5th Annual North Country Telehealth Conference

The Value of Virtual Care

Perspectives from Policymakers, Providers, and Patients

November 6-7, 2019

The Fort William Henry Hotel and Conference Center
Lake George, New York

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NORTH COUNTRY TELEHEALTH PARTNERSHIP

FDRHPO
Fort Drum Regional Health Planning Organization

Pre-Conference Agenda

Registration 12:30pm—1:00pm	**Registration** *Main Gathering Room*
Welcome 1:00pm—1:05pm	**Welcome and Introductions** Nancy Gildersleeve—Adirondack Health Institute *Lake George Room*
Session One 1:05pm—1:45pm	**Telehealth 101—Understanding Telehealth and the Billing Process** Nancy DelMastro—Adirondack Health Institute Felicia Parker—North Country Family Health *Lake George Room*
Session Two 1:45pm—2:30pm	**Tele-Tech 101: A Lay of the Land and Live Demonstration** Lloyd Sirmons—Southeast Telehealth Resource Center Reid Plimpton—Northeast Telehealth Resource Center *Lake George Room*
Refreshment Break 2:30pm—3:00pm	**Networking with Exhibitors** *Fort Edward Room*
Session Three 3:00pm—3:45pm	**Telehealth Implementation and Equipment Selection** Sirene Garcia—Finger Lakes Community Health Casey Castner—Finger Lakes Community Health *Lake George Room*
Session Four 3:45pm—4:30pm	**Telehealth Integration into Clinical Workflows** Sirene Garcia—Finger Lakes Community Health Casey Castner—Finger Lakes Community Health *Lake George Room*

Pre-Conference Sponsor

Registration 8:00am—8:30am	**Registration and Breakfast** *Main Gathering Room & Fort Edward Room*	
Opening Remarks 8:30am—8:40am	**Welcome** Eric Burton—Adirondack Health Institute *Lake George Room*	
Keynote 8:40am—10:00am	**Extended Reality: The Future of Virtual Care** Dr. Jonathan Neufeld—Great Plains Telehealth Resource and Assistance Center *Lake George Room*	
Networking Break 10:00am—10:30am	**Networking with Exhibitors** *Fort Edward Room*	
Morning Plenary Session 10:30am—11:45am	**Digital Health Developments 2019: Expanded Coverage and Interoperability** Martin Corry and Amy Joseph—Hooper, Lundy & Bookman, P.C. *Lake George Room*	
Award Ceremony 11:45am—12:00pm	**Telehealth Innovator Award Presentation** Charlene Wood—Charles R. Wood Foundation Nancy Gildersleeve—Adirondack Health Institute *Lake George Room*	
Lunch 12:00pm—1:00pm	Networking Lunch—Walk to Hotel—White Lion and Tankard Rooms	
Afternoon Panel 1:00pm—2:15pm	**New York State Telehealth Regulation and Reimbursement Update** Moderator—Katy Cook, Adirondack Health Institute Megan Prokorym and Ronald Bass—NYS Department of Health Amy Smith—NYS Office of Mental Health Dr. Virginia Scott-Adams—NYS Office for People with Developmental Disabilities Carmelita Cruz—NYS Office of Alcoholism and Substance Abuse Services *Lake George Room*	
Refreshment Break 2:15pm—2:30pm	**Light Refreshments and Networking Opportunity** *Fort Edward Room*	
Afternoon Breakout Session One 2:30pm—3:15pm	**Building the Virtual Walk-In: Lessons Learned from a NYS Health System** Sean Britton—UHS Hospitals *Albany Room*	**Security Measures for Enterprise Telehealth** Ron Emerson—AMD Global Telemedicine *Lake George Room*
Afternoon Breakout Session Two 3:15pm—4:00pm	**Tele-Workers' Compensation: A Point-of-Injury Virtual Triage and Return to Work Service** Peter Caplan—eHealth Systems and Solutions *Albany Room*	**Experiences in Creating a Single Specialty Solo Telemedicine Practice** Dr. Michael Dinkels—Critical Care Telemedicine PLLC *Lake George Room*

Welcome

The North Country Telehealth Partnership (NCTP) is northern New York's leading agency focused on increasing access to health care through the innovative use of telehealth and telemedicine technology.

Mission:

To provide local health care providers the technical assistance they need to develop and expand telehealth services, which improves access to high-quality health care for medically under-served and rural North Country residents.

Services:

The North Country Telehealth Partnership is your telehealth/telemedicine resource, focusing on assessing need and readiness of organizations looking to implement telehealth into their existing workflows. The NCTP also researches relevant articles and data, connects organizations to specialists, provides workflow and infrastructure support, assists with finding vendors, provides insight on equipment, and stays current on state and federal reimbursement and regulations.

The North Country Telehealth Partnership is a joint project between Fort Drum Regional Health Planning Organization (FDRHPO) and Adirondack Health Institute (AHI). The NCTP serves an 11-county region: Clinton, Essex, Franklin, Fulton, Hamilton, Jefferson, Lewis, Saratoga, St. Lawrence, Warren, and Washington.

Thank you for attending the 5th Annual North Country Telehealth Conference!

- Fort William Henry Conference Center Wi-Fi Connectivity:
  Network: FWH-Guest **Password: fwh1755**
- Watch for the post-Telehealth Conference survey email. Your feedback will assist us in future conference planning!
- Presentations from the conference will be posted on the AHI website: https://ahihealth.org/2019-telehealth-conference/.
- Stay up-to-date with the North Country Telehealth Partnership at https://fdrhpo.org/telemedicine/.
- Find us on Facebook—Adirondack Health Institute *or* Fort Drum Regional Health Planning Organization

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Pre-Conference	Northeast Telehealth Resource Center	
Morning & Afternoon Break	Hodgson Russ	One Vision Solutions
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Pre-Conference Session #1—Lake George Room

Telehealth 101—Understanding Telehealth and the Billing Process

Nancy DelMastro – Adirondack Health Institute
Felicia Parker – North Country Family Health

This presentation will consist of telehealth basics, including need-to-know terminology, a high-level review of the reimbursement landscape, a brief regional update, as well as lessons learned from the North Country Family Health Center's telehealth programs, highlighting best practices on telehealth billing processes.

Pre-Conference Session #2—Lake George Room

Tele-Tech 101: A Lay of the Land and Live Demonstration

Lloyd Sirmons – Southeast Telehealth Resource Center
Reid Plimpton – Northeast Telehealth Resource Center

This presentation aims to give attendees a "starter kit" of knowledge regarding telehealth technology to take back to their organizations and practices. We'll share a brief background on the National Consortium of Telehealth Resource Centers (NCTRC), highlighting the Southeast Telehealth Resource Center (SETRC) and Northeast Telehealth Resource Center (NETRC) and how we can help with telehealth planning and implementation, along with an introduction to telehealth technology, including: common uses, utilizations and terminology. The session will conclude with a live demonstration of a stethoscope peripheral and a Horus camera via a laptop-based video conference connection with staff located at SETRC's office.

Pre-Conference Session #3—Lake George Room
Telehealth Implementation and Equipment Selection
Casey Castner – Finger Lakes Community Health
Sirene Garcia – Finger Lakes Community Health

This presentation will focus on how to select the appropriate telehealth equipment that will fit your organization's needs without breaking the bank. We will discuss how to evaluate equipment needs, who should be included in equipment discussions, working with the infrastructure your organization already has in place, and how best to roll out new equipment to staff. Participants will get to hear first-hand experiences from program leaders of a long-standing telehealth department in a Federally Qualified Health Center (FQHC).

Pre-Conference Session #4—Lake George Room
Telehealth Integration into Clinical Workflows
Casey Castner – Finger Lakes Community Health
Sirene Garcia – Finger Lakes Community Health

This presentation will provide the participant with information regarding considerations that lead to a successful telehealth program. We will take an in-depth look at how to integrate an organization's different departments such as compliance, billing, IT, and clinical to give your program a strong foundation. We will also discuss a general work plan for implementing telehealth in an organization, and small steps you can take to get the telehealth ball rolling.

Keynote Address—Lake George Room

Extended Reality: The Future of Virtual Care

Dr. Jonathan Neufeld – Great Plains Telehealth Resource and Assistance Center

Telecommunications is infatuated with the potential of virtual and augmented realities (VR/AR). The use of these technologies is also changing health care, but the real potential is not in virtualizing or augmenting our perception with VR or AR, but in extending our potential to act at a distance through the use of technology - what is being called ER ("Extended Reality"). This presentation will explore ways we can use various technologies to extend our clinical reach.

Morning Plenary—Lake George Room

Digital Health Developments in 2019: Expanded Coverage and Interoperability

Martin Corry and Amy Joseph – Hooper, Lundy & Bookman, P.C.

Federal health care policy concerning digital health continues to evolve, particularly as CMS's view of the appropriate role of digital health technology in health care delivery changes. This presentation will focus on two specific areas in which federal policy has developed significantly in the last year, including Medicare coverage of telehealth and new interoperability and information blocking standards which will apply to payers, providers, and health care technology vendors alike, when they become effective. These developments are important for all health care industry stakeholders, as changes of this sort impact virtually anyone working in health care, and can help identify new streams of revenue for hospitals, skilled nursing facilities, medical practices, and others serving Medicare beneficiaries. This presentation will be particularly important to compliance officers, administrators, program managers, and in-house counsel tasked with ensuring that their telehealth programs satisfy applicable legal and regulatory requirements.

Afternoon Panel—Lake George Room

New York State Telehealth Regulation and Reimbursement Update

Moderator – Katy Cook, Adirondack Health Institute
Megan Prokorym and Ronald Bass – NYS Department of Health
Amy Smith – NYS Office of Mental Health
Dr. Virginia Scott-Adams – NYS Office for People with Developmental Disabilities
Carmelita Cruz – NYS Office of Alcoholism and Substance Abuse Services

This afternoon panel brings together key decision makers from four New York State government agencies—the Department of Health (DOH), the Office of Mental Health (OMH), the Office of Alcoholism and Substance Abuse Services (OASAS), and the Office for Persons with Developmental Disabilities (OPWDD). Panelists will discuss current telehealth regulations and how all four agencies are working together to expand these regulations to make reimbursement and access to care easier for practices and patients around the state.

Breakout Session—Albany Room

Building the Virtual Walk-In: Lessons Learned from a NYS Health System

Sean Britton – UHS Hospitals

In June of 2019, UHS Hospitals based in Binghamton, New York, opened its Virtual Walk-In. The UHS Virtual Walk-In is staffed exclusively by UHS providers and accepts all commercial insurances and Medicaid. This presentation will explain how the Virtual Walk-In was planned, developed, and operationalized to provide high-quality care to our patients, wherever their location. This presentation will discuss the operational, legal, and billing challenges faced in the development of this offering.

Breakout Session—Lake George Room

Security Measures for Enterprise Telehealth

Ron Emerson – AMD Global Telemedicine

As telehealth continues to grow, patient health information will be increasingly transmitted. This means patient data will be seen and accessed in more places than ever before. A critical component of your telehealth program is understanding what certifications your telehealth platform should have, steps that should be taken for HIPAA/HITECH risk mitigation, and what general common-sense security and privacy policies are in place to reduce your organization's risk. So with this change, this presentation is intended to help you continue to protect your patient's health care information as you increase your service offerings through telehealth.

Breakout Session—Albany Room

Tele-Workers' Compensation: A Point-of-Injury Virtual Triage and Return to Work Service

Peter Caplan – eHealth Systems and Solutions

Workers' compensation injuries, particularly work-site sprains and strains, lacerations, and trips and falls are an expensive health care issue for all employers, especially nursing homes, assisted living facilities, hospitals, manufacturers, and shipping/delivery companies. By using a point-of-injury virtual triage service, paired with a virtual follow-up return-to-work program, employers can reduce the number of injury claims while ensuring treatment compliance and a speedy recovery.

Breakout Session—Lake George Room

Experiences in Creating a Single Specialty Solo Telemedicine Practice

Dr. Michael Dinkels – Critical Care Telemedicine PLLC

In New York, few have been able to utilize telehealth policy and technology to create solo telehealth practices. However, the current environment is ripe for such practices to exist. The professional liability and billing reimbursement industries are well equipped to partner with telehealth clinicians who in turn have access to affordable and portable telehealth technology. We can create successful business models and partner with a variety of institutions in a way that is beneficial to all, and is sustainable.

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Ronald Bass, Director, Bureau of Medical, Dental and Pharmacy Policy—New York State Department of Health
Afternoon Panel: New York State Telehealth Regulation and Reimbursement Update

Mr. Bass is the Director of the Bureau of Medical, Dental and Pharmacy Policy in the Division of Program Development and Management for the New York State Department of Health. He is responsible for the oversight of payment policy for the New York State Medicaid Program, including integration of telehealth services as a program benefit.

Sean Britton, Telehealth Program Manager—UHS Hospitals
Breakout Session: Building the Virtual Walk-In: Lessons Learned from a NYS Health System

Mr. Britton is the Telehealth Program Manager at UHS Hospitals in Binghamton, NY. His previous professional experience includes serving as the Director of Public Health for Broome County and the Emergency Preparedness Planner for the Maryland Institute for EMS Systems. He is a nationally-certified paramedic and a certified professional in health care quality. He also serves as a National Association of Emergency Medical Technicians board member.

Peter Caplan, Founder and Managing Consultant—eHealth Systems and Solutions
Breakout Session: Tele-Workers' Compensation: A Point-of-Injury Virtual Triage and Return to Work Service

Mr. Caplan, a strategic planner and health care economist with more than 30 years experience, is the Founder and Managing Consultant of eHealth Systems and Solutions, a New York-based consulting firm specializing in telemedicine, telehealth, and Information technology solutions for hospitals, rural clinics, and physician practices. He holds graduate degrees in Planning/Community Development and Economics from the University of Colorado.

Casey Castner, Telehealth Operations Coordinator—Finger Lakes Community Health
Pre-Conference Session: Telehealth Implementation and Equipment Selection, Telehealth Integration into Clinical Workflows

Ms. Castner has been working in telehealth since 2016. Through her role, she has learned the intricacies of the field, including equipment, IT, clinical aspects, billing and regulatory, and daily operations. She continues to work with Finger Lakes Community Health as the Telehealth Operations Coordinator.

Martin Corry, Chair of Government Relations and Public Policy—Hooper, Lundy & Bookman, P.C.
Morning Plenary: Digital Health Developments in 2019—Expanded Coverage and Interoperability

Mr. Corry is the Chair of the Government Relations and Public Policy department of Hooper, Lundy & Bookman, P.C. Mr. Corry represents clients on health care matters before Congress and the Executive branch on legislative, regulatory and administrative matters. Mr. Corry was formerly the Special Assistant to the Administrator of the Centers for Medicare and Medicaid Services (CMS), where he assisted in planning, developing and implementing program initiatives related to health care financing and quality health care. Mr. Corry has also served as Director of Federal Affairs and AARP's (American Association of Retired Persons) Chief Federal Lobbyist, where he represented AARP before the Congress and the Executive branch, including Congressional leadership and senior Administration officials, on extensive issues from Social Security and Medicare to pensions, tax policy, federal budget and finance, as well as diverse consumer issues.

Carmelita Cruz, Senior Attorney—New York State Office of Alcoholism and Substance Abuse Services
Afternoon Panel: New York State Telehealth Regulation and Reimbursement Update

Ms. Cruz joined the Office of Alcoholism and Substance Abuses Services (OASAS) in 2016 as a Senior Attorney. She works primarily on issues impacting women, children and LGBTQ communities, as well as special projects, such as the Centers of Treatment Innovation (COTI) and Open Access Centers (OAC). Ms. Cruz previously worked as the Director of Advocacy for Housing Works Inc. and is a graduate of New York Law School.

Nancy DelMastro, Telehealth Project Specialist—Adirondack Health Institute
Pre-Conference Session: Telehealth 101—Understanding Telehealth and the Billing Process

Ms. DelMastro has been with Adirondack Health Institute (AHI) since July 2019 as a Telehealth Project Specialist. Prior to joining AHI, she received her Master of Public Health degree from the University at Albany School of Public Health in May 2019 and her Bachelor (continued)

of Science degree in Public and Community Health from Ithaca College in 2017. Ms. DelMastro has gained experience working in corporate wellness policy implementation, as well as various county and state health department positions.

Dr. Michael Dinkels, Owner—Critical Care Telemedicine, PLLC
Breakout Session: Experiences in Creating a Single Specialty Solo Telemedicine Practice

Dr. Dinkels is the owner and chief clinician of Critical Care Telemedicine PLLC. He is also the Medical Director of a busy intensive care unit (ICU) in the Albany, NY area. He serves on the Pulmonary Critical Care Clinical Excellence Council for the ICU's governing health system organization. Dr. Dinkels enjoys teaching and has given Grand Rounds presentations on the State of Inpatient Telemedicine Utilization and various other critical care topics. Dr. Dinkels is board-certified in critical care medicine, pulmonary medicine, and internal medicine. He completed training at Montefiore Medical Center, Jacobi Medical Center, and Lenox Hill Hospital, all located in New York City.

Ron Emerson, RN, BSN, Global Director of Strategic and Partner Development—AMD Global Telemedicine
Breakout Session: Security Measures for Enterprise Telehealth

Mr. Emerson is the Global Director of Strategic and Partner Development for AMD Global Telemedicine. He is a former member of the Board of Directors for the American Telemedicine Association and Chair of the Industry Council. He has more than 20 years experience in the health care industry. He is recognized as a thought leader in telehealth, having developed a variety of innovative telehealth applications, and consulted on telehealth deployments worldwide. He also held the position of Executive Director for a large telemedicine operation in the United States, where he was responsible for the efficient provision of services to 350 sites. Mr. Emerson was the previous recipient of the American Telemedicine Association Industry Council Award for his leadership in the advancement of telehealth.

Sirene Garcia, Chief Innovation Officer—Finger Lakes Community Health
Pre-Conference Session: Telehealth Implementation and Equipment Selection, Telehealth Integration into Clinical Workflows

Ms. Garcia came to Finger Lakes Community Health (FLCH) in 2002 with a Bachelor's degree from Keuka College. With her bilingual language skills and bicultural experience, she was an important addition to an organization trying to serve a very diverse population. Ms. Garcia served as a Community Health Worker, assisting agricultural workers to access health services, as well as a Certified Facilitated Enroller. In 2009, she became a key member of FLCH's administrative team. As the FLCH Telehealth program grew, she played a pivotal role in helping to bring on new partners and to work with a variety of individuals and agencies that were interested in using technology to expand services. Her work today continues with a Master's of Science Management degree, looking for innovative ways to provide quality access to care as the Chief Innovation Officer at Finger Lakes Community Health.

Amy Joseph, Esq., Senior Counsel—Hooper, Lundy & Bookman, P.C.
Morning Plenary: Digital Health Developments in 2019—Expanded Coverage and Interoperability

Ms. Joseph is a health care attorney in the Boston office of Hooper, Lundy & Bookman, P.C. She advises health systems, academic medical centers, and a wide variety of other health care providers on business and regulatory matters. A significant portion of her practice is focused on fraud and abuse compliance, including counseling on compliance with federal and state anti-kickback and self-referral laws, and serving as lead deal counsel or regulatory counsel on mergers, acquisitions, and other strategic affiliations. Ms. Joseph regularly presents and writes on these topics. She is co-author of the following publications: *The Stark Law: Comprehensive Analysis and Practical Guide* (American Health Lawyers Association); *Best Practices Handbook for Advising Clients on Fraud and Abuse Issues* (American Health Lawyers Association); and *Physician Law: Evolving Trends & Hot Topics* (American Bar Association).

Dr. Jonathan Neufeld, Director—Great Plains Telehealth Resource and Assistance Center
Keynote Address: Extended Reality—The Future of Virtual Care

Dr. Neufeld is the Program Director of the Great Plains Telehealth Resource and Assistance Center (gpTRAC), a federally-funded technical assistance program housed at the University of Minnesota Institute for Health Informatics. The Center provides telehealth training and consultation to health care providers and programs interested in implementing, evaluating, and enhancing all types of telehealth services in the Great Plains region. Dr. Neufeld joined the Center in February of 2017, having previously served as the Clinical Director of the Upper Midwest Telehealth Resource Center in Indianapolis, IN. He has consulted on a wide range of projects related to rural health over the past fifteen years. Dr. Neufeld received his PhD in Clinical Psychology from Ohio University.

Felicia Parker, Population Health Program Manager—North Country Family Health
Pre-Conference Session: Telehealth 101—Understanding Telehealth and the Billing Process

Ms. Parker has a Bachelor of Arts degree in History from St. Lawrence University in Canton, NY and has worked in the human services field since 2008. Ms. Parker began her career working with at-risk children/youth and their families. She began at North Country Family Health Center in 2016 as the Community Health Coordinator, responsible for providing wrap-around services for the Health Center's homeless population. In January of 2019, Ms. Parker transitioned into the role of Population Health Program Manager. She began working on the Health Center's Telehealth programs in 2016 beginning with their Teledental program and has worked with the Health Center's leadership team to implement their other telehealth programs.

Reid Plimpton, Project Manager—Northeast Telehealth Resource Center
Pre-Conference Session: Tele-Tech 101—A Lay of the Land and Live Demonstration

Mr. Plimpton is the Project Manager for the federally-funded (HRSA/FORHP) Northeast Telehealth Resource Center, a member of the National Consortium of Telehealth Resource Centers. While assisting organizations in developing, implementing, and expanding telehealth programs, he researches and tracks telehealth reimbursement policies, legal and regulatory issues, model programs, telehealth technology, and other topics. Mr. Plimpton completed his Master of Public Health degree, with Honors, from The Dartmouth Institute for Health Policy and Clinical Practice in June of 2019.

Megan Prokorym, Assistant Director, Health Care Facility Transformation Programs—New York State Department of Health
Afternoon Panel: New York State Telehealth Regulation and Reimbursement Update

Ms. Prokorym serves as the telehealth lead for the NYS Department of Health's Office of Primary Care and Health Systems Management and as Program Manager for the State Health Innovation Models-funded Project ECHO grant. Additionally, she serves as Grants Coordinator for Statewide Health Care Facility Transformation Programs.

Dr. Virginia Scott-Adams, Deputy Director—New York State Office for People with Developmental Disabilities
Afternoon Panel: New York State Telehealth Regulation and Reimbursement Update

Dr. Virginia Scott-Adams, PsyD is a licensed psychologist in several states, including New York. Dr. Scott-Adams worked as a psychologist in a variety of settings for several years prior to serving in her current position as a Deputy Director in the Division of Service Delivery for the New York State Office for People with Developmental Disabilities. In her current position, Dr. Scott-Adams oversees several projects including the Electronic Health Record (EHR) procurement and implementation project, as well as the telehealth project.

Lloyd Sirmons, Director—Southeast Telehealth Resource Center
Pre-Conference Session: Tele-Tech 101—A Lay of the Land and Live Demonstration

Mr. Sirmons is the Director of the Southeast Telehealth Resource Center (SETRC) which is part of the National Consortium of Telehealth Resource Centers, federally-funded by the U.S. Department of Health and Human Services' Health Resources and Services Administration (HRSA) Office for the Advancement of Telehealth (OAT), which is part of the Office of Rural Health Policy. SETRC serves as the regional telehealth resource center charged with advancing telehealth by providing technical assistance/guidance with all aspects of telehealth implementation. SETRC's service area includes Alabama, Florida, Georgia, and South Carolina. Prior to joining SETRC, Mr. Sirmons served in pastoral leadership for nearly fourteen years. Mr. Sirmons received his Associates Degree in Computer Science from Columbus State University and his Bachelor of Science degree in Interdisciplinary Studies from Liberty University.

Amy Smith, Standards and Compliance Analyst II—New York State Office for Mental Health
Afternoon Panel: New York State Telehealth Regulation and Reimbursement Update

Ms. Smith has worked at the NYS Office of Mental Health since January 2015. She works within the Bureau of Inspection and Certification and her primary role is telemental health. This involves helping to amend regulations, develop guidance, and working with both local and state providers. Prior to her time with the Office of Mental Health, Ms. Smith was a psychiatric social worker with Columbia County Mental Health Center for fourteen years. She has a Master of Social Work (MSW) degree from Fordham University.

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National Consortium of Telehealth Resource Centers

About Us

In 2017, 14 Telehealth Resource Centers (TRCs) formed the National Consortium of Telehealth Resource Centers (NCTRC). As a consortium, the TRCs have an unparalleled amount of telehealth resources available to help virtual programs across the nation, especially within rural communities. Each TRC is staffed with telehealth experts to who are available to provide guidance and answer questions. As telehealth continues to gain more visibility and recognition in healthcare, the TRCs will remain positioned to provide assitance for all.

https://www.telehealthresourcecenter.org @TheNCTRC

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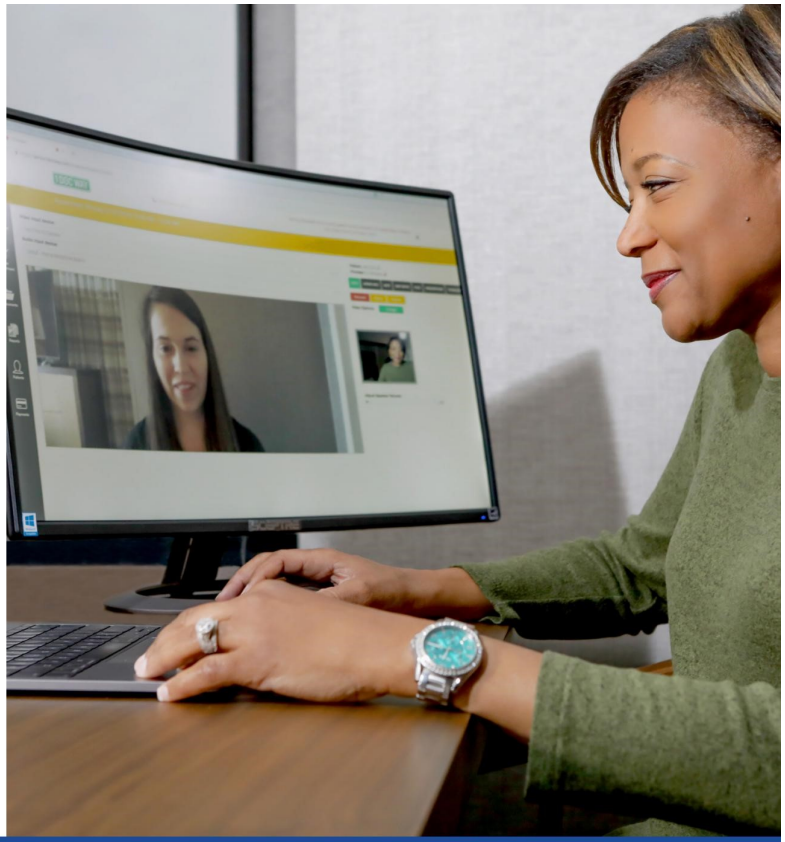

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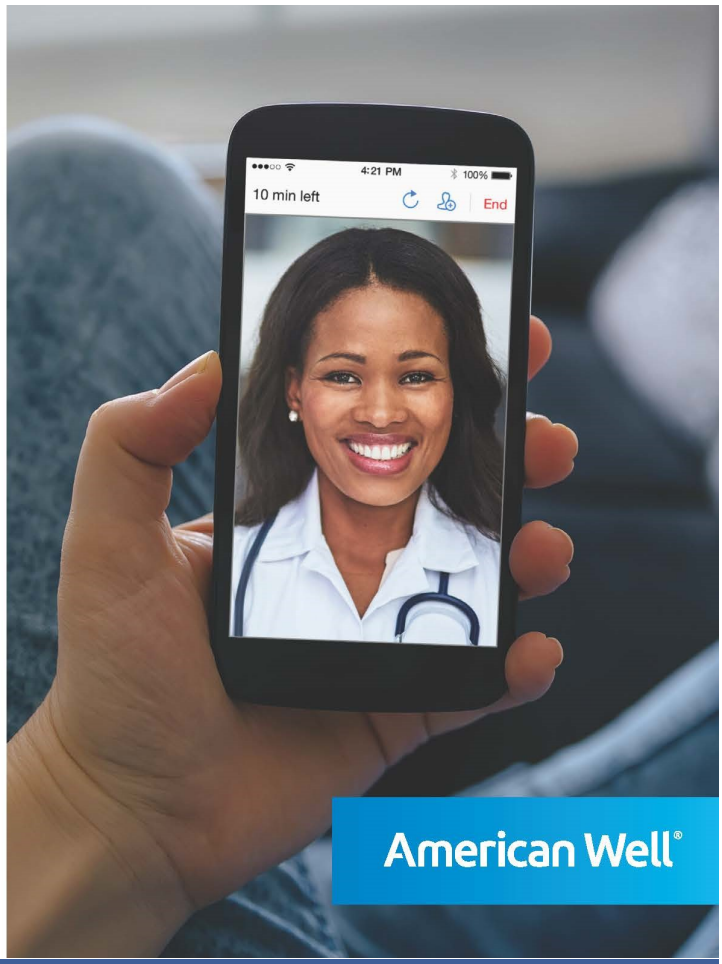
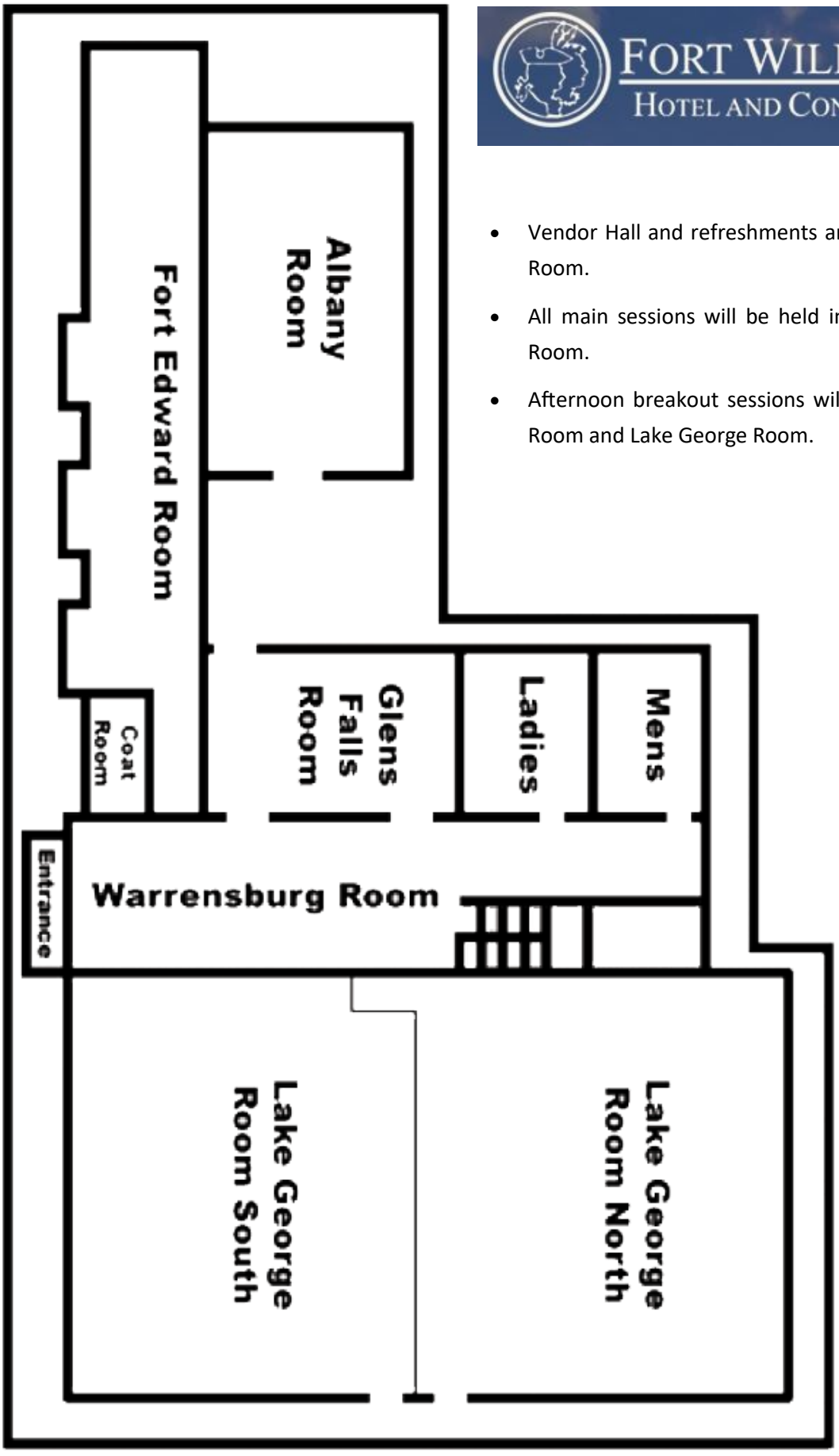
Stop by our booth to say hello

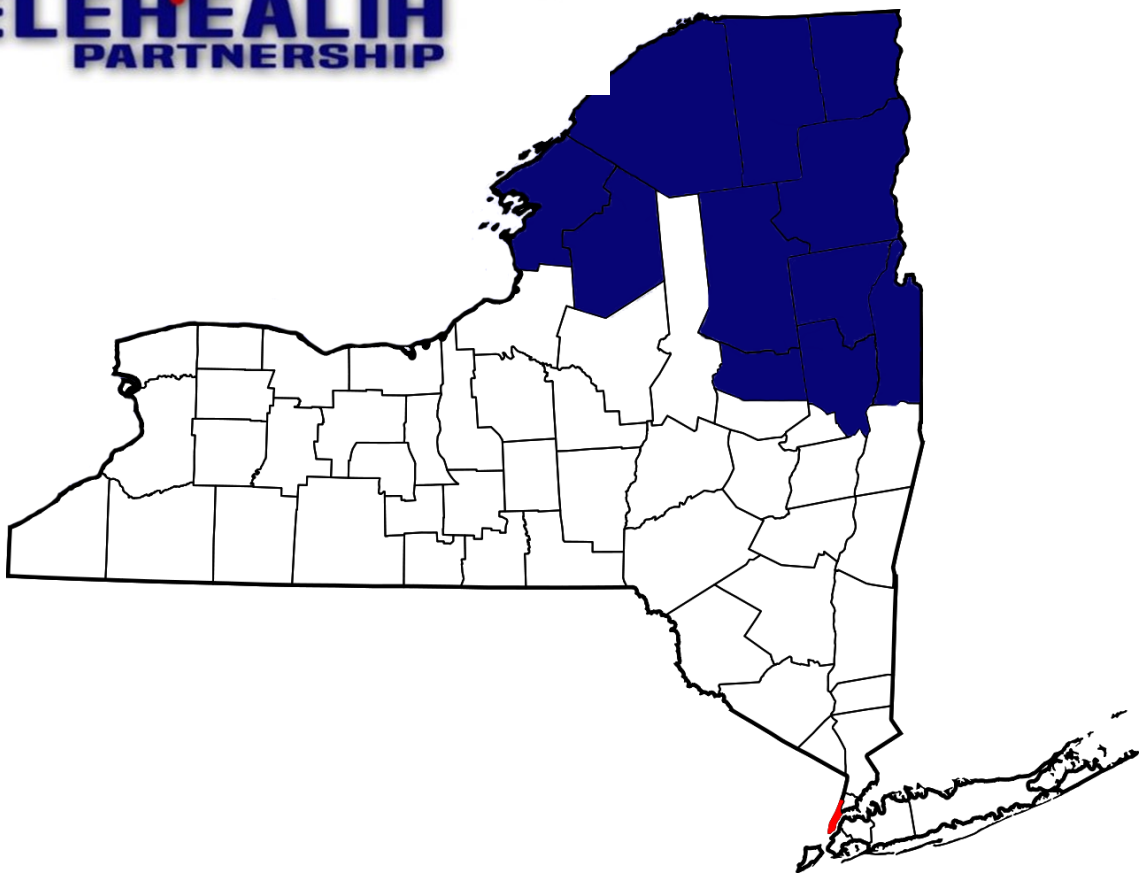




FORT WILLIAM HENRY
HOTEL AND CONFERENCE CENTER

- Vendor Hall and refreshments are located in the Fort Edward Room.
- All main sessions will be held in the combined Lake George Room.
- Afternoon breakout sessions will be held in both the Albany Room and Lake George Room.

NORTH COUNTRY TELEHEALTH PARTNERSHIP



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