



AFHTO 2015 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 15, 2015)

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/afhto15>

All registrations must be done online. You will find all registration information and the REGISTER NOW link on the [AFHTO 2015 Conference website](#).

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 2015 Conference with a link to your invoice. All payments must be received no later than October 10, 2015. 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 28, 2015.** After this date the Regular fee will apply.

Please mail the cheque to:

AFHTO2015 c/o MCI Canada
18 Keewatin Ave
Toronto, ON M4P 1Z8 Canada



4. How can I access the AFHTO membership discount?

AFHTO Members must enter an access code for the AFHTO membership rate. The access code has been e-mailed to all members that have paid their 2015-16 AFHTO membership fees in full. If you do not know your organization's access 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, you can register different people at the same time. You have two options:

- a) If you'd like **separate invoices** for each registrant, select all of the registration options for the first attendee then proceed to the **confirmation page**. 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.
- b) If you require a **group invoice** for payment, you can click on the "Add Another Person to this Registration" button located on the **payment page**. This is a new feature this year which will allow you to register multiple people on the same invoice with only one transaction.

If you have any questions, 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 Registration" button in your confirmation e-mail. Please be sure to select your concurrent sessions by September 28, 2015 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 2015 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:

AFHTO2015 c/o MCI Canada

18 Keewatin Ave

Toronto, ON M4P 1Z8 Canada

- Reference the AFHTO 2015 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 Registration" 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 28, 2015 will receive a refund minus an administrative fee of \$40.00 for members and \$60.00 for non-members. Cancellations received after September 28, 2015 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 28, 2015.

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?

We are pleased to offer several pre-conference programs for AFHTO members at no extra charge.

For interprofessional health team leaders, there is a full-day workshop, [*Effective Governance for Quality in Primary Care*](#) being held on Tuesday, October 27 from 10:30 am to 4:30 pm and a morning workshop, [*Leading Primary Care through the Next Stage*](#), on Wednesday, October 28 from 10:00 am to 12:00 pm. These sessions are open to board members, board chairs, EDs, and Lead MDs/NPs of AFHTO member organizations. Due to space limitations, they are not open to others.

For all interprofessional healthcare providers, we offer opportunities for AFHTO's communities of practice to participate in [interprofessional collaboration workshops](#) as well as [profession-based learning and networking](#) sessions. This is an opportunity to strengthen professional networks across Ontario and to share ideas, challenges and solutions. Programs are offered 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
- Physiotherapist
- Chiropracist
- Respiratory Therapist

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

14. 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 relevance to other teams, their evidence of value, and the degree to which the ideas are innovative.

15. How long are concurrent sessions?

Concurrent Sessions are 45 minutes or 90 minutes long.

NOTE: 45-minute concurrent sessions take place in a single timeslot: A, B, C, D, E, or F. 90-minute concurrent sessions take place across two timeslots. For example, *BC2: The BODY of Health Equity: Head, Heart, and Feet!* is a 90 minute session that takes place in timeslots B and C. To register for a 90-minute concurrent session, tick the 'I will attend' box next to its title.

16. 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: A1-b is in Concurrent Session A, Theme 1 and is the second presentation from that theme during that session.

17. 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 Registration" link issued in your confirmation e-mail. PLEASE KEEP YOUR CONFIRMATION E-MAIL FOR REFERENCE.

18. 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

19. 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.

20. 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, up to a maximum discount of \$100 (e.g. a presenter who also serves on the awards review committee could receive a \$100 discount).

21. 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.

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

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

23. How do I make a change to my presentation information (i.e. 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.

24. 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.

25. 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

26. What is the maximum poster size?

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

27. When will posters be displayed at the conference?

Posters are to be put into place before 7:45 AM on Wednesday, October 28, 2015, and removed at 4:00 PM on Thursday, October 29, 2015.

Accommodation and Directions

28. 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 “FHI24A” in order to get the group rate when calling in.

The conference rate is available until September 28, 2015.

29. 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, Bearskin Airlines and VIA Rail see [AFHTO 2015 Travel Discounts](#)

- [For information about the Toronto Pearson Airport, click here.](#)

To get from Pearson Airport to downtown Toronto:

- [Westin Harbour Castle airport shuttle](#)
- [NEW Union-Pearson Express](#): Direct rail link from Toronto Pearson Airport to Union Station
 - [click here for an infographic FAQ about fares, times, and destinations](#)
- [Toronto Transit Commission \(TTC\)](#)

More about getting around Toronto and the GTA:

- [Maps and driving directions to the Westin Harbour Castle](#)
- [Downtown Toronto Parking](#)
- [GO Transit](#)