



Session Descriptions and Schedule

Monday, September 16th	Pre-Conference Training Sessions begin at 1 p.m. http://www.carevoyant.com/training.aspx
Tuesday, September 17th	Pre-Conference Training Sessions from 9 a.m. to 5 p.m. Pre-conference kick-off from 6 p.m. to 8 p.m. Lou Malnati's Pizzeria, 1 South Roselle Road (Roselle Rd & Schaumburg Rd), Schaumburg, IL (will need to drive or Uber, no hotel shuttle to here)
Wednesday, September 18th	Registration 9 a.m. to 9:30 a.m. Opening Sessions 9:30 a.m. to Noon Lunch Noon to 1 p.m. Breakout Sessions 1 p.m. to 5 p.m. Customer Advisory Board Meeting 6 p.m. to 9 p.m.
Thursday, September 19th	Breakout Sessions 9 a.m. to 12 p.m. Lunch Noon to 1 p.m. Breakout Sessions 1 p.m. to 4:50 p.m. Super Heroes Party at the Hyatt 6 p.m. Exit 147 Band 7 p.m. to 10 p.m.

Friday, September 20th	Breakout Sessions	9.30 a.m. to 11.15 a.m.
	Closing Session	11.30 a.m. to Noon

Below are the tracks and descriptions for the User Group Conference, September 18th – 20th . Keep in mind that all attendees are welcome to attend any sessions.

Please note that all sessions are subject to change.

Updated 09/06/2019

All Tracks

Opening Session: Kandasamy “Pasu” Pasupathy

CareVoyant Business Intelligence Tools

Explore the different options for pushing information out to users through the use of Dashboards and Events/Alerts

CareVoyant Reports

Join us to see how to run the reports, save your selection criteria for re-use and schedule reports to run automatically based on your needs.

Case Study – Web Clinical Implementation

Join Optimae to hear how they implemented the web clinical product in CareVoyant.

Clinical Roundtable

Back by popular demand, the roundtable will give all of you an opportunity to sit at a table with your peers and discuss how you use the CareVoyant clinical applications. Discussions will include what features of clinical you use as well as areas you would like to see enhanced.

Communication in CV Clinical

Attend this session to explore the many ways that communication can be handled through CV Clinical whether you are in CV Web or Intuitive. This will include the HIPAA compliant CV Messaging and the ability to save messages as clinical notes as well as using Communication Logs, Documentation Steps like Next Visit Plan and Clinical Note tasks.

Effective Communication using CV Messaging

Curious about our HIPAA compliant CV Messaging? Learn what it is and how to use it at this informative session. Note that messaging is used in the main CareVoyant application as well as in the Browser, Intuitive, Mobile, Family Portal, and Employee Portal. Batch texting for schedule reminders will also be reviewed.

Effective Revenue Cycle Management

Attend this session to learn how you can use reports and functions within the application to effectively manage your revenue cycle. Missing information reports & events, eligibility, claims validations, collections, and other useful reports will be reviewed.

Family Portal

The CareVoyant Family Portal enables Home Health/Home Care agencies to allow patients and families to access their records and communicate with the agency using a secure and HIPAA compliant portal. CV Inbox will be available through the Portal to communicate with the agency. Even if you are not a Home Health Agency join this session as it can be used for Outpatient and Long Term Care clinical documentation as well.

Financial Roundtable

A popular session, the roundtable will give all of you an opportunity to sit at a table with your peers and discuss how you use the CareVoyant application from start to finish (eligibility, charge capture, claims, collections, reporting, etc.).

Making the best use of Zendesk and CareVoyant Support

Did you know that you could review all of your tickets and submit new ones online? Have you looked up How to Documents? CareVoyant staff members will share tips and tricks on how to help us give you the best support through use of the customer portal on Zendesk.

Quality Documentation

How can you use features in CareVoyant like the Text Builder and clinical note validations to help get quality documentation from your staff? See the new alerts available with web clinical also.

Scheduling Roundtable

By request, we have introduced a scheduling roundtable this year. You'll have the opportunity to sit at a table with your peers and discuss how you use the CareVoyant scheduling. Please note this is for Home Care and Outpatient.

System Navigation

Get a refresher on setting up shortcuts, Quick Links, and learn how to utilize areas like User tasks.

Trends in Health Care

Strategic/leadership roundtable to review what's coming in the Health Care industry. You've seen what CareVoyant is doing, what else do you need us to do to help you.

WayStar

Presentation topic to be announced later.

Technical/Integration Track

Database Structure in CV for report writing and Events and Alerts

A review of the tables you need to get you a jump start on successfully design your own reports, plus a look at how to modify existing CareVoyant reports. Also, a review of SQL statements that are the drivers of the Events and Alerts system. Presented by the CareVoyant development team. (If you want an in-depth look at this, look at the training session offered prior to the conference.)

Tech Corner

Bring your questions and ideas for this Open Forum with our Tech Services staff
Presented by the CareVoyant technical services staff.

Outpatient/Physician/Medical Billing Track

Outpatient Clinical

If you're using outpatient clinical documentation or just thinking about it, this session will concentrate on the outpatient Intuitive app and web clinical.

Overview of Outpatient Scheduling

Attend this session for an overview on the features of Outpatient Scheduling and how to best utilize enhanced features like Search and Batch schedule reminders through email or text.

Upcoming Features/Networking/Sharing for Outpatient

A discussion of upcoming features for Outpatient in CareVoyant like eFax, web based clinical documentation and more. Next, bring your best ideas, questions, resources, forms you've developed, reports you've developed and this session will allow for sharing of resources and ideas.

Home Health/Home Care Track

Care Plans for Home Health

Are you utilizing Care plans in the best way for your Agency. Attend this session to learn more about the set up of the care plan tables, building templates and general tips.

CareVoyant Clinical for Home Health

Did you realize that CareVoyant Web Clinical can be used on many types of devices like an iPad, tablet or laptop? Attend this session to see what features are now available in web clinical. Information on transitioning from Intuitive to web and other tips and tricks will be included.

CareVoyant Mobile including Home Health Aide Care Planning

This session will review the setup and entry of the Home Health Aide Care Plan as well as related reports. HHA documentation with the CareVoyant Mobile App will also be shown including any changes that have been made since last year.

How to Implement EVV with CareVoyant

If EVV is a reality for you now or coming up, you'll want to attend this session to learn more about how EVV can be handled in CareVoyant.

Employee Portal App for Home Care

Check out our Employee Portal App. Your staff can use this handy app to view schedules, shift offers, apply for open ships and communication securely with the office!

Home Care Browser Based Scheduling

You don't want to miss this session where we show you the new Home Care Web Scheduling. We'll also review availability of the module.

How Best to use CV Miles Options in CareVoyant

Join us to see how we utilize Bing services either through distance for searches, travel miles for Verifying Schedules or seeing where the employee is currently at in the Schedule Monitor. This session will review these areas and point out the potential cost advantages for utilizing this service.

Next Generation Tools for Home Care

Join us for a discussion regarding what you need to effectively manage your agency to navigate regulatory and market challenges.

Recent and Upcoming Enhancements for Home Care

Hear about upcoming changes like how we are handling PDGM in CareVoyant, eFax and other new enhancements.

Long Term Care Track

CareVoyant Clinical for Long Term Care

Did you realize that CareVoyant Web Clinical can be used on many types of devices like an iPad, tablet or laptop? Attend this session to see what features are now available in web clinical. Information on transitioning from Intuitive to web and other tips and tricks will be included.

Care Plans for LTC

Are you utilizing Care plans in the best way for your facility. Attend this session to learn more about the set up of the care plan tables, building templates and general tips.

PDPM and MDS Changes

How is PDPM being handled in CareVoyant and what are the upcoming MDS changes for October?

New and Upcoming Feature in CareVoyant for Long Term Care

Hear about upcoming changes like the exciting new clinical changes, eFax and other new enhancements.