TUESDAY, JANUARY 27, 2015
12:00 p.m. - 5:00 p.m.  **Registration** – Onsite at Grand Hyatt
12:00 p.m. - 5:45 p.m.  **One-on-Ones**
Selecting a Tuesday session allows you to attend more courses during the other days.
6:00 p.m. - 7:00 p.m.  **Welcome Reception**
Join us at the Grand Hyatt Bowie Room for hors d’oeuvres, drinks, and entertainment.

WEDNESDAY, JANUARY 28, 2015
7:00 a.m. - 7:50 a.m.  **Breakfast** provided by Integra
8:00 a.m. - 9:30 a.m.  **Keynote Speaker** – Larry Johnson
9:30 a.m. - 9:45 a.m.  **Schedule Planning**
Plan your schedule with the mobile app or a printed planning grid.
9:45 a.m. - 10:00 a.m.  *Break – coffee and snacks
10:00 a.m. - 11:00 a.m.  **Select A Class, Labs, & One-On-Ones**
11:15 a.m. - 12:15 a.m.  **Select A Class, Labs, & One-On-Ones**
12:15 p.m. - 2:00 p.m.  Lunch & Exhibit Hall – Lunch served at 12:15 p.m.
2:15 p.m. - 3:15 p.m.  **Customers Speak! Stand Up Hall**
This is a General Session for all attendees.
3:30 p.m. - 4:30 p.m.  **Select A Class, Labs, & One-On-Ones**
4:30 p.m. - 4:45 p.m.  **CE Course: Affordable Care Act & Congress**
4:45 p.m. - 5:45 p.m.  *Break – coffee and snacks
4:45 p.m. - 5:15 p.m.  **Select A Class, Labs, & One-On-Ones**
3:30 p.m. - 4:30 p.m.  **CE Course: Affordable Care Act & Congress** – Dr. Brad Kile
Session is 30 min. with 30 min. for questions. Must attend both C.E. sessions for credit.
6:30 p.m. - 9:30 p.m.  Dinner Event at the Briscoe Museum

THURSDAY, JANUARY 29, 2015
8:00 a.m. - 8:50 a.m.  **Breakfast provided by Integra**
9:00 a.m. - 10:00 a.m.  **A Pharmacist’s Perspective** – Evelyn Beach, RPh
This is a General Session for all attendees.
10:15 a.m. - 11:15 a.m.  **Select A Class, Labs, & One-On-Ones**
11:15 a.m. - 11:30 a.m.  *Break – coffee and snacks
11:30 p.m. - 12:30 p.m.  **Select A Class, Labs, & One-On-Ones**
12:30 p.m. - 2:00 p.m.  Lunch & Exhibit Hall – Lunch served at 12:30 p.m.
2:15 p.m. - 3:15 p.m.  **Select A Class, Nextra Labs, & One-On-Ones**
3:30 p.m. - 4:30 p.m.  **Select A Class, Nextra Labs, & One-On-Ones**
4:30 p.m.  **END OF SEMINAR**

Note: There are 15 minute breaks between each class period. Only breaks with refreshments are noted.
CLASS PLANNING GRID - COMING SEPTEMBER 1

With Suggested Educational Tracks* for:

**Discovery Track**: All new courses exploring new products, faxing choices, reporting options, etc.

**DocuTrack End User**: Mix of new and basic classes including workflow, reports, doc import, etc.

**DocuTrack End User taking C.E. course**: Mixed courses including workflow, reports, and C.E.

**Potential DeliveryTrack Users**: DLT focused courses ranging from basic intro to in-depth learning.

**Current DeliveryTrack Users**: Mixed track focused on product future, new handheld platforms, etc.

**Advanced IT**: Mixed track including in-depth IT, advanced reporting, product direction, etc.

*Your educational track is fully customizable; these are merely suggestions. We will provide you a schedule on September 1 from which you can begin planning your desired course schedule. There will also be time provided at the show where you can do this on your printed schedule or directly from the show mobile application.
On September 1 we will provide a scheduling grid to help you plan your personal schedule for the Seminar. The tool will be similar to the 2014 Seminar schedule and will include suggested tracks to help get you started.

**DOCUTRACK CLASSES**

**Elevating Workflow**
*Instructor: Ellen Williams, Consultant*

This class will cover how to think about workflow, as well as building and editing document data and search folders. Version 5 users will learn to adjust search folders, add document types/statuses/priorities, and read the black hole report.

- Handle workflow changes and adjustments with ease
- Keep workflow simple and status driven
- Understand the black hole report and how to read it
- Provide satisfactory resolution for end user workflow requests

*Class will have similar content to 2014 workflow course.*

**Expanding on Document Import Rules**
*Instructors: Keri Nelson, Account Manager & Matt Henry, 4th Level IT*

Version 5 users will learn to identify criteria to build basic document import rules and utilize them to efficiently route documents to specific search folders. This class will cover the general workspace and uses, and global routing versus document import rules.

- Input multiple options for routing documents (e.g., timeframe, barcodes, sources, etc.)
- Troubleshoot why documents are not meeting expected rules
- Gain a better understanding of named expressions & their various uses (more IT focused)
- Identify different types of routing for eMAR based on document text, new features, and named expressions as they relate to eMAR/DLT manifest/fax notification documents

*Class will have similar content to 2014 import rules course.*

**The Basics of Form Creation**
*Instructor: Pam Maddox, Account Manager*

For users who would like to learn or freshen up on form building for DocuTrack. This class will prepare you to build forms on your own and understand the various uses of forms within the pharmacy. Also included is a basic introduction to the enhanced benefits Logix can bring to form auto-population.

- Understand caveats of Adobe and supported features (e.g., drop downs, radio buttons, etc.)
- Add static barcodes to forms (and how to route on those barcodes)
- Enter forms into the DocuTrack application (folder/directory & naming structure)
- Build auto-populating values and the caveats regarding auto-population

*These are preliminary descriptions and subject to minor changes. Full details will be available later.*
Shaping DocuTrack — Product Roadmap  
**Instructor:** Louie Foster, Product Director

This interactive session will explore product functionality you would like added to the development roadmap or industry trends you think should be considered during mapping for future releases.

- Provide face-to-face input to decision makers on product direction
- Give constructive advice and feedback to product management
- Affect how Integra plans to deal with complex industry trends and changes
- Identify more sophisticated use of DocuTrack by hearing how others use the product

Faxing Choices: The Big Picture  
**Instructors:** Pete Wutzke, Project Manager & Jim McDonald, Sales Director

A look at faxing options in today’s marketplace including cloud, digital, and analog. Integra fax experts will explore the pros and cons of server-based applications, new technologies such as FoIP, outsourced/off-premise solutions, and cloud providers. They will discuss the current state of analog phone service and provide a comprehensive look the Integra Cloud Fax Service (ICFS) and Fax DR.

- Realize why you should be concerned about your faxing solution
- Determine what your existing fax solution *really* costs you (e.g., how to calculate a true cost?)
- Break down what faxing options currently exist
- Understand what it takes to change to ICFS

Enhanced Reporting: Crystal Reports  
**Instructor:** Pete Wutzke, Technical Projects Manager

In this class, you will learn the basics of creating reports against DocuTrack using Crystal Reports. You will see some sample reports and learn the basics of linking to DocuTrack, finding the data you are looking for, grouping and totaling your results, and formatting the output for readability and ease of use.

- Identity what data views are available in DocuTrack to facilitate reporting
- Link Crystal Reports to the data in the DocuTrack database
- Group, sort, and total the results to find what you are looking for
- Simplify Crystal reporting and make it easier to understand

**IT CLASS**

Advanced Information Technology*  
**Instructor:** Thomas Stevens, Technical Resources Manager

For advanced IT users only. Explore the ways that DocuTrack interfaces with fax and pharmacy systems using SOAP web services and COM objects. Learn the fundamentals of the DocuTrack Direct Connect API. Examine how your pharmacy system communicates with the Direct Connect API to create associations. See how the Zan image printer can be used to insert documents and use text on the document within DocuTrack. Review performance considerations with virus scanners and virtualization.

- Learn the tools and tricks used by DocuTrack Support to troubleshoot interface problems
- Configure the Zan image printer to print into DocuTrack
- Understand the mechanisms used to retrieve faxes from your fax server
- Understand how to troubleshoot poor performance in a virtualized environment

* *We request that only attendees with basic to intermediate knowledge of the above content attend this course.*
DELIVERYTRACK CLASSES

Introduction to DeliveryTrack  
Instructor: Darrell McCarroll, Account Manager
This class is for customers that would like a basic introduction to DeliveryTrack (DLT). Explore the capabilities and features of DeliveryTrack and learn how it can enhance your delivery process. Get hands-on with mobile devices and see first-hand the benefits DeliveryTrack can provide to your pharmacy.

- Understand how DLT interacts with your pharmacy information system and with DocuTrack
- Know what technology and system requirements are necessary to successfully implement DLT
- Explore connectivity options, mobile devices, and realize the ins and outs of cell plans
- Examine optional modules like inventory workspace, UPS shipping, Portal, e-mail out, etc.

Shaping DeliveryTrack — Product Roadmap  
Instructor: Raymond van Rooyen, Product Director
This interactive session will explore product functionality you would like added to the development roadmap or industry trends you would like considered while mapping out future releases.

- Provide face-to-face input to decision makers on product direction
- Give constructive advice and feedback to product management
- Affect how Integra plans to deal with complex industry trends and changes
- Identify more sophisticated use of DeliveryTrack by hearing how others use the product

DeliveryTrack Android  
Instructor: Raymond van Rooyen, Product Director
For both existing and potential DeliveryTrack customers. DeliveryTrack has joined an ever growing Independent Software Vendor (ISV) community in the logistics and delivery software industries and migrated from Windows Mobile to the Android OS platform. Depending on their scanning requirements, pharmacies can now choose between rugged devices or commercial-grade smartphones. This course outlines the advantages and possible challenges of moving to Android, and will give users a hands-on experience of the application in action. In addition, we will cover how this transition affects product deployment, licensing, and support.

- Understand the reasons for moving to Android, and the intended migration path
- Hold a mobile device in your hand and walk through the new layout and design
- Gain insight into the move towards commercial phones and what that does to the cost/benefit equation
- Anticipate what a shift to Android will mean to your delivery process

COMBINATION CLASS

DocuTrack & DeliveryTrack: The End-to-End Process  
Instructor: Kurt Johnson, Account Manager
For users who have both DocuTrack (DT) and DeliveryTrack (DLT) or are looking to have both applications. This class will cover searching for manifests in DT and DLT, reports, routing manifests (notes fields with import rules and text criteria), audits, handling returned drugs, interface functionality, and the impact of adding business units.

- Understand how DT and DLT communicate and maximize their combined functionality
- Use DT and DLT to account for ancillary items (e.g., E-kits and IV pumps)
- Identify the most effective search methods (DT or DLT driven)
- Gain a full understanding of each applications role in the order-in-meds-out process
**NEXTRA & LOGIX CLASSES**

**Nextra Breakout Session**  
Instructor: Ginna Sloan, Product Director & Evelyn Beach, RPh.  
These breakout sessions will provide an overview of how Nextra works for you and your pharmacy. We will cover integration with DocuTrack and DeliveryTrack, demonstrate Nextra’s speed and efficiency, discuss adaptation and ease of learning, and take a look at Nextra’s high-level timeline.

- Break down exactly why Nextra is more efficient than other systems
- Examine cost savings resulting from lower licensing fees and pass through switch fees
- See why a simplified navigation structure can expedite staff training
- Identify features and functionality not found in other systems

**Nextra Discovery Stations**  
Instructor: Darcy Allison, Account Manager  
Staffed Nextra workstations will be positioned in the main pre-function area allowing easy accessibility to attendees who wish to drop by and learn more about Nextra. Get a brief demonstration, have your questions about the product answered, and discuss the benefits of Nextra and how it would fit into your pharmacy.

**Logix Breakout Session**  
Instructors: Louie Foster, Product Director & Dustin Harrell, Logix Support Manager  
This course will focus on using, configuring, and creating processes and DocuTrack workflow automation within Logix. Topics will include current and soon to be released features and provide the audience a venue to discuss these features and provide feedback.

- Understand current DocuTrack integration points with Logix
- Learn concepts to facilitate basic process and macro creation within Logix
- Review advanced features at a high level to understand the capabilities of Logix, without drilling down into the overly technical aspects of each individual feature
- Get a firsthand look at up-and-coming features

**GENERAL SESSIONS**

**A Pharmacist’s Perspective: Elevating Product Use and Integration**  
Instructor: Evelyn Beach, RPh.  
Elevate your use of Integra products to an even higher level of integration and functionality between products, and expand your current understanding of the capabilities of DocuTrack and DeliveryTrack.

- Gain a new efficiency you can implement at your own pharmacy
- Take home a DocuTrack workflow modification that will improve productivity
- Discover “outside the box” approaches to daily processes
- Attain a working knowledge of DeliveryTrack inventory using it to track home delivery or EDKs

**Stand Up Hall**  
Instructor: All Integra Staff  
Wildly successful in 2014, this lively, active, participatory platform encourages discussion amongst our foremost product experts...you! This will be an open room with white boards set up where Integra staff will facilitate discussion. Bring your questions and ideas regarding workflow, Logix, Nextra, e-prescribing, secure messaging, faxing, IT, interfaces, and any other technologies or industry trends you wish to discuss.
C.E. Credits for Pharmacists (1.5 live credits)  

Instructor: Dr. Brad Kile

Dr. Kile will detail the implementation schedule of the Affordable Care Act (ACA) in 2015 and highlight key benchmarks of the law. Participants will learn which policies are being implemented on time and which policies may be delayed or will not be implemented at all. He will also examine new payment models emerging as a result of the ACA, including new financial incentives for providers with Accountable Care Organizations, bundled payments, and value-based purchasing. Participants will learn about how to take advantage of new opportunities to diversify and expand their services.

- Identify key health care policy issues in the Affordable Care Act (ACA)
- Compare health care policies under consideration by Congress and the Centers for Medicare and Medicaid Services
- Identify key changes in Medicare Part B payments under the Medicare Physician Fee Schedule
- Describe opportunities for measuring outcomes and quality in post-acute care
- Explain new reforms included in the Home Infusion Site of Care Act

Keynote Speech

Instructor: Larry Johnson, CSP

In this entertaining and valuable presentation, Larry will provide fresh insights and practical “how to’s” for leading change, retaining customers, and developing effective work relationships. Research at the University of Texas found that customer satisfaction is no guarantee of customer loyalty. The only indicator that predicted long-term loyalty was when customers used emotional words like “love” and “adore” to describe the vendor. In other words, if you want your customers to stay with you, they are more likely to do so if they LOVE you.

- The “5/11 Squared” formula as it applies to word of mouth advertising
- Creating positive customer perception from the first point of contact on
- The importance of timely responses to customer requests
- How to manage customer expectations so you don’t disappoint them
- Twelve “no no’s” guaranteed to get rid of customers
- How to deal with customer anger in a win/win way
- How to keep your cool when customers are nasty, impolite, and rude

QUESTIONS?

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