

Smooth Sailing Through the Changing Tides of Healthcare IT

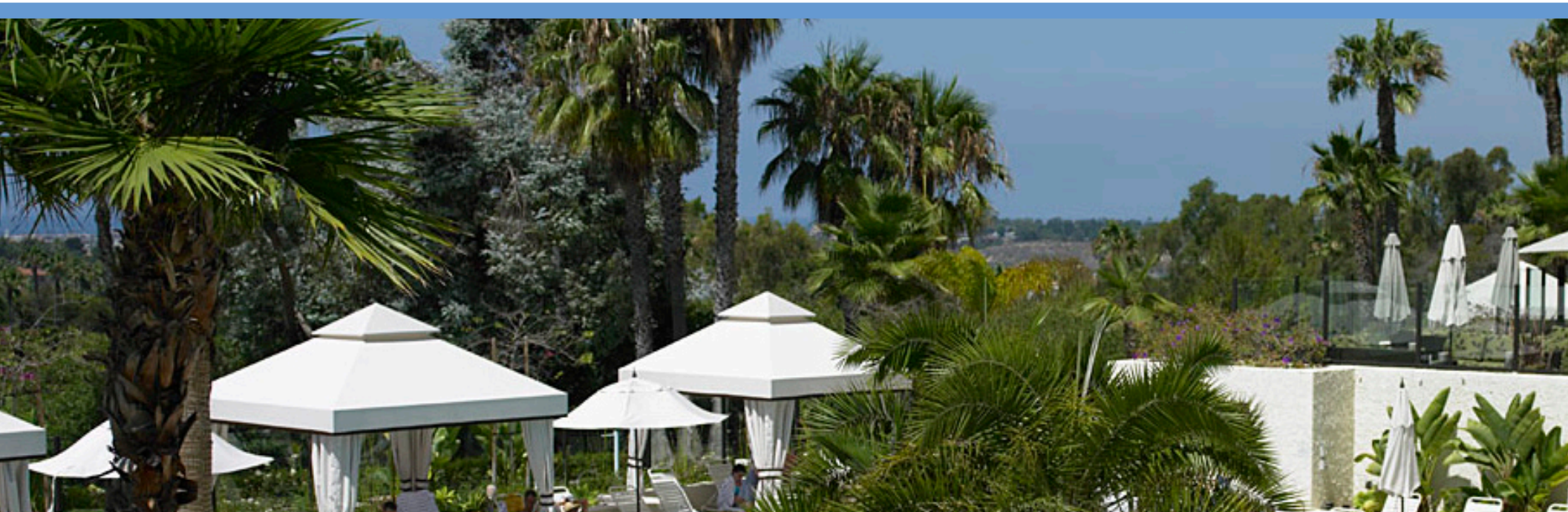
2011 Keane Client Conference

July 24-26, 2011

Newport Beach Marriott Hotel & Spa
Newport Beach, CA



www.keaneclientconference.com



Smooth Sailing Through the Changing Tides of Healthcare IT

Both acute and long-term care providers alike will sail in to beautiful Newport Beach, California for the 2011 Keane Client Conference! Keane has developed a phenomenal event, with everything our clients benefit from in a client conference—informative, timely topics related to healthcare IT and held in a relaxing, entertaining location.

Everyone at the conference will be fellow health care professionals—those who are entrenched in the use of Keane systems everyday—as well as Keane representatives available to answer your questions about our software products. Networking plays a huge role at the conference. We offer you many opportunities to meet peers and to learn from them. We'll bring together industry experts, Keane representatives, and clients to.

- Share best practices and increase your Keane product knowledge
- Discuss the hottest topics, trends, and innovations in healthcare IT
- Learn what's new with Keane and our business partners
- Network with peers from around the country

Rewarding Agenda

The Keane Client Conference is a great opportunity to expand your expertise of Keane software and to dig into Healthcare IT issues. Separate sessions for Acute Care and Long-Term Care. Sessions will be divided into these four tracks:

- Revenue Cycle Management and AR/Billing
- Clinical
- General Accounting
- Technical and Other Topics

Acute Care Educational Sessions

We are assembling an agenda that addresses the hottest topics by excellent speakers. Session topics will include:

- Implementation of 5010
- Preparation for ICD10
- Eligibility Enhancements
- ARRA Enhancements in Optimum 3.1
- New CPOE Enhancements
- Quality Measures Reporting
- Pharmacy Considerations for Implementing CPOE and eMAR

Long-Term Care Educational Sessions

Keane Care staff are hard at work on a great agenda focusing on timely topics for LTC providers. Session topics will include:

- AR-Billing Hot Topics including ANSI 5010 and MPPR
- Web-based General Accounting
- MDS 3.0, including Round Table Discussion
- Technical Training including Configuration, Administration and Best Practices
- Electronic Medication Management
- New Quality Assurance Module
- Business Intelligence Software

Watch for more details on upcoming agenda announcements on our Conference Website at www.keaneclientconference.com.

Who Should Attend?

With four distinct education tracks covering Revenue Cycle Management and AR/Billing, Clinicals, General Accounting and Technical, all Acute Care and Long-Term Care management and staff who use Keane software and/or reports would benefit from attending the conference.

Conference At-A-Glance

Sunday, July 24

Onsite Registration: 11 AM - 9 PM
Golf Tournament: 8:30 AM start
Pre-Conference Training
Opening Session & Keynote Address
Welcome Reception
Product Expo & Partner Fair

Monday, July 25

Breakfast
Breakout Sessions
Networking Lunch
Breakout Sessions
Product Expo & Partner Fair
Cirque Du Keane

Tuesday, July 26

Breakfast
Users' Group Meetings
Breakout Sessions
Networking Lunch
Product Expo & Partner Fair
Breakout Sessions

You will be given your name badge and conference material when you visit the on-site registration booth. A conference name badge is required when attending all conference functions.

Schedule subject to change

Users' Groups

Keane Users' Groups take advantage of the opportunity to convene during the Keane Client Conference. Users' Groups meetings are client-driven events hosted by group chairpersons and other members.

Long-Term Care Users' Group

The meeting of the LTC Users' Group will be held on Tuesday morning, July 26. All LTC clients are welcome to attend. If you have questions or topic suggestions, contact Matt Shelton or a Sub-Committee chair. Contact information is listed in The Insider, the clients-only section of the Keane Care website.

Acute Care Users' Group

The meeting of the Optimum Users' Group will be held on Tuesday morning, July 26. All Optimum (UNIX/AS400) users are welcome and encouraged to attend. If you have any questions or suggestions for the meeting, please contact Christine Kassouf at: ckassouf@snch.org.

Activities

Welcome Reception

Kick off the event with a cocktail and conversation on Sunday, July 24 at our Welcome Reception. The Welcome Reception is a great ice-breaker and networking opportunity. Cocktails and hors d'oeuvres will be served. Stop by the Product Expo & Partner Fair for demonstrations and information during the reception.

Product Expo & Partner Fair

Here's your chance to check out the latest offerings from Keane and our Business Partners – and perhaps even win a prize. The Product Expo & Partner Fair offers a great opportunity to view product demos up close and personal. It will be open during the Sunday evening Welcome Reception and during lunch on Monday and Tuesday.

Cirque du Keane

Ready for some fun? Join us on Monday night, July 25 for Cirque du Keane. Food, beverage, and a dramatic mix of circus arts and street entertainment will take place at the pool deck of the Newport Beach Marriott. The show will feature aerial skills, stilt walkers, fire dancers and much more.

Golf Tournament

Keane's Golf Tournament returns! A popular event among clients during previous conferences, the tournament will be held on the morning of Sunday, July 24 at the Oak Creek Golf Club in Irvine, CA. Organized as a 4 person scramble tournament, this is a great opportunity for Keane clients to network, play golf and enjoy a day of Southern California sun.

Accommodations & Travel

All conference sessions will be held at the Newport Beach Marriott. The hotel is a short walk from Southern California's premier coastal shopping and dining destination, Fashion Island. Newport Beach offers warm ocean breezes, golden sandy beaches, and a relaxed and convenient location.

A special room rate of \$175 plus tax has been negotiated for Keane Conference attendees.

Hotel Reservations

By phone: Call Marriott Reservations at 800.266.9432 and say you will be attending the Keane Client Conference.

Deadline: July 1, 2011 is the cut-off date for accepting reservations at this rate.

Guarantee: A major credit card is needed at the time of reservation to guarantee it.

Cancellation: Call 72 hours prior to arrival to avoid a one-night room and tax fee.

Attendees are responsible for their room, tax, and charges.

Newport Beach Marriott Hotel and Spa

900 Newport Center Drive
Newport Beach, CA 92660

Phone: 949.640.4000, Fax: 949.640.5055

Travel to Newport Beach

The Newport Beach Marriott is 5 miles from Orange County/John Wayne Airport and 25 miles from Long Beach Airport. The airports are serviced by all major airlines. Ground transportation options to/from the airport and The Newport Beach Marriott include taxis, car rentals, shuttles, bus, and car service.

Pre-Conference Training - *Optional*

Enhance your Conference experience with optional training classes offered at a discounted fee prior to the official start of the Conference. Held during the afternoon of Sunday, July 24, we are featuring some of our most sought-after classes taught by Keane's most knowledgeable consultants. Class sizes are limited and sessions tend to fill up quickly, so make sure to reserve right away.

Descriptions are available on the Conference website: www.keaneclientconference.com

Date: Sunday July 24

Time: 1 PM - 5 PM

Fee: \$300 per person

**\$200 early bird registration
(on or before May 20, 2011)**

Acute Classes

- Empower RCM with Patcom's Rules Engine
- Lab & Pharmacy Query using eCQ
- eCQ 201: Advanced eCQ Webreporting and Optimum Dashboard

Long-Term Care Classes

- KNS AR Refresher
- KNS MDS 3.0 Top-to-Bottom
- Business Continuity: What's your Disaster Recovery Plan?

Deadline to register for training is June 24, 2011.
Classes are subject to cancellation based on enrollment



135 Engineers Road
Suite 110
Hauppauge, NY 11788

For the fastest processing, register online. If you do not have access to the internet, you may complete this form and mail it to the address below or fax it to: 631.824.5429

2011 Keane Client Conference Registration: Register online at www.keaneclientconference.com

Please make checks payable to: Keane, Inc. 135 Engineers Rd, Suite 110, Hauppauge, NY 11788 Attn: Marketing (Payment must be sent to the NY office for proper processing)

Attendee Information

Name: _____ Title: _____

Facility: _____

Health System: _____

Address: _____

City, State, Zip: _____

Business Phone: _____ Business Fax: _____

E-mail Address: _____

Have you ever attended a Keane Conference? Yes No, this is my first time

Keane Product Line: Acute Care Long-Term Care

Which track will you be attending? RCM/RAM Clinical General Accounting Technical/Other

Will you be attending the following activities?

Your registration fee includes all meal functions (breakfast, lunch, breaks) including the following social activities. For planning purposes, please check if you will attend:

Welcome Reception - Sunday Yes No Cirque Du Keane - Monday Yes No

Please inform us in advance of any special dietary or physical requirements. We will be happy to be of assistance.

Suggested Attire:

Business casual dress is suggested during Conference sessions. Please remember, meeting rooms may be cold - a sweater or light jacket is recommended. Evening functions are casual.

Fees

Conference Registration:

- \$325 per attendee -or-
- \$225 Early Bird -register on or before May 20, 2011 -or-
- \$225 Group Discount - 4 or more attendees from the same facility, each pays \$225

Registration Fee \$ _____

Pre-Conference Training (optional)

- \$300 per person (Check 1 course below)
- \$200 Early Bird - register on or before May 20, 2011

Training Fee \$ _____

Acute Classes

- Empower RCM with Patcom's Rules Engine
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Total Due \$ _____

Golf Tournament

- Yes, I will be playing in the tournament
- No, I will not be playing in the tournament

Handicap/Index _____

Policies & General Information

- Sorry, we do not accept credit cards. Your registration is not complete until payment is received.
- Payment is due by before July 10, 2011, by check or money order. Organizations can pay for multiple attendees on one check. Please include names of attendees on check.
- Cancellations must be received in writing on or before July 3, 2011. A \$50 processing fee will be charged. No refunds will be offered after July 3, 2011. Hotel cancellations must be handled directly with the Marriott.