



Frequently Asked Questions

What is eClinicalWorks Day 2022?

Starting in January 2022, eClinicalWorks Day will come to cities across the country every Wednesday throughout the year. Get ready for a day of education, Q&As, and the chance to network with fellow customers at **no cost** to your practice! You'll also get to learn from eClinicalWorks experts on various topics that could help improve your knowledge of the software.

Join us to:

- See the latest enhancements to our industry leading EHR/PM solution
- Get insight into company updates taking place at eClinicalWorks
- Learn how you can use eClinicalWorks technology to reinvent your front office, billing processes, and Population Health efforts through automation, business intelligence, and operational intelligence

Whether you want to stay for the whole day or just the sessions that pique your interest, eClinicalWorks Day is truly a day tailored to meet your needs.

What is eClinicalWorks doing to maintain safety for all attendees?

eClinicalWorks will:

- Follow all local and hotel guidelines
- Limit attendance for each show to 100 people
- Add additional space between seats within the meeting room layout
- Ensure all eClinicalWorks employees are free of COVID-19 symptoms prior to going to the show
- Use contactless check-in at the registration desk
- Provide presentation materials electronically
- Ensure that the general/basic food safety guidelines are adhered to with extra safety and sanitation precautions now in effect
- Provide facial masks should an attendee need one; masks will not be required to be worn unless local and/or hotel guidelines require it
- Ask all attendees not to attend the event if they are experiencing any signs of illness



Should I cancel my registration if I am not feeling well?

While we look forward to this event, the health and safety of our guests remains our top priority. Please do not attend the event if you are experiencing any of the following symptoms:

- Cough
- Shortness of breath
- Sore throat
- Muscle aches
- A headache
- Chills/shaking
- Loss of taste/smell
- Running a temperature greater than 100.4° F

If you are experiencing any of these symptoms and need to cancel, please notify us at specialevents@eclinicalworks.com.

Is there a chance that a show could be cancelled due to COVID-19?

eClinicalWorks will monitor COVID-19 guidelines and trends in each city that we are visiting. If we feel it is unsafe to conduct the event as scheduled and need to cancel, we will notify you via email as quickly as possible.

How can I find out when there is an eClinicalWorks Day near me?

To see a list of 2022 eClinicalWorks Day events, please visit

<https://specialevents.eclinicalworks.com/event/ecwday/home>. We will be adding new show dates and locations throughout the year.

How do I register for eClinicalWorks Day?

To register, please visit <https://specialevents.eclinicalworks.com/event/ecwday/home> and click on the "Participate" button on the left of the screen. You can also scroll down to learn more.

Will food be available?

Breakfast and coffee will be served during registration. Lunch will be served later in the day at no charge to attendees.

What time should I arrive?

Registration and refreshments begin at 9:00 AM. The program begins at 10:00 AM.



Is the agenda available for review?

9:00 AM -10:00 AM

- Breakfast and registration

10:00 AM – Noon

- Introductions & Company Updates
- Front office & Remote Medicine
- Network EHR

Noon

- Lunch

12:30 PM – 2:30 PM

- Physician Burnout
- Practice Growth through Automation, Operational Efficiencies and Business Intelligence
- Population Health & MIPS

Can I come late or leave early?

Come for the whole event or attend only the sessions you want. Whenever you arrive, please make sure to visit the registration desk, so we know you've joined us!

Is there a charge for this event?

The eClinicalWorks Day event is held at **no cost to you**.

Is there a parking fee?

Parking fees will vary by location. To learn more about the events, including general information, locations, dates, and agenda, or to register, please visit <https://specialevents.eclinicalworks.com/event/ecwday/home>, or reach out to specialevents@eclinicalworks.com for specific information regarding your city.

How many people can attend per practice?

You may include up to three attendees per registration. To request additional attendees, contact us at specialevents@eclinicalworks.com.

Can I bring friends or colleagues who are not eClinicalWorks users?

Potential clients are always welcome at eClinicalWorks Day. Please register them at <https://specialevents.eclinicalworks.com/event/ecwday/home> prior to the event. We no longer accept walk-in registrations.



What if no hotel information is listed for my city?

This means that we are still in the process of contracting with the hotel for this event. You may still register for this event, and the venue will be added to the website once it is confirmed.

Are these sessions available remotely?

Yes. eClinicalWorks Day sessions are offered live every month on my.eclinicalworks.com via our webinars. The topics are broken into four one-hour sessions and offered throughout the year. To register, log in to my.eclinicalworks.com and navigate to the webinars. Search eCWDay to see all four topics and their dates/times.

We hope you will still join us in person when eClinicalWorks Day comes to a city near you.

Currently, eClinicalWorks Day sessions are only available live. Please visit <https://specialevents.eclinicalworks.com/event/ecwday/home> to find an event nearest you!

Will there be time to ask questions?

There are question and answer periods after each presentation. For more specific or in-depth questions, you may sign up for a 20-minute, one-on-one session with a product specialist.

How do I sign up to work with a specialist?

After signing in for the event, registration for one-on-one time can be done on-site only at the registration desk. At that time, you can sign up for a 20-minute session with an eCW expert on the EMR, billing, eBO® reports, or Patient Engagement.

Please note that time with our specialists is on a first-come, first-served basis, and we request that you have your questions prepared in advance to get the most of your session.

*Availability of resources and specific resource types are subject to change.