

Frequently Asked Questions

Get your answers here!

HEALTHCON
REGIONAL 2023
WASHINGTON, DC

Introduction

HOTEL INFORMATION

Gaylord National Resort & Convention Center
201 Waterfront Street
National Harbor, MD 20745

Phone: 301-965-4000

Check in: 4:00pm | Check out: 11:00am

REGISTRATION

Conference bags with registration information will be available for pickup at the General Information Booth onsite at the Gaylord National Hotel & Convention Center on Sunday, August 6, between 2:00 PM – 5:00 PM. Your bag will include:

- Conference Pocket Guide
- Name badge and lanyard
- Other swag items associated with the event

General Questions

IN WHAT TIME ZONE ARE THE SESSION/DEMO TIMES LISTED?

- Everything is listed in Eastern Time (Local Washington, DC 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!
- If your phone, tablet or computer is set to a different time zone than ET, 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, August 7 | 10:00 AM - 7:00 PM ET
- Tuesday, August 8 | 8:00 AM - 5:30 PM ET
- Wednesday, August 9 | 9:00 AM - 1:15 PM ET

WHAT IS THE DRESS CODE?

Smart Casual

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.
- Login with the same username and password you use for www.aapc.com 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 2023 Regional HEALTHCON from your event list. Bookmark this page to make access easier next time.

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.

Sessions

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, 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).

WHAT IF A SESSION I WANT TO ATTEND SAYS ITS FULL?

The standby line is for individuals who would like to attend a session but do not have it listed on their schedules in the Conference App. We seat the registered attendees prior to seating the standby line. Every effort is made to accommodate all interested parties though the capacity of the meeting room when a specified number of seats is noted. **Strict fire code regulations prohibit people from sitting on the floor or standing and blocking doorways.**

HOW DO I ACCESS THE PRESENTATION SLIDES/HANDOUTS?

- Each attendee will have access to presentation materials in the Session Handout section of the Conference app.
- Handouts are also available online in the member area. Log into aapc.com and go to your member area by clicking My AAPC and selecting 2023 HEALTHCON Regional from your event list.

HOW DO I ACCESS SESSION RECORDINGS AFTER THE CONFERENCE?

Each attendee will have access to a catalog of all session recordings a few weeks after the conference. We will upload all recordings here in the Conferences app before mid-September. At that time, we'll send the communication on how to access the recordings.

Keep in mind that CEUs will not be earned for recorded presentations. To earn CEUs, you must watch the live presentations on the day, and time it is being presented.

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.

HOW DO I GET INTO EXHIBITOR DEMOS?

Use the exhibit hall map to find where exhibitors are located.

HOW DO EXHIBITORS GET MY CONTACT INFORMATION?

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.

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?

CEUs will not be available after the conference. You must attend the live session in order to receive CEUs. You will have access to a catalog of all session recordings a few weeks after conference. The recordings will be uploaded here in the conferences app by Mid-September. At that time, we'll send communication on how to access the recordings. Keep in mind that CEUs will not be earned for recorded presentations.

Additional Service Information

AAPC CONFERENCES MOBILE APP

About - Stay connected throughout conference with realtime announcements and quick access to your conference friends. You will also use the mobile app to gain entry to your breakout sessions.

Logging in- Use your username and password for aapc.com. Both the mobile app and the web app will require log in and information will stay in sync for the attendee across both platforms. Attendees can create their Conference account on either platform, then use the same login information to get into the mobile app (or vice versa) but will need the mobile app while onsite to gain access to their sessions.

Mobile app - For use on a phone/tablet. Attendees will be required to have the mobile app to attend sessions onsite.

- To download the AAPC Conferences Mobile app, the attendee will search for that name in their app store.
- Links: [Android](#) | [iOS](#)

Web app - for use on a computer.

- Accessing the AAPC Conferences Web app: Go to aapc.com, login, click on My AAAPC and select 2023 HEALTHCON Regional. This will go to the HEALTHCON Regional Attendee page. Click on “Session Selection, Networking, and More” to access the web app, you will be prompted to login using the same username and password you use to login to aapc.com. Once logged in, create a profile.
- Direct link:
<https://app.socio.events/MjU3NzA/auth>

CONFERENCE TUTORIALS

These have been updated with new features and the conference session video is brand new since we’re using Zoom, so please review all (Adding CEUs into the My AAPC app, Using the Conference App, Joining Conference Sessions): <https://aapcstream.s3.amazonaws.com/Conferences/Conference-App-Tutorial/SL/story.html>

