

## Agenda

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Thursday, October 17 2024 – 1:00PM – 4:00PM EST

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**1:00pm – 1:10pm: Opening Remarks** – Elizabeth Woodcock, DrPH, MBA, FACMPE, CPC, Founder and Executive Director, Patient Access Collaborative.

**1:10pm – 1:30pm: *Smart Access: Leveraging Technology for Better Patient Care***, Adrin Mammen, MS, MBA, FACHE, Vice President and Chief, Ambulatory Patient Access, Mount Sinai Health System.

**1:30pm – 1:50pm: Genesys and Baystate Health and Queens Health System - *Patient Access and the Rationale for a Cloud Engagement Platform***, Tara Mahoney, Vice President of Global Healthcare, Genesys, Michelle Baillargeon, Manager of Quality and Patient Experience, Baystate Health and Kimberly Gandy, Senior Director of the Queens Access Center, Queens Health System.

**1:50pm – 2:10pm: QGenda and Children’s Nebraska - *A Close-up on Exam Rooms: How Children’s Nebraska Is Using QGenda to Improve Clinic Utilization and Patient Access***, Chad Lofdahl, Senior Director of Product Strategy, QGenda and Amy Oden, Manager of Capacity Management, Specialty Clinics, Children’s Nebraska.

**2:10pm – 2:30pm: Valer and Oregon Health & Science University - *Putting Prior Authorization Automation Best Practices to Work at OHSU***, Philip Dolan, Chief Growth Officer, Valer and Joe Whipple, Manager of Centralized Managed Care and Price Estimates, OHSU.

**2:30pm – 2:40pm: Break**

**2:40pm – 3:00pm: Luma Health and University of Arkansas for Medical Sciences and Indiana University Health - *From Access Best Practices to Above and Beyond: Empowering Patients for Better Outcomes***, Aditya Bansod, Co-Founder and Chief Technology Officer at Luma Health, Michelle Winfield-Hanrahan, Chief Clinical Access Officer & Assistant Vice Chancellor for Access and Senior Nursing Director, University of Arkansas for Medical Sciences, and Angie Cromlich, MSN, RN-BC, Senior Clinical Analyst, IU Health.

**3:00pm – 3:20pm: Amelia and Medical University of South Carolina (MUSC) Health - *Optimizing Patient Interactions throughout Patient Access with Amelia***, Jeff McCool, AVP Healthcare at Amelia and Franco Cardillo, Executive Director of Digital Strategy, MUSC Health.

**3:20pm – 3:40pm: Hyro and Hackensack Meridian Health - *Augmenting Digital Patient Engagement and Access at Hackensack Meridian Health with Hyro’s AI-Powered Communications Solution***, Michael Blumental, Chief Strategy Officer, Hyro and Adrienne Woods, Director of Digital Engagement, Hackensack Meridian Health.

**3:40pm – 4:00pm: Closing Remarks** – Elizabeth Woodcock, Founder and Executive Director, Patient Access Collaborative.

All times listed in Eastern Standard Time.

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