



association of family
health teams of ontario

AFHTO 2012 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 14, 2012)

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://secure.affreg.com/register/afhto12>

- Follow the instructions on the website.

By phone: (416) 504-4500

- Reference the AFHTO 2012 Conference when speaking with a representative.
- Business hours are 9:00 AM - 5:00 PM, Eastern Standard Time, Monday to Friday

3. How do I pay for the conference?

Pay by Credit Card: You can pay by credit card online or by phone, [see question #2 above](#).

Pay by Cheque: You will receive an e-mail from AFHTO 2012 Conference stating the balance owed. Your cheque must be received within 15 business days of online registration. Cheques are to be made payable to Congress Canada. Include the registrant's name or confirmation number on the cheque.

Print a copy of your invoice and mail it, along with your cheque to:

AFHTO 2012 CONFERENCE
c/o Congress Canada
555 Richmond Street West Suite 1004
P.O. Box 202
Toronto, ON Canada M5V 3B1

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 FHTs that have paid their 2012-13 AFHTO membership fees in full. If you do not know your FHT's membership code, please contact your FHT 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 on the same invoice?

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.

You can also choose to add an attendee on the confirmation page of the registration website, before processing payment.

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

The registration software requires you to choose at least one concurrent session at the time of registration. You can add to or change your selection of concurrent sessions at any time after you've registered, as long as you have the URL and password issued in the confirmation e-mail you will receive after you have registered. PLEASE KEEP YOUR CONFIRMATION E-MAIL FOR REFERENCE.

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

If you've received a confirmation e-mail from AFHTO 2012 Conference and have paid in full then you are registered for the conference. For any further inquiries contact:

Rebekah Hakkenberg

Registration Coordinator

Telephone: 416-504-4500

Fax: 416-504-4505

Email: afhtoreg@congresscan.com

Mail:

Congress Canada

Attn: Rebekah Hakkenberg, AFHTO 2012 Conference

555 Richmond Street West, Suite 1004

P.O. Box 202

Toronto, ON M5V 3B1

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

Online:

To make any changes to your registration online, you will need the URL and password 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 #16 below](#).
- If you want to transfer your registration to another person, [see question #12 below](#).

By phone:

To make any changes with a financial implication to your registration please call: (416) 504-4500

Examples:

- If you want to change from a one-day package to a two-day package, or vice versa.
- If you want to change the day of your one-day package (i.e. from the Tuesday to the Wednesday, or vice versa.)
- If you want to add a dinner ticket to your registration.
- If you want to remove a dinner ticket.

10. How do I cancel my registration?

All cancellation requests must be made in writing by mail, email or fax only.

Rebekah Hakkenberg
Registration Coordinator
Telephone: 416-504-4500
Fax: 416-504-4505
Email: afhtoreg@congresscan.com

Mail:
Congress Canada
Attn: Rebekah Hakkenberg, AFHTO 2012 Conference
555 Richmond Street West, Suite 1004
P.O. Box 202
Toronto, ON M5V 3B1

11. What is the refund policy?

Delegate cancellations received up to and including September 14, 2012 will receive a refund minus an administrative fee of \$40.00 for members and \$60.00 for non-members. Cancellations received after September 14, 2012 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.

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 URL and password issued in your confirmation e-mail. Neither AFHTO nor Congress Canada will transfer any fee or payment balances.

Conference Program

13. Where can I find the program of concurrent sessions?

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

14. What is a concurrent session?

In each Concurrent Session, 12 different presentations will run at the same time in 12 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 [eleven thematic streams](#) that will help you to learn what FHTs 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 FHTs, their evidence of value, and the degree to which the ideas are innovative.

15. How long are concurrent sessions?

The time period for each concurrent session is 45 minutes. Presentations within each session may be 20 minutes (2 brief presentations are paired into one 45-minute time block), 45 minutes, or 1 hour and 30 minutes (two back-to-back 45-minute time periods).



NOTE: To register for 1 hour and 30 minute session, select the option in the first time block and leave the second time block empty. You will be unregistered automatically from the 90-minute session if you choose another session in a conflicting time period.

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

Each concurrent session has a unique alphanumeric code:

- First digit (A to G) designates the time period.
- Second digit (1 – 11) designates the thematic stream.

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 URL and password issued in your confirmation e-mail. PLEASE KEEP YOUR CONFIRMATION E-MAIL FOR REFERENCE.

18. Is there a waiting list for concurrent sessions?

Registration for concurrent sessions is limited to room size. If a session reaches capacity we will maintain a waiting list for interested attendees. Contact info@afhto.ca for further information.

19. 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.

20. What is the profession-based programming portion of Day 2?

The purpose of the [profession-based programming](#) is to strengthen the professional networks across FHTs and use this as an opportunity to share ideas, challenges and solutions. Programs are by and for the following FHT groups:

- FHT leadership – board chairs, lead physicians and executive directors – on integrating primary care with LHINS
- Mental Health + Social Workers
- [Pharmacists](#)
- Nurse Practitioners
- Nursing
- OTHER PROFESSIONAL GROUPS? Opportunity is open to any other profession within FHTs to organize a program. Contact info@afhto.ca.

21. Will physicians qualify to receive CME credits by attending the AFHTO Conference?

This program has been accredited by the College of Family Physicians of Canada and the Ontario chapter for up to 11 Mainpro-M1 credits.

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?

No, conference fees are based on membership status, [please see question #1 above](#).

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 info@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 1 week 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 info@afhto.ca 1 week 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 8:45 AM on Tuesday, October 16th, 2012, and removed at 1:00 PM on Wednesday, October 17th, 2012.

Logistics

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

Visit the [AFHTO Conference Room Blocks page](#) to view preferred group rate for conference attendees. (AFHTO Member's Only log-in required. Contact info@afhto.ca for assistance.)

32. How do I get to the conference?

The conference is hosted at the Hilton Toronto at 145 Richmond Street, Toronto, Ontario, M5H 2L2.

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

Flights:

Pearson Airport: www.torontopearson.com
Porter: www.flyporter.com

Public Transit:

TTC: www.ttc.ca
GO Transit: www.gotransit.com
VIA: www.viarail.ca



