

First Annual Accuro Users' Conference in Review

On September 17th 121 Accuro Users, 23 Optimed staff and three Exhibiting Vendors met at the Delta Grand Okanagan to kick off the 1st Annual Accuro Users' Conference. Our reception opened with remarks from Mike Checkley (Operations Manager) and Al Hildebrandt (CEO). Next we shared a taste of the Okanagan with four world-class local wines, narrated by a local wine store owner.

Appearing out of nowhere a Magician was suddenly among us, and for the rest of the night as we shared stories and a glass of wine we were dazzled by illusion, sleight-of-hand and the impossible as Ali K. Zam left no jaw un-dropped.

Over the following two days of educational breakout sessions, networking, and fun we had:



- ◆ 24 unique Session topics and User Forums;
- ◆ 10.5 hours of Accuro training per customer;
- ◆ 2 hands-on learning rooms, with one-on-one support to go over workflow;
- ◆ And...1 heck of a good time getting to know you!

We have tallied the results of the Conference Surveys. Our goal was to deliver a valuable learning experience, and help you leave the Conference confident in your new Accuro knowledge. Many commented that they valued the diversity of topics and networking with other Accuro users. Many valued meeting the Optimed staff and putting a face to the name (the feeling is mutual!). Even after a job well done there is always room to improve. We've learned that some Sessions require longer time blocks, Billing Sessions should be streamed by province and that some Sessions should have new and veteran users options. We value all the feedback, and will use it for next year. Call us any time to let us know how we can make the **2nd Annual Accuro Users' Conference** more educational, more comfortable, and more fun for **YOU!**

“A valuable part of this Conference for me was getting to meet everyone. From Optimed staff and all the other Accuro users I was able to further my understanding of how this software works in different situations and also how Optimed is growing with their customers and moving the product and the company forward.”

Dr. Evan Sampson
Physical Medicine & Rehabilitation
Edmonton, AB

Conference Survey Results

58 people completed the Overall Conference Survey (Out of five):

| | |
|---|-----|
| Conference facilities | 4.7 |
| Accommodations | 4.6 |
| Conference food service | 4.7 |
| Pre-Conference communication | 4.4 |
| Communication during the Conference | 4.8 |
| Content and topics of Sessions | 4.5 |
| Session leader knowledge | 4.7 |
| Presentation organization and execution | 4.6 |
| One-on-one support room | 4.7 |
| Would recommend Accuro | 4.9 |



“I found the one-on-one support area to be very useful. I was able to remotely connect to my own office system and make changes and additions. With Support staff there to answer questions, it really helped to solidify the information learned in the breakout sessions.”

Dr. Tim Kramer, ENT
Kelowna, BC

Thank you very much for your support, we promise to keep working hard to earn your business every day.

Breakout Session Results

Most Popular Breakout Sessions (attendees):

| | |
|---|----|
| Accuro Tips and Tricks | 82 |
| Form Building | 82 |
| Scheduling, Templates and Traffic Manager | 69 |

Highest Rated Breakout Sessions:

| | |
|-------------------------------------|-----|
| Letters, Encounter Notes and Macros | 5.0 |
| Prescriptions and Medical History | 4.9 |
| Referrals and Waitlists | 4.9 |

“I found the Accuro Users’ Conference to be a valuable experience. An effective Conference format enabled us to attend many interesting and informative sessions, interposed with numerous opportunities for social interaction and networking. Optimed’s knowledgeable staff were extremely genial. The beautiful waterfront venue was a perfect backdrop.”

Lindsey Avient, Medical Office Assistant
Edmonton Orthopaedic Associates