

# Frequently Asked Questions

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## Dates & Locations

**Q: What are the dates of the conference?**

**A:** For attendees arriving on Monday, April 26, a hospitality event will be held that evening at the Marriott.

The conference program will begin at 9:30am Tuesday, April 27, 2010 and conclude by 2:00pm Thursday, April 29, 2010.

We encourage our guests to make travel arrangements for Monday arrival, hotel reservations at the Marriott at Legacy Town Center for Monday, Tuesday and Wednesday evenings, and travel arrangements for Thursday late afternoon or evening departure.

**Q: Where will the conference be held?**

**A:** The Dallas/Plano Marriott at Legacy Town Center is our venue for the 2010 conference and will provide both meeting facilities and hotel accommodations.

Marriott at Legacy Town Center  
7120 Dallas Parkway  
Plano, TX 75024

Phone: 972-473-6444

The hotel is located approximately 30 minutes from Dallas-Fort Worth International Airport and Dallas Love Field Airport. To read more about the Marriott's services and amenities, visit <http://www.marriott.com/hotels/travel/dalpt-dallas-plano-marriott-at-legacy-town-center>.

## Agenda

**Q: What can I expect at the 2010 conference?**

**A:** We have designed this year's conference to build again on our previous conferences and provide a valuable, energetic, engaging and memorable event for the T-System community. For this, our sixth annual conference, we've continued to refine the agenda as we embrace your needs and suggestions.

At the 2010 T SystemEV Conference, you can:

- Benefit from a balanced agenda featuring topics of interest for physicians, nurses and technical, administrative, HIM and billing professionals
- Communicate ideas, requirements and priorities on behalf of your facility
- Collaborate, brainstorm and share solutions with colleagues from around the country
- Join others for in-depth best practices discussions about product and feature usage
- Connect with experts who can answer your questions
- Hear directly from colleagues who uniquely leverage T SystemEV to advance their clinical and business objectives
- Get an update on T-System's direction and plans
- Interact with colleagues as well as T-System executives and staff throughout the conference events

Additional Questions? Please contact Sarah Trimble at [strimble@tssystem.com](mailto:strimble@tssystem.com).



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**Q: What if I'm not able to attend all breakout sessions in which I'm interested?**

**A:** We plan to publish summaries from the breakout sessions for those who may not have been able to attend a session or would like to review the session again. A few weeks following the conference, we will post reference materials online for conference participants.

## Registration

**Q: Who did T-System email conference information to?**

**A:** Conference information was emailed to the following available contacts at each T SystemEV facility:

- ED medical director
- Nurse manager
- IT manager
- Project manager
- HIM, facility billing and medical records representatives
- Professional billing associates

Information was also emailed to previous conference participants, facility and physician group leadership and other interested parties.

**Q: Can only the people listed above attend the conference?**

**A:** No, we welcome attendance from all TEV users. The decision as to who and how many will attend will be made by each facility.

Our hope is to have broad representation from our T SystemEV community and we encourage one or two leaders from each facility to join us at the conference.

**Q: How do I sign up for breakout sessions?**

**A:** During registration, you'll be able to sign up for a breakout session during each of the outlined time periods. Before you register, please review the Breakout Session Planning Guide, once available, which provides an overview of just the breakout sessions (not the entire agenda) along with the descriptions, recommended audience and session recurrence.

We encourage you to review and use this tool prior to registration to help pre-select the right sessions at the right times and optimize your breakout schedule.

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**Q: How do I register for the conference?**

**A:** Once you are notified that registration is open for the conference, please complete the three registration steps below:

1. Review the Breakout Session Planning Guide to help you pre-select the right breakout sessions at the right times.
2. Register online, sign up for your breakout sessions, and provide feedback regarding your priorities and experiences to help us develop the sessions based on your input. The registration link will be provided to clients via email and through the conference Web page.
3. Reserve your hotel room by calling the Dallas/Plano Marriott at Legacy Town Center's toll-free reservation number 1-800-228-9290 and identifying yourself as a T SystemEV Conference participant to receive the \$159 per night negotiated rate.

Please note that reservations should only be made through this number. We ask that guests not make reservations through third party travel sites or other means to ensure we receive and are able to maintain accurate records.

**Q: When is the deadline for registration and hotel reservations?**

**A:** The deadline for registration and hotel reservations is Friday, March 19, 2010. We encourage you to register and reserve your hotel room as early as possible to lock in the negotiated room rate and to ensure space is available.

**Q: How do you handle late registration?**

**A:** Please contact Samantha Moffitt at [smoffitt@tssystem.com](mailto:smoffitt@tssystem.com) should you need to register after the March 19 deadline. Late registrations will be handled on a per case basis.

**Q: Will I receive confirmation of my conference registration?**

**A:** Yes, in mid-April, we will send an email confirming your conference registration and breakout schedule.

## Expenses

**Q: What expenses will be incurred?**

**A:** Registration fees are not charged for this event as T-System underwrites most costs for the conference. Participants are responsible, however, for personal airfare, transportation, lodging, meals not provided during the conference, personal needs and related expenses.

**Q: Can you provide more information about expenses for budget considerations?**

**A:** Please see the estimated items below for an overview of conference-related expenses.

**Hotel**

T-System has negotiated a group rate of \$159 per night, plus tax and incidentals, for our guests. The estimated hotel expense for a single-occupancy reservation is \$539.01 (\$159 rate + \$20.67 tax @ 3 nights).

Complimentary high-speed wireless Internet is available in guestrooms and the main lobby area for our group.

Additional Questions? Please contact Sarah Trimble at [strimble@tssystem.com](mailto:strimble@tssystem.com).



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## **Airport transportation**

The Marriott is approximately 30 minutes from the airports. Estimated shuttle service is \$35 each way per person. Shuttle reservations can be made in advance with Super Shuttle at [www.supershuttle.com](http://www.supershuttle.com). Estimated taxi service between the airport and hotel is \$60 each way. Should you prefer a taxi, we recommended calling Executive Taxi at 972-554-1212.

## **Airfare, rental car and local transportation**

These expenses will vary depending on your arrangements.

## **Parking**

Discounted on-site self-parking is available at the Marriott for \$4 per day. Valet parking is also available for \$14 daily.

## **Meals**

Meals during the business program are provided as part of the conference package. These meals include group lunch on Tuesday, Wednesday and Thursday, as well as reception cuisine on Wednesday evening.

Participants are responsible for non-business meals including breakfast and dinner, during free or personal time.

## Lodging - Marriott at Legacy Town Center

### **Q: Will I receive confirmation for my room reservation?**

**A:** Yes, the Marriott can provide an electronic confirmation of your room reservation.

### **Q: What are the Marriott's check-in, check-out and cancellation policies?**

**A:** Rooms are available for check-in at 3:00pm with a check-out time of 12:00pm.

Cancellations will be accepted prior to 6:00pm central on the day of arrival. If the reservation is no longer required and is not cancelled prior to this time, the hotel will release the reservation and subsequent room and tax charges will be billed to the credit card on file.

We encourage you to review the Marriott's complete check-in, check-out and cancellation policy which will be included in your electronic room reservation confirmation.

### **Q: Will I have Internet access in my hotel room?**

**A:** Complimentary wireless high-speed Internet is available in guest rooms and the main lobby for attendees.

Guestrooms are also equipped with a modem/fax hook-up if your laptop does not have wireless capability.

Also, if you plan to log on to your facility's network, you may do so at the hotel as they allow VPN connections/traffic outside of its network. We advise you to check with your IT department to ensure no restrictions or firewalls exist which will prevent you from accessing your facility's proprietary network.

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**Q: Will I have Internet access during the conference if I don't bring a laptop?**

**A:** Yes, we plan to have a cyber café set up in the foyer for your convenience. The cyber café will be available for conference participants throughout the conference during the following times:

Tuesday	8AM – 5:30PM
Wednesday	8AM – 5:30PM
Thursday	8AM – 3PM

Before traveling, please note important URL addresses since the bookmarks and history pages to which you may customarily refer will not be available on our public laptops.

## Other Logistics

**Q: What about transportation?**

**A. Airport transportation**

The Marriott is approximately 30 minutes from the airports. Estimated shuttle service is \$35 each way per person. Shuttle reservations can be made in advance with Super Shuttle at [www.supershuttle.com](http://www.supershuttle.com). Estimated taxi service between the airport and hotel is \$60 each way. Should you prefer a taxi, we recommended calling Executive Taxi at 972-554-1212.

**Shuttle service from the hotel**

The Marriott at Legacy Town Center offers hotel guests a complimentary shuttle, available on a first-come, first-served basis to locations within 3 miles. This includes transportation to and from The Shops at Willow Bend and Stonebriar Centre in Frisco.

**Taxi service from the hotel**

For your convenience, the Marriott valet can assist you should you need taxi service.

**Rental cars**

If you prefer more freedom and flexibility, rental cars may be an option to consider. Depending on your destination, keep in mind that tolls, parking fees and other expenses may be assessed.

**Walking/Convenient Options**

The Dallas/Plano Marriott at Legacy Town Center is conveniently located within walking distance to the Shops at Legacy. We will provide as part of your conference materials a directory of Legacy Town Center. You may also visit <http://www.shopsatlegacy.com> for more information about the area.

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**Q: What is the conference attire?**

- A.** Conference attire for business and social events is casual (jeans, khakis, polo shirts). Also, Dallas weather can range from mild to warm during late April, so please check weather reports prior to your departure: <http://www.weather.com/outlook/travel/businesstraveler/local/75024>

It may be helpful to carry a light sweater to the conference sessions in case meeting rooms are chilly.

**Q: Are spouses invited to attend?**

- A.** Although attendance at the conference sessions is limited to T-System customers, spouses are welcome at our reception on Wednesday evening. During registration, please notify us if your spouse will attend the reception with you.

## Communication

**Q: Where can I check for updated information on the conference?**

- A.** Updated conference information is available online at <http://www.tsystem.com/2010conference>.

**Q: How can I communicate with other users before I attend the conference?**

- A.** We encourage all TEV users to take advantage of the online T-System forum which facilitates user-to-user communication. Just log on to post questions and comments, read communication from other colleagues, discuss solutions implemented by your facility, and browse press releases.

You can access the site and register for the forum by visiting <http://forums.tsystem.com>.

**Q: What if I have additional questions?**

- A.** For question regarding the Marriott or how to make a reservation, contact Samantha Moffitt at [smoffitt@tssystem.com](mailto:smoffitt@tssystem.com).

For questions regarding registration or the conference program, contact Sarah Trimble at [strimble@tssystem.com](mailto:strimble@tssystem.com).

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