



2027 Virtual Access Center Conference

Agenda

Thursday, February 4, 2027

1:00pm – 4:00pm

[Times listed in Eastern Standard Time]

1:00 to 1:10 pm – Introduction - *Elizabeth Woodcock, DrPH, MBA, FACMPE, CPC, Founder & Executive Director, Patient Access Collaborative.*

1:10 to 1:30 pm – Reimagining Patient Scheduling – *Trish Hanley, MS, Executive Administrator, Patient Access and Capacity Management University of Pittsburgh Medical Center.*

1:30 to 1:50 pm – From Garage Band to Headliner: The Journey of Knowledge Management from Multiple Stages to One Source of Information– *Lorrie Buehler, Supervisor- Training Practice Operations and Katie Price, Specialist – Training Practice Operations, Mayo Clinic Rochester.*

1:50 to 2:20 pm – Employee Engagement - *Mike Wasinski, Director of Customer Care Center and PBX Operations, The Metro Health System.*

2:20 to 2:40 pm – OnDemand Access through Centralized Clinical Teams - *Brandon Janco, Director of Program Development, Emory Healthcare. & Brittany Szabo, MSN, MBA, RN, NEA-BC, OCN, VP Clinical Operations, Ambulatory Virtual Nursing, Emory Healthcare.*

2:40 to 3:00 pm – Break

3:00 to 3:20 pm – A Transformative Training Innovation in Patient Access – *Johns Hopkins Medicine.*

3:20 to 3:40 pm – Access Center Automation – *Kimberly Piskusch, Technology Manager, UT Southwestern Medical Center.*

3:40 to 4:00 pm – Conclusion - *Elizabeth Woodcock, DrPH, MBA, FACMPE, CPC, Founder & Executive Director, Patient Access Collaborative.*