



2020 CUSTOMER SUMMIT

VIRTUAL EVENT | NOVEMBER 5 & 6

THURSDAY, NOVEMBER 5, 2020

11:00 AM

11:00 AM – 11:15 AM CST

Welcome & Opening Remarks



Maggie Peña, MBA
VP, Client Services
Interlace Health

11:15 AM

11:15 AM – 11:30 AM CST

From FormFast to Interlace Health



Rob Harding
Founder and CEO
Interlace Health



Allison Reichenbach
President
Interlace Health

11:30 AM

11:30 AM – 12:15 PM CST

**Thought Leadership Panel -
Patient Engagement: During and After the COVID-19 Pandemic**



Art Nicholas
Chief Revenue Officer
Interlace Health
Moderator



Linda Fischer
SVP, Care Collaboration
DrFirst
Panelist



Mary Anne Hinkson
VP, Research Operations
Medstar Health
Research Institute
Panelist



Jesus E. Villarreal, M.D., F.A.C.S
General Surgeon
Mission Regional Medical
Center
Panelist



Yolanda Miller, BSHA, CHAM
Director, Patient Access &
Revenue Cycle Mgmt.
Floyd Medical Center
Panelist



Trent Lienau
Senior Systems Analyst
Broadlawns Medical Center
Panelist

12:15 PM

12:15 PM – 12:30 PM CST
BREAK

12:30 PM

12:30 PM – 1:00 PM CST
Healthcare: An Increasing Target for Hackers



Randy Campbell
Chief Technology Officer and Chief Information Security Officer
Interlace Health

1:00 PM

1:00 PM – 2:00 PM CST
Success Stories



2:00 PM

2:00 PM – 2:30 PM CST
Product Release and Enhancement Process



Philip Padgett
Director, Product Management
Interlace Health

2:30 PM

2:30 PM – 3:00 PM CST
Customer Portal and Resources



David Arnold
Manager, Product Support
Interlace Health



Patricia Clarkson
Manager, Customer Success Management
Interlace Health

3:00 PM

3:00 PM CST
Wrap up & Thank You



Maggie Peña, MBA
VP, Client Services
Interlace Health

FRIDAY, NOVEMBER 6, 2020

11:00 AM

11:00 AM – 11:05 AM CST

Welcome & Opening Remarks

Maggie Peña, MBA
VP, Client Services
Interlace Health

11:05 AM

11:05 AM – 11:45 AM CST

Product Overview & Techniques: Print Job Designer

Eric Ballard
Senior Implementation Consultant
Interlace Health

11:45 AM

11:45 AM – 12:15 PM CST

Product Overview & Techniques: Form Designer

Robert Williams
Design Consultant
Interlace Health

12:15 PM

12:15 PM – 12:30 PM CST

BREAK

12:30 PM

12:30 PM – 1:00 PM CST

Product Overview & Techniques: FastPrint

Dan Amptmann
Product Support Analyst
Interlace Health

1:00 PM

1:00 PM – 1:30 PM CST

Product Overview & Techniques: WFI/eSig



Shannon Ellsworth
Product Support Analyst
Interlace Health

1:30 PM

1:30 PM – 2:00 PM CST

Product Overview & Techniques: Capture/GO



Nathan Morgan
Implementation Consultant
Interlace Health

2:00 PM

2:00 PM – 3:00 PM CST

Solution Overview and Roadmap Vision



Ashley Sonn
VP, Marketing
Interlace Health



Dessiree Paoli
Solution Marketing Manager
Interlace Health

3:00 PM

3:00 PM CST

Wrap up & Thank You



Patricia Clarkson
Manager, Customer Success Management
Interlace Health