2026 Industry Partner Showcase Agenda

November 5 | All times listed in Eastern Standard Time.

12:30pm – 12:40pm: Opening Remarks – *Elizabeth Woodcock, DrPH, MBA, FACMPE, CPC, Founder and Executive Director, Patient Access Collaborative.*

12:40pm – 1:05pm: Rethinking the Access Tech Stack - *Aramis Cherrington, Vice President of Access Services at RWJBarnabas Health.*

1:05pm – 1:20pm From Silos to Sprints: Transforming Scheduling Across 56 Specialties – *Marcy Cohen, CACM, Senior Director, Capacity Management, Mount Sinai Health System and Anne Baskakova, Agile Strategist, T2 Flex.*

1:20pm to 1:35pm: Strengthening Patient Safety and Keeping Access Teams in Scope with SymptomScreen - *Teresa Baird, RN, Nursing Quality Specialist, Chair, Ambulatory Nursing Shared Governance Council, Children's Hospital Colorado and Krista Thompson, RN, Director of Sales and Clinical Education, ClearTriage.*

1:35pm – 1:50pm: UCHealth and Janus Health: Reducing the Friction of Prior Auths through Automation - *Stephanie Tuiafono, Manager, Insurance Verification and Authorization, UCHealth and Tara Stegman, Senior Vice President, Janus Health.*

1:50pm – 2:05pm: Capacity Meets Demand: Connecting Google Search Directly to Epic Open Scheduling - *Michelle Winfield-Hanrahan, MSN, MHA, BSN, RN, Chief Clinical Access Officer, Assistant Vice Chancellor, Access, University of Arkansas for Medical Sciences and Adnan Iqbal, CEO & Co-Founder, Luma Health.*

2:05pm – 2:15pm: Break – Open Discussion – Trends in Patient Access Tech

2:20pm – 2:35pm: Penn Medicine's Agent Incentive Program - *Alex Pondok, Senior Workforce Analyst and Bets Severe, Associate Director, Penn Medicine, and Roni Jamesmeyer, Director, Industry Verticals, Five9.*

2:35pm – 2:50pm: One Mount Sinai, One Access Experience: Scaling an Enterprise Access Model with Genesys – *Adrin Mammen, MBA, Vice President and Chief of Ambulatory Patient Access, Mount Sinai Health System and Tara Mahoney, MBA, Vice President, Healthcare Practice, Genesys.*

2:50pm – 3:05pm: Breaking Down Access Barriers: A Faster Path to Complete Patient Information – *Katie Newton, Transplant Administrator, Baystate Health and Michelle Donowsky, Executive Director of Clinical Optimization, eHealth Technologies.*

3:05pm – 3:15pm: Open Discussion – Trends in Patient Access Tech

3:20pm – 3:30pm: AI: Key Considerations for Access Leaders – *Shelby Smith, MS, Director, Patient Access Services, University of Maryland Faculty Physicians and Noor Saeed, Operations Manager, Omni by Kloud 7.*

3:30pm – 3:45pm: Cleveland Clinic & Luminai: Building a Platform for Administrative Automation, Starting with External Faxed Referrals - *Patrick Kokoruda, MHA, CCSL, Vice President, Access Transformation, Cleveland Clinic and Peter Joyner, Head of Patient Access Solutions, Luminai.*

3:45pm – 4:00pm: Closing Remarks – *Elizabeth Woodcock, DrPH, MBA, FACMPE, CPC, Founder and Executive Director, Patient Access Collaborative.*

3.5 Contact Hours.

Patient Access Collaborative does not endorse or sponsor any commercial product or service.