



AFHTO 2014 Conference: Frequently Asked Questions

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Conference Registration

1. What are the conference registration fees?

Early-bird Registration Fee	Member	Non-Member
Full Conference 2 Days	\$325 + 13% HST	\$650 + 13% HST
Conference 1 day (either)	\$275 + 13% HST	\$550 + 13% HST
Awards Dinner	\$70 + 13% HST	\$100 + 13% HST

(Early-bird registration closes September 22, 2014)

Late Registration Fee	Member	Non-Member
Full Conference 2 Days	\$400 + 13% HST	\$725 + 13% HST
Conference 1 day (either)	\$350 + 13% HST	\$625 + 13% HST
Awards Dinner	\$95 + 13% HST	\$125 + 13% HST

(Registration will stay open until the conference reaches capacity)

2. How do I register for the conference?

You can register online: <https://reg.conexsys.com/afhto14>

All registrations must be done online. You will find all registration information and the REGISTER NOW link on the AFHTO 2014 Conference website. <http://www.afhto.ca/events/afhto-2014-conference/>

3. How do I pay for the conference?

Pay by Credit Card: You can pay by credit card online, [see question #2 above](#). The registration system accepts MasterCard, Visa, and American Express. Charges on your credit card statement will appear as **MCI Canada**.

Pay by Cheque: You will receive a confirmation e-mail from AFHTO 2014 Conference with a link to your invoice. All payments must be received no later than October 10, 2014. All fees are in Canadian funds. Include the registrant's name or confirmation number on the cheque. **To receive the Early Bird fees payment must be received by September 22, 2014**, after this date the Regular fee will apply.



Please mail the cheque to:

AFHTO2014 c/o MCI Canada
5285 Solar Drive, Suite 201
Mississauga, Ontario
Canada L4W 5B8

4. How can I access the AFHTO membership discount?

AFHTO Members must enter a validation code for the AFHTO membership rate. The validation code has been e-mailed to all members that have paid their 2014-15 AFHTO membership fees in full. If you do not know your organization's membership code, please contact your administrator.

5. I'm not an AFHTO member; can I still come to the conference?

Yes, non-members can register and will pay the non-member registration fee. [See above](#).

6. Can I register more than one person at the same time?

Yes, after you finished selecting all of the registration options for the first attendee, you will be asked if you want to add another attendee. If you click on yes, you will be brought back to the beginning of the website to register a new person.

Each registration generates its own invoice. If you would like a group invoice for payment, please contact the registration provider at afhtoreg@mci-group.com.

7. Do I have to choose concurrent sessions when I register?

No, you can go back in and edit your selections once you are registered. Click the "Edit/Change" button in your confirmation e-mail. Please be sure to select your concurrent sessions by October 6, 2014 to ensure your agenda is included in your registration kit.

8. How do I confirm that I am registered for the conference?

If you've received a confirmation e-mail from AFHTO 2014 Conference and have paid in full then you are registered for the conference. For any further inquiries contact:

MCI Group

Telephone: +1.800.555.1099 ext #2

Fax: +1 604-685-3521

Email: afhtoreg@mci-group.com

Mail:

AFHTO 2014 c/o MCI Canada

5285 Solar Drive, Suite 201

Mississauga, Ontario

Canada L4W 5B8

- Reference the AFHTO 2014 Conference when speaking with a representative.
- Business hours are 9:00 AM - 5:00 PM, Eastern Standard Time, Monday to Friday

9. How do I make a change to my registration?

You can make changes to your registration online, you will need the "Edit/Change" link issued in the confirmation e-mail you will receive after you have registered. PLEASE KEEP YOUR CONFIRMATION E-MAIL FOR REFERENCE.

- If you want to change your selection of concurrent sessions, [see question #17 below](#).
- If you want to transfer your registration to another person, [see question #12 below](#).



10. How do I cancel my registration?

All cancellation requests must be made in writing by:

- E-mail: afhtoreg@mci-group.com
- Fax: +1 604-685-3521

11. What is the refund/cancellation policy?

Delegate cancellations received up to and including September 22, 2014 will receive a refund minus an administrative fee of \$40.00 for members and \$60.00 for non-members. Cancellations received after September 22, 2014 and no-shows are non-refundable.

If the conference payment was made by credit card, the refund will be processed within two weeks. If the payment was made by cheque, the refund will be sent by November 16, 2014.

12. I've missed the cancellation deadline; can I send someone else in my place?

Registered delegates may transfer their registration to another person. There is no charge if the delegate takes full responsibility for changing the name and program choices for the registration online, using the link issued in your confirmation e-mail. Neither AFHTO nor MCI Canada will transfer any fee or payment balances.

Conference Program

13. What is the pre-conference programming?

The purpose of the [pre-conference programming](#) (held on Wednesday October 15 solely for AFHTO members, who can register for free) is to strengthen professional networks across Ontario and use this as an opportunity to share ideas, challenges and solutions. Programs are by and for the following groups:

- Leadership (Executive Director, Medical Director & Board Chair)
- Administration (medical secretary, receptionist, admin staff, etc.)
- Chiropractor
- Health Promoter
- Mental Health and Social Worker
- Nurse (RN/RPN)
- Nurse Practitioner
- Occupational Therapist
- Pharmacist
- Physician
- Physician Assistant
- Psychologist
- Quality Improvement Decision Support Specialist (QIDSS)
- Registered Dietitian

Members who wish to attend these sessions may do so as part of their conference registration or by contacting Saleemeh Abdolzahraei at saleemeh@afhto.ca who will provide their information to the relevant professional leads.

OTHER PROFESSIONAL GROUPS? Opportunity is open to any other profession within interprofessional primary care organizations to organize a program. Contact info@afhto.ca.

NB: There is also a pre-conference session on Tuesday, October 14. Registration for this session is separate from registration for the conference. For additional information click on the link below:

- [Effective Governance for Quality in Primary Care Workshop](#)

14. I'm unable to attend the workshop being held on Tuesday October 14. Will any more workshops be held this year?

We intend to offer the Effective Governance for Quality in Primary Care program on a periodic basis. Workshops held earlier this year were funded by the Ministry of Health and Long-Term Care and AFHTO is currently proposing arrangements for Ministry support for both workshops. We're unable to confirm how often these workshops will be held at this time as this is dependent on funding we hope to receive from the MOHLTC.

15. Who should attend the October 14 workshop?

Board members, executive directors and lead clinicians would benefit from attending Effective Governance for Quality in Primary Care.

16. If I want to attend the pre-conference session on Tuesday October 14 and attend just one day of the conference, would I be paying the full conference rate or the one day conference rate?

Open only to AFHTO members, the preconference session taking place on Tuesday October 14 is a separate registration from the conference.

To register for the Tuesday, October 14 pre-conference session you will register and pay for the session as determined:

- [Effective Governance for Quality in Primary Care Workshop](#)

To register for either Wednesday, October 15 or Thursday October 16, you will pay the one day conference registration rate:

- [AFHTO 2014 Conference "In Partnership with Patients: True Integration of Care"](#)

17. What is a concurrent session?

In each Concurrent Session, 8 different presentations will run at the same time in 8 different rooms. Registered delegates choose the sessions they wish to attend. To avoid disappointment, registrants should select their concurrent session through the registration website as soon as possible.

These sessions fall under [seven thematic streams](#) that will help you to learn what interprofessional primary care organizations are doing to improve the value they deliver. Presentations for each theme were selected by working groups on the basis of their usefulness and relevancy to other teams, their evidence of value, and the degree to which the ideas are innovative.

18. How long are concurrent sessions?

Concurrent Sessions are 45 minutes long.

NOTE: Concurrent Sessions *AB2 Engaging Patients through Portals: Tools and Tales* and *DE5 Coordinated Care Planning in the Guelph and East Toronto Health Links* are 1 hour and 30 minute sessions. The first

session takes place during Concurrent Session A and Concurrent Session B on Wednesday, October 15, 2014 and the second during Concurrent Session D and Concurrent Session E on Thursday, October 16, 2014. To register for these sessions select their titles in the registration site.

19. What do the numbers mean before each concurrent session?

Each session is identified by a unique code indicating its timeslot (letter) and theme (number). Sessions from the same theme and in the same timeslot are further identified by a letter at the end.

Example: A6-a is in Concurrent Session A, Theme 6 and is the second presentation from that theme during that session.

20. Can I change my selections for the concurrent sessions?

Yes, you can log back in to the registration website at any time to change the name and program choices for the registration online, using the "Edit/Change" link issued in your confirmation e-mail. PLEASE KEEP YOUR CONFIRMATION E-MAIL FOR REFERENCE.

21. Will the presentations from the concurrent sessions be available after the conference?

All presenters are requested to give a copy of their slides to AFHTO. These will be posted on the AFHTO members-only website after the conference.

Concurrent Session Presenters

22. Do I have to register and pay for the conference?

Yes, AFHTO's policy is that all who attend the AFHTO conference, including speakers, must register for the conference at the appropriate rate.

23. Is there a special conference fee for speakers?

Yes, a \$50 discount is provided to all concurrent session presenters (max 2 per session), concurrent session working group members, registration desk volunteers and awards review committee members. The discount can be combined for those who contribute in more than one capacity (e.g. a presenter who also serves on the awards review committee could receive a \$100 discount).

24. What room will I be presenting in?

Concurrent sessions have not been assigned rooms yet. You will be notified of your room assignment via e-mail.

25. What day and/or time is my presentation?

View concurrent sessions listed [by theme](#) or [by time slot](#).

26. How do I make a change to my presentation information (ie. title, abstract, presenters)?

E-mail conference@afhto.ca with your concurrent session title, unique numeric code and the change needed. It may take several days for changes to appear on the AFHTO or conference registration websites.

27. What do I need to do before the conference?

1. [Register for the conference](#) at the appropriate rate.



2. Submit your presentation PowerPoint slides 2 weeks before the conference. You will receive a follow-up e-mail reminding you of this deadline.

28. Do I need to submit my presentation before the conference?

Yes, send your presentation PowerPoint slides to conference@afhto.ca two weeks before the conference.

Poster Presentations

29. What is the maximum poster size?

The maximum size for posters is 46" (vertical) x 70" (horizontal).

30. When will posters be displayed at the conference?

Posters are to be put into place before 7:45 AM on Wednesday, October 15, 2014, and removed at 4:00 PM on Thursday, October 16, 2014.

Accommodation and Directions

31. How do I book a hotel room for the conference?

Visit the [Westin Harbour Castle booking page](#) to reserve a room at the group preferred rate.

Conference Group Rate is \$199.00 plus tax for single and double occupancy rooms.

The Westin Harbour Castle is also able to accept reservations by telephone at 1 888 627 8559. Please reference the group name "AFHTO" or the group code "FHI11A" in order to get the group rate when calling in.

The conference rate is available until September 22, 2014.

32. How do I get to the conference?

The conference is at the Westin Harbour Castle, One Harbour Square, Toronto, Ontario, M5J 1A6.

For special conference rates on Porter Airlines and VIA Rail see [AFHTO 2014 Travel Discounts](#)

For driving directions: [Maps and Directions](#)

- [Downtown Toronto Parking](#)

Flights: [Toronto Hotel Airport Shuttle](#)
Pearson Airport: www.torontopearson.com

Public Transit:

TTC: www.ttc.ca

GO Transit: www.gotransit.com

