

Introduction

COVID-19 Information

As we move forward with HEALTHCON 2021, 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.

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

- ✓ 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 Gaylord Texan, we will be providing:

- ✓ Responsibly handled seating, food and beverages and continuous sanitation of meeting spaces.
- ✓ Appropriate signage and floor decals to reinforce social distancing and other safety reminders.

How is the Gaylord ensuring attendee and guest safety?

See how the Gaylord 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 2021 in Grapevine, TX, 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 and not attending the event if you are ill or have been recently exposed to COVID-19.

From AAPC to our valued members

If this is your first big gathering since the onset of the Coronavirus, the first hour will probably be exciting but also a bit awkward. You may feel a little distant from fellow attendees. You may want to give a colleague you haven't seen in years a big hug or sit closer together during the sessions. These are instincts we all have, but you will be encouraged to refrain from any close contact throughout the conference.

We look forward to HEALTHCON 2021 in Dallas, Texas as an opportunity to gather the AAPC community in-person and reconnect! Thank you for your understanding and ongoing enthusiasm for AAPC and our community.

General Questions

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

- Since the conference is in Dallas, everything is listed in Central Time (CT).
- In the Conference app, if your phone, tablet or computer is set to a different time zone than CT, 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?

- Sunday, March 28 | 2:00 PM – 7:30 PM CT
- Monday, March 29 | 7:00 AM – 5:00 PM CT
- Tuesday, March 30 | 7:00 AM – 5:00 PM CT
- Wednesday, March 31 | 7:00 AM – 12:30 PM CT

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, t-shirt, mask, hand sanitizer and a mystery swag bag of goodies.

I haven't 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?

- Look for AAPC Conferences in your app store from your phone or tablet.
 - o Note: This is a NEW app, so if you have one from before 2020, you can delete it.
- Log in using the **primary email address** associated with your AAPC membership 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.

I can't download the app to my laptop/desktop.

- The mobile app is only for phones/tablets. You can access the desktop 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 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 the mobile app to network, view upcoming information and get push notifications for announcements.
- 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 get Challenge Codes that you can enter to win prizes.

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 HEALTHCON 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 both virtual and in-person attendees can go to network, chat about industry topics with our NAB/BOD members 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?

- To ensure a safe, contactless experience, all attendees will manage changes to their sessions through the AAPC Conferences app. Your previously selected sessions will be shown under My Agenda. To change a session, simply go to the main Agenda, uncheck the session you're currently scheduled for and check the session you'd like (be sure to check for availability first).

How do I access the presentation slides/handouts?

- Each attendee will have access to presentation materials located in the Conference app under each Session or in the Session Handout section.
- Handouts are also available online in the member area. Log into aapc.com and go to your member area by clicking on My AAPC and then select 2021 HEALTHCON Virtual Experience from your event list.

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?

- All attendees will manage changes to their sessions through the AAPC Conferences app. Your previously selected sessions will be shown under My Agenda. To change a session, simply go to the main Agenda, uncheck the session you're currently scheduled for and check the session you'd like (be sure to check for availability first).

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 HEALTHON 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.

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 things like 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 things like 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 things like 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 Conference app under each Session or in the Session Handout section.
- Handouts are also available online in the member area. Log into aapc.com and go to your member area by clicking on My AAPC and then select 2021 HEALTHCON Virtual Experience from your event list.

Exhibitors

How do I see when exhibitors will be doing demos?

- 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 HEALTHON Virtual Experience from your event list. Click Exhibitor Demos. Click on an exhibitor name. On the Exhibitors page, click on the exhibitor's Demo Room under Links.
 - *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 Room under Links.

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. Other exhibitors may use an app connected to our Conference app. Simply open the Conference app, click on My QR Code and the exhibitor will scan your information.
- *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, title, company and City/State 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 as well as posted in the session room. The quickest way to capture your CEU is to use the My AAPC app and scan the QR code. 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 for your sessions a few weeks after conference. The recordings will be uploaded into our Learning Center before the end of April. 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.

Logging into the Conference App

- We will have both an AAPC Conferences mobile app (for use on a phone/tablet) and a desktop app (for use on a computer)
 - Both the mobile app and the web app will require log in, and information will stay in sync for you across both platforms
 - You do not have to have the mobile app to log into the web app
 - You can create your Conference account on either platform, then use the same login information to get into the mobile app (or vice versa)
 - If you're a virtual attendee, the mobile app will provide in-app and push notifications to ensure you don't miss out on critical information, so we suggest using both
- To download the AAPC Conferences **Mobile** app, search for it in your app store, download and follow the steps below
- To access the AAPC Conferences **Web** app, go to aapc.com, log in, click on My AAPC and select 2021 HEALTHCON. This will go to the HEALTHCON Attendee page. Click on either Sessions or Exhibitors to access the web app, then follow the steps below.
- **IMPORTANT!** You must log into the app with the primary email address on file with AAPC. This is where all conference communication is being sent as well.

Step 1 – Enter primary email address and create password

Regional 2020
August 12, 2020

Sign up

Email
jlrapp1@gmail.com


Password*

Repeat Password*

SIGN UP

Step 2 – Enter profile information

Create Your Profile

 **CHANGE PHOTO**

First Name*
Jill

Last Name*
Finn

Title
Director

Company
AAPC

Location
Salt Lake City, UT, USA

Summary
Looking to Network!

I accept AAPC's [Terms of Service](#) and [Privacy Policy](#)

CONTINUE