



## 2025 Virtual Access Center Conference

### Agenda

**Thursday, February 6, 2025**

[Times listed in Eastern Standard Time]

1:00 to 1:05 pm – Introduction, *Elizabeth Woodcock, DrPH, MBA, FACMPE, CPC, Founder & Executive Director, Patient Access Collaborative*

1:05 to 1:30 pm - Dartmouth Health: Patient Contact Center Journey, *Tim Bliss, Director, Patient Access and Service Centers, Dartmouth Health*

1:30 to 1:55 pm - Work Culture: Keeping it Fresh!, *Sylvia White, Director Patient Access, UF Health Gainesville*

1:55 to 2:10 pm - Trends in Access Center Benchmarks, *Elizabeth Woodcock, DrPH, MBA, FACMPE, CPC, Founder & Executive Director, Patient Access*

2:10 to 2:20 pm - Break

2:20 to 2:40 pm – Listening and Delivering: Our CRM Journey Towards Our 'Don't Ask Twice' Commitment, *Bridget K Fredstrom, Ph.D, Director-Access, Access Services, Cincinnati Children's*

2:40 to 3:05 pm - Creating Career Ladders in the Access Center, *Andy Hare, Associate Vice President, and Pamela Clark, Sr. Director, Ambulatory Access, UAB Medicine*

3:05 to 3:30 pm – Innovation Contact Center, *Courtnie Garteski Bergler, Director of Digital New Appointment Learning and Innovations - Systems and Transformation, Mayo Clinic*

3:30 to 3:45 pm – Case Study: Leveraging AI to Schedule Imaging at Duke Health, *Michael Palko, Learning and Performance Specialist, Alex Seward, Service Access Manager, Imaging, and Anita Harris, Application Analyst, Duke Health*

3:45 to 4:00 pm – Conclusion, *Elizabeth Woodcock, DrPH, MBA, FACMPE, CPC, Patient Access Collaborative*