

MAHAP General Session  
Friday, April 15, 2011  
Comfort Inn – Mt. Pleasant, Mi  
(2424 South Mission / [www.mtpcomfortinn.com](http://www.mtpcomfortinn.com) / (989) 772-4000)

## AGENDA

- 8:00 - 8:30 Registration And Continental Breakfast
- 8:30 - 8:45 Call To Order  
Updates From Your MAHAP Board
- 8:45 – 10:00 Morning Topic I: **“Networking with a National Perspective”**  
Presented By: Maxine Wilson, NAHAM Ambassador
- 10:00 -10:30 Morning Topic II: **“What’s In YOUR Wallet (Again)?  
Keeping Patients Pain-Free and Happy While Re-confirming Patient Data”**  
Presented by: Audience Discussion Session on Tricks, Training and Talk To Reduce Patient Pushback  
Refereed by Renee Spears, Memorial Medical Center of West Michigan
- 10:30 - 10:45 Morning Break
- 10:45 - 11:45 Morning Topic II: **“Self-Service Isn’t Just For Gas Stations and Grocery Stores:  
Patient-Friendly Solutions in Registration, Check-In, Appointmenting, and Wayfinding”**  
Presented By: Rick Trojan, Encounter Pointe
- 11:45 - 12:30 Lunch
- 12:30 - 1:45 Morning Topic III: **“Are you Smarter than a Patient Access Manager:**  
Presented By: Maxine Wilson, NAHAM Ambassador
- 1:45 - 2:45 Afternoon Topic II: **“Introducing HIP Michigan: Health Insurance Program for Michigan”**  
Presented By: Laura Appel, Michigan Health and Hospital Association  
Representative To Be Named, Physician Health Plan of Mid-Michigan
- 2:45 – 3:00 Attendee Prize Drawings and Closing Comments
- 2:45 Adjournment

**Fall Educational Conference:**  
Wed-Fri, September 21-23, 2011  
Radisson Plaza Hotel at Kalamazoo Center - Kalamazoo, MI  
(269) 343-3333

**Fall Board Meeting**  
Thursday, November 10, 2011  
Comfort Inn - Mt. Pleasant  
(989) 772-4000

**General Meeting**  
Friday, November 11, 2011  
Comfort Inn - Mt. Pleasant  
(989) 772-4000

Feel free to copy and forward this invitation to other interested parties