



Amtelco Healthcare Leadership  
and Education Seminar

**amtelco**  
**2024**

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The Madison Concourse  
September 17 -19, 2024

# amtelco 2024

We are thrilled to welcome you to our Olympic-themed event! Just as the world's finest athletes gather to showcase their talents, we are here to celebrate the champions of healthcare systems—each of you!

You will have the opportunity to learn, connect, and discover ways to elevate your call center performance to gold-medal status.

This year we will be using the Whova event app. You can download it any time between now and our event. This year we will again be providing a prize for engagement!

Monday evening, we will be having a welcome reception at the Great Dane, 123 E. Doty St. starting at 6 PM, join us if you are able.

Tuesday Night Event: Amtelco Olympic Events

Get ready to unleash your inner Olympian on Tuesday evening at the Amtelco Olympics! Paris has nothing on Wisconsin as we gather to demonstrate feats of greatness. Enjoy a fun evening of crowd favorites like Jenga, axe throwing, basketball toss, bags, and more!

We encourage you to come as you are or dressed in your favorite athletic or sports attire. It's all about having fun, showing off your skills, and embracing the spirit of friendly competition.

Thank you for joining us. We hope this event will inspire you to strive for excellence, just like the Olympians do. Let's make this a seminar to remember!

# WELCOME



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## Amtelco Healthcare Seminar

# AGENDA

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### **Tuesday, September 17**

8:00 AM Registration

9:00 AM Opening Ceremonies

9:30 AM Key Note: Achieving Gold with Wild Leadership by Chris Heeter

10:45 AM Break

11:00 AM Gold Medal Partnerships: Winning Strategies for Contracted Services

11:30 AM Removing the Hurdles: Remote Monitoring Tools

11:45 AM Lunch: Fueling up for Success

12:45 PM The Path to the Podium: Amtelco Updates and Roadmaps

1:45 PM Reaching New Heights: The Advantage of Hosted Solutions

2:30 PM Break

2:45 PM Active Insights Archery: Targeting Data for Precision in Care

3:45 PM Torchbearers Talk: Illuminating Healthcare Innovation

5:30 PM Fun and games from around the world (Concourse Hotel, Madison Ballroom)

### **Wednesday, September 18**

9:00 AM Scripting Sprints: IS Scripting Strategies and Highlights for Beginner Programmers  
(Conference Room 1 and 2)

9:00 AM Scripting Marathon: IS Scripting Strategies and Highlights for Advanced  
Programmers

10:00 AM Active Insights: Accelerating Performance

11:00 AM Break

11:15 AM Setting the Gold Standard: Standardizing Practices Across Multi-Hospital Systems

12:15 PM Mid-Event Refuel

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# AGENDA CONT.

- 1:15 PM The Gold Standard: Being the Trusted Source of Truth
- 2:15 PM On-Call Scheduling Relay: Passing the Baton in Patient Care
- 3:15 PM Break
- 3:30 PM Locking In the Win: with Secure Messaging
- 4:00 PM Synchronized Swim: A Perfect Pairing Amtelco and NAEO
- 5:30 PM Bus picks up in front of hotel
- 6:00 PM Champions Dinner (Garver Feed Mill)

### **Thursday, September 19**

- 9:00 AM Web Agent Marathon: Endurance in Healthcare Customer Service
- 10:00 AM Game-Changer: Boosting Hospital Efficiency with Amtelco
- 11:00 AM Swift Solutions: Automating Emergency Workflows for Peak Performance
- 12:00 PM Closing Ceremonies
- 12:30 PM Lunch at Circ

\*All sessions will take place on site in the Madison Ballroom unless noted otherwise. All meals will be served in the Wisconsin Ballroom. Wednesday night's dinner will be off-site at the Garver Feed Mill, transportation will be provided to and from.



A digital version can  
also be found here



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## Amtelco Healthcare Seminar

**Location:**

The Madison Concourse and Governors Club  
1 W Dayton Street  
Madison, WI 53703  
[www.concoursehotel.com](http://www.concoursehotel.com)  
800-356-8392

**Transportation:**

A complimentary airport shuttle is available between Dane County Regional Airport and the hotel for all overnight guests from 4:30 AM to 10:30 PM.

- From the airport: Call the hotel when ready for pick-up. The shuttle picks up across the street from baggage claim Door 5. If you arrive after 11 PM, taxis are available outside Door 7. Rideshare services such as Uber and Lyft pick up at the median across from Door 5.
- From the hotel: Make a reservation at the front desk. The shuttle runs to the airport daily on the hour and half-hour during shuttle hours.

**Dress:**

We want our attendees to be comfortable and suggest business casual. We also recommend dressing in layers, the ballrooms can be chilly. The current forecast shows temperatures in the high 70s, dropping into the low 60s at night.

Tuesday night, come as you are or dressed in your favorite athletic or sports attire!

**Registration:**

Registration for the seminar will take place Tuesday morning on the second floor (8 AM-9 AM). When you check in on Monday (10-5), be sure to find us to pick up your complimentary Wisconsin snacks! It's our way of welcoming you and giving you a taste of local flavors to kick off the event.

**Food & Beverage:**

Registration includes lunch for all three days (Thursday's lunch will be available at the Circ, inside the Concourse, and attendees will be given a voucher). Breakfast, will include pastries, coffee, soda, and tea, all three mornings, if you need something more substantial please see registration for a voucher for breakfast from Circ.

A fun dinner with food stations from around the world will take place Tuesday evening, along with games. Wednesday evening, we will have dinner off-site at Garver Feed Mill (transportation provided).

There is a Starbucks located in the lobby of the hotel.

**Wi-Fi:**

Network: Amtelco 2024  
Password: goingforgold

**Questions:**

If you have questions or require additional information about the seminar, please feel free to contact JoEllen at [seminars@amtelco.com](mailto:seminars@amtelco.com) or 608-345-5676.