

HEALTHCON Regional | Charleston, SC

Introduction

COVID-19 Information

As we move forward with HEALTHCON Regional, AAPC will continue to place high importance on facilitating measures that will ensure optimal health and sanitary conditions for everyone onsite during the event.

How is AAPC ensuring attendee and guest safety?

Event organizers will adhere to local mandates as well as Events Industry Council and U.S. Centers for Disease Control & Prevention recommendations. Here are the precautions we are taking for your health and safety:

On-site temperature monitoring

- ✓ Mandatory temperature checks will happen each day before entering the event. If a temperature is indicated, you will kindly be asked to quarantine in your room and log onto our virtual online experience.

Physical Distance Comfort Indicators

- ✓ We understand that coming back to live, in person events is still new for a lot of people and everyone has a different comfort level when it comes to physical distancing still. We want to respect all levels and give you the opportunity to let your fellow members know what you are comfortable with. We will have Ribbons available to add to your name tag as an indicator on of the following three comfort levels:
 - **Red:** I Need Distance (This means please keep a minimum 6ft distance, no handshakes or hugs please)
 - **Yellow:** Elbow Bump (This means a little closer is okay but still keep some distance)
 - **Green:** Hugs Will Do (This means I am comfortable with you being close and touching, this is only recommended for fully vaccinated individuals)

Pre-Registration

- ✓ Conference bag, name badges and lanyards will be mailed ahead of arrival to limit on-site queuing. Please be sure to pack these items with you as there will NOT be onsite registration.

Masks

- ✓ Masks will be required regardless of vaccination status for this conference based on the latest CDC recommendations.
- ✓ A Reusable mask will be provided by AAPC and will be mailed to you ahead of time.
- ✓ You may also bring your own mask.

Hand sanitizer

- ✓ Personal-sized hand sanitizer will be provided by AAPC and will be mailed to you ahead of time.
- ✓ Hand sanitizer stations will be positioned throughout the meeting space.

In partnership with the Charleston Marriott, we will be providing:

- ✓ Responsibly handled seating, food and beverages service, and continuous sanitation of meeting spaces.

How is the Charleston Marriott ensuring attendee and guest safety?

See how the Charleston Marriott is ensuring attendee and guest safety in the [Commitment to Clean guide](#) which provides in-depth details on how they facilitate a safe, secure and healthy environment onsite for all participants.

Personal Accountability Commitment

By attending HEALTHCON Regional in Charleston, SC, you agree to abide by and engage in certain health-and-safety-beneficial conduct while attending the event. This includes, but is not limited to, submitting to daily temperature checks, wearing a mask at all times in public areas, engaging in appropriate physical distancing while respecting fellow members comfort levels for distancing, and not attending the event if you are ill or have been recently exposed to COVID-19 or any variants.

General Questions

In what time zone are the session/demo times listed?

- Everything is listed in Eastern Daylight Time (Local Charleston, SC time) The attendee page in your member area has a Conference Clock that you can select your time zone and sync up and know when a session will begin!
- In the AAPC Conferences app, if your phone, tablet or computer is set to a different time zone than EDT, you'll see a "Your Time Zone" to the right of the session time that shows what time the session is in your time zone.

What are the hours of the event?

- Monday, October 4th | 10:00 AM – 6:00 PM EDT
- Tuesday, October 5th | 8:00 AM – 4:20 PM EDT
- Wednesday, October 6th | 8:00 AM – 1:20 PM EDT

What is the dress code?

- *In-person*: Smart Casual
- *Virtual*: Whatever you would like!

Will we get conference bags?

- Yes! These will be mailed out to you before conference with your program guide, mask, and hand sanitizer.

Why haven't I gotten any emails about conference?

- Verify that you're looking for emails with your primary email address associated with AAPC.
- Make sure you've opted in to get communication from AAPC.
- Make sure your company is not blocking AAPC emails.
- Put aapc.com in your safe senders list.
- If you've checked all these off, contact AAPC at (800) 626-2633.

Apps/Website

How do I log into the conference app?

- The App will open 2 weeks prior to the event.
- Once open and available, look for AAPC Conferences in your app store from your phone or tablet.
- Log in using the **Primary Email Address** associated with your AAPC.com account and complete your profile.

How do I log into the My AAPC app to add CEUs?

- Look for My AAPC in your app store from your phone or tablet.
- Log in using the same username and password you use when logging into www.aapc.com.

How do I download the app to my laptop/desktop?

- The app is only for phones/tablets. You can access the app and conference links from your computer by logging into www.aapc.com. Go to your member area by clicking on My AAPC and then select 2021 HEALTHCON Regional from your event list. Bookmark this page to make access easier next time.

Can I be logged into the app and have the app view or sessions open on my computer at the same time?

- Yes, we recommend using your app to network, view upcoming information and announcements and complete challenges.
- If you're joining virtually, use your computer to join sessions, visit exhibitor demo rooms, go to the virtual café and view/download session handouts.

How do I participate in challenges and earn points?

- Go to the Challenges section of the Conference app. You can choose to compete in challenges and answer questions to enter to win prizes. The "Passcode" is the answer to the challenge question.

How do I "Shake to Connect"?

- This feature is a great networking tool. If you find someone that you want to connect with in the app, just tell them to "shake to connect". Click the "Shake" icon at the bottom of the home screen of the AAPC Conferences app and shake your phone at the same time as the person you are connecting with. Even if you are across the country from each other, you connect within the app.

What is the virtual café?

- The Virtual Café is a place where attendees can go to network, chat about industry topics and check-in with fellow attendees during breaks. This is a great place to try out the Shake feature!

Sessions

In-person Attendees

How do I register or change sessions?

- If you selected sessions, they will be uploaded to the AAPC Conferences app. Visit the **Sessions** section of the app to add, review or change your session selections.

How do I access the presentation slides/handouts?

- Each attendee will have access to presentation materials located in the member area or in the Conference app under each Session or in the Session Handout section.

Virtual Attendees

Is there a dial-in option for virtual attendees?

- There's no dial-in option for the sessions. You'll connect online through the conference web app.

How do I register or change sessions?

- You can add, review or change your sessions from the Conference app on your phone/tablet or you can access from your desktop by logging into to www.aapc.com. Go to your member area by clicking on My AAPC and then select 2021 HEALTHCON Regional Virtual Experience from your event list. Then, click on Sessions. This will connect you to the Conference Web App. Bookmark this page to make access easier next time.

How do I get to the links to join sessions virtually?

- You can access the conference links from your desktop by logging into to www.aapc.com. Go to your member area by clicking on My AAPC and then select 2021 HEALTHCON Regional Virtual Experience from your event list. Then, click on Sessions. This will connect you to the Conference Web App. A button to join the live session will appear 15 minutes prior to the start of each session.

I can't connect to my session. What do I do?

- If you typically connect to work using a VPN, this may be blocking ZOOM from installing. Try turning off/logging out of the VPN during conference sessions.
- Check your internet speed at <https://www.speedtest.net/>. You'll want at least a 7 mbps download speed.
- If others at your location are streaming Netflix, YouTube, Disney+, xBox, Roku, etc., try turning those off.
- Try restarting your router.
- Get closer to router or directly connect with ethernet cable rather than through wi-fi.
- Restart your computer to refresh your wi-fi settings.

I'm seeing a message that the session isn't open yet or is on hold. What do I do?

- If you're more than 15 minutes early to your session, you'll be put in a waiting room until the host opens the session. Just be patient and you'll automatically be placed into the session when it opens.

I can't hear in the session. What do I do?

- Check to make sure the speaker icon in the top bar is GREEN, not gray.
- Check the speaker setting to make sure it's connected to the correct speaker (especially important if using headset).
- Check your internet speed at <https://www.speedtest.net/>. You'll want at least a 7 mbps download speed.
- If others at your location are streaming Netflix, YouTube, Disney+, xBox, Roku, etc., try turning those off.

I can't see the video/presentation. What do I do?

- Check your internet speed at <https://www.speedtest.net/>. You'll want at least a 7 mbps download speed.
- If others at your location are streaming Netflix, YouTube, Disney+, xBox, Roku, etc., try turning those off.
- Try restarting your router.
- Get closer to router or directly connect with ethernet cable rather than through wi-fi.
- Restart your computer to refresh your wi-fi settings.

How do I ask questions during the session?

- There is a CHAT feature that appears once you join the session. Any question you ask will only be seen by you and the presenter/host. If time allows it, the presenter may answer questions using that feature.

How do I access the presentation slides/handouts?

- Each attendee will have access to presentation materials located in the member area or in the AAPC Conferences app under each Session or in the Session Handout section.

Exhibitors

How do I see when exhibitors will be doing demos?

- *In-person*: Visit the vendor booths during exhibit hall hours to find out when demos and giveaways will be held.
- *Virtual*: In the Demos & Giveaways section of the Conference app, exhibitors will be posting information about demo times and giveaways. Once you know the time, visit the Exhibitors section and you can join the demo room.

How do I get into exhibitor demos?

- *In-person*: Use the exhibit hall map to find where exhibitors are located.
- *Virtual*:
 - *Via the website* (recommended): From www.aapc.com, go to your member area by clicking on My AAPC and then select 2021 HEALTHCON Regional Virtual Experience from your event list. Click Exhibitor Demos. Click on an exhibitor name. On the Exhibitors page, click on the exhibitor's Demo link.
 - *Via the app*: Go to the Exhibitors section of the app. Click on an exhibitor name. On the Exhibitors page, click on the exhibitor's Demo link.

How do exhibitors get my contact information?

- *In-person*: Some exhibitors will have cards to fill out or will take down information given by hand.
- *Virtual*: By joining an exhibitor virtual/demo room, virtual attendees are giving AAPC permission to share their information which may include full name, credentials, email, phone number, and physical address with the exhibitor.

CEUs

How do I get CEUs for the sessions I join?

- At the end of each session, there will be a QR code and a CEU code listed. The quickest way to capture your CEU is to use the My AAPC app and scan the QR code when it comes up on the screen. You may also type in the provided CEU code in the My AAPC app or online in the CEU tracker at www.aapc.com.

How do I get CEUs after conference?

- You will have access to the recordings in your member area on www.aapc.com after the conference. The recordings will be uploaded into our Learning Center by mid-November. At that time, we'll send communication on how to access the recordings. After watching a recorded session in the Learning Center, you'll take a quiz on the session and the CEU will be automatically uploaded to your CEU Tracker.