



# Workshop Schedule

## FRIDAY

*Practice Managers Only*

8:00am-8:30am	Registration, RAT Testing
8:30am-8:45am	<b>Welcome Introduction</b> Cheryl Taylor
8:45 am-10:30am	<b>Workshop Solving Tomorrow's Problems Today</b> A Group Workshop/Deep Dive into the top issues facing Plastic Surgery Practices Tina Radford - Managing Director, Radford HR
10:30am-11:00am	Morning Tea
11:00am-12:30pm	<b>Workshop Solving Tomorrow's Problems Today, Continued</b> Tina Radford - Managing Director, Radford HR
12:30pm-1:30pm	Lunch
1:30pm-2:30pm	<b>Pre-Employment Screening</b> Tina Radford - Managing Director, Radford HR
2:30pm-3:00pm	Afternoon Tea
3:00pm-4:00pm	<b>Hybrid Workplace: Pros and Cons for a Plastic Surgery Practice</b> Tina Radford - Managing Director, Radford HR
4:00pm-5:00pm	<b>Panel Discussion</b>
	Drinks with the Team

## SATURDAY

8:00am-8:30am	Registration, RAT Testing
8:30am-8:45am	<b>Welcome Overview of the day</b>
8:45 am-9:30am	<b>Introduction to Plastic Surgery Medicare and Revisonal Surgery</b> Dan Kennedy - ASPSPresident
9:30am-10:00am	<b>The Post-COVID/Cosmetic Cowboy Era</b> What changes does this mean and how do we prepare? Dan Kennedy - ASPSPresident
10:00am-10:30am	Morning Tea
10:30am-11:30am	<b>The Patient Journey</b> Two patients present their surgical journey - the Great, the Good, the Bad, the Ugly - and the impact it made on their lives
11:30am-12:00pm	<b>Websites - Staying Compliant</b> John Kelman - ASPSPresident
12:00am-12:30pm	<b>What to do when AHPRA Comes Calling</b> Alastair Taylor - Specialist Plastic Surgeon
12:30pm-1:30pm	Lunch
	Moderator Welcome Back
1:30pm-3:00pm	<b>The Patient Journey - Practice Perspective</b> Three practices share how they create a Culture of Care in their business
3:00pm-3:30pm	Afternoon Tea
3:30pm-4:15pm	<b>Client Service - From an Industry Perspective</b> Gina Samuels - Director, TPHE Q&A for the Afternoon Session Discussion Panel and Gina Samuels
4:15pm-5:00pm	<b>Social Media and AHPRA - The Right Way To Do It</b> Avant Panel Discussion and Q&A
6:30pm	HOLLYWOOD GLAMOUR Dinner

## SUNDAY

8:00am-8:30am	Registration, RAT Testing
8:30am-8:45am	<b>Moderator Welcome</b>
9:00am-9:30am	<b>E-Health: What does it mean for a Specialist Practice?</b> Presented by Australian Digital Health Agency Avant: Promises and Pitfalls Presented by Avant
9:30am-10:30am	<b>The Tools of Our Trade</b> The best equipment around to enhance your patient's Surgical Journey and add extra income to your bottom line.
10:30am-11:00am	Morning Tea
11:00 am-12:00pm	<b>What I Did During COVID</b> Documentation Done Differently - How we reduced over 5,000 pages into one simple online system Hannah Caskie - The CAPS Clinic
12:00pm-12:30pm	<b>Follow-up and Close</b>
12:30pm-1:30pm	Lunch