand the key elements used to generate TIMS Data Analysis reports and methods to track proper data entry.

We will discuss how to properly set goals for your practice and your employees, and then determine if you have the capacity to reach the goals you set. In addition, we will identify what some real key performance indicators (KPIs) are and look at how those KPIs should be measured in order to determine if you will reach your goals.

Participants will also learn how to:

- configure Opportunity Tracking settings
- understand how current opportunity statuses are applied in TIMS
- see why unit sales are a lag measure
- understand the information within the Opportunity Tracking Report and what that information means to you
- leverage your schedule to determine what your office potential might be

10:00 am – 10:50 am

Best Practices – Business Analysis Reporting

Understand the key elements used to generate TIMS Data Analysis reports and methods to track proper data entry. Learn how to:

- configure Opportunity Tracking settings in the system
- how to apply Current Opportunity Statuses
- leverage the information from within the Opportunity Tracking report and apply that business intelligence to your practice

10:00 am – 11:50 am

Parts 1 & 2: Best Practices – Claims

Keep up with outstanding claims using best practices as we take an in-depth look at the electronic claims process. Owners and billers alike will:

- learn how to manage claims utilizing daily/weekly/monthly "to-do's" to maximize efficiency
- see how to keep current with ERNs
- discover how to tie hearing aid sales to billable claims using best practices
- learn how to convert ICD-9 to ICD-10 in TIMS

TIMS
SOFTWARE

11:00 am – 11:50 am
Part 2: Hearing Aid History

Gain better control over your practice's hearing aid records, orders and repairs using data easily accessible in the Hearing Aid History tab. This class offers a detailed overview for using the HA History tab in TIMS. We will review entering records, how to use reports to track hearing aids, earmolds, accessory orders and repairs easily and efficiently.

- track steps in hearing aid, earmold and accessory orders electronically
- create and track repairs, including the repair replacement automated feature
- simplify integration of hearing aid, earmold and accessory orders with POS
- create customized patient communication from the Hearing Aid History records

12:00 pm – 1:00 pm
Lunch – 20th Floor

1:10 pm – 2:00 pm
TIMS Opportunity Tracking & Hearing Aid Audit Procedures

Explore methods for correcting erroneous data entry and flawed reporting to ensure proper collection moving forward. Find out:

- how to know when Current Opportunities are accurate
- how Custom Hearing Aid and Appointment Statuses can affect opportunity status
- essential information on Hearing Aid Tracking rules
- what reports to run, how often to run them and how to properly verify data

2:10 pm – 3:00 pm
TIMS QuickBooks Sync

Discover how to sync information from TIMS to QuickBooks to cut down on double entry, efficiently track patient balances and streamline your office. This class will explore:

- how Point-of-Sale documents and Claims can be exported to QuickBooks
- how to find patient balances (from QuickBooks) in TIMS with ease
- how to solve common sync errors and how to fix them
- how to leverage best practices for TIMS tasks and QuickBooks sync

Please note: this is not a training course on how to use the QuickBooks program itself

3:10 pm – 5:00 pm
Parts 1 & 2: TIMS Telemarketing Module

Utilize TIMS Telemarketing module to generate call lists and track all calls. When effectively used, TIMS Telemarketing can help improve patient care, increase revenues and sell more of the products that help improve the quality of your patient's lives. You'll learn how to:

- generate call lists based upon the criteria you choose
- incorporate block scheduling to enhance telemarketing effectiveness
- track patient interactions
- create call scripts to handle common questions and objections

SATURDAY, JUNE 28

7:30 am – 8:30 am
Continental Breakfast – 3rd Floor Foyer

9:00 am – 9:50 am
CareCredit

Presented by Matt Boller of CareCredit. This course will highlight the most effective techniques a practice can use to optimize the value of a financing program in their practice and in their patient financing provider.

Most practices would agree they need to offer financing options to patients, including a healthcare credit card. However, there are a wide range of utilization techniques employed from practice to practice. Some techniques are much more effective in helping patients receive recommended care than others. This course will examine the various techniques and discuss how to leverage the value of a finance program.

Participants will learn how to:

- offer patient financing to clients
- help patients understand what payment options are available
- select a provider of patient financing
- measure the value vs. the cost of a financing program

Battery Center

- produce mailing labels, letters and invoices for periodic battery dispensing
- report on batteries dispensed and remaining balances
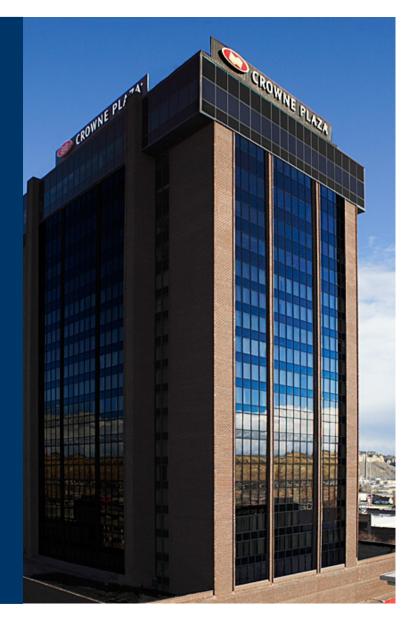- setup new battery club memberships

USERS GROUP AGENDA 2014

10:00 am – 10:50 am
Patient History

We will review and connect topics covered in previous classes involving History, Charting and Telemarketing

- review Scripted Notes creation and usage for patient charting, communication and telemarketing

- Q&A – wrap up

- connect History and Telemarketing workflow (i.e. demonstrate how entering a telemarketing interaction appears in notes and how to use that information during patient care)

Web Scheduler

Join us as we review the Web Scheduler and how to access appointments from any web-enabled device such as a smart phone, tablet or laptop. We will demonstrate how the Web Scheduler affords you the opportunity to work remotely by giving you the flexibility and functionality of TIMS scheduling functionality from anywhere you have Internet access. Discover how:

- to schedule new/non patient appointments and edit existing appointments

- to add new patient information and edit existing patient information

- multiple users can access the Web Scheduler at the same time

- the Web Scheduler reconciles with all TIMS computer schedules each time your office replicates

- to schedule or view appointments and patient contact information when out of the office

11:00 AM – 11:50 AM
Closing Session

Register Online

www.timssoftware.com/audiologyug

Hotel Accommodations

The conference will take place at the Crowne Plaza, located in downtown Billings. Guests are invited to stay at the hotel and take advantage of the negotiated room rate ($96 plus tax) when booking before May 23, 2014. Call 406.252.7400 to make your reservation and be sure to ask for the Computers Unlimited room block. The online reservation code is CUN.

Meals & Receptions

This year's conference includes continental breakfasts and lunches, as well as a reception on Thursday evening.

Computers Unlimited Reception – 2407 Montana Avenue

Thursday, June 27

6:00 pm – 8:00 pm

Please join us for a reception at our main office in the heart of historic downtown Billings, located at 2407 Montana Avenue. You'll enjoy appetizers and refreshments as you meet the people behind TIMS Audiology as well as other hearing industry professionals and TIMS users.