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## **LVM Systems Opens Users' Conference to Industry**

MESA, ARIZONA: LVM Systems invites all healthcare call centers to their 2009 conference, titled Essential Pieces – Supporting Your Success, Wednesday and Thursday, October 21st and 22nd at the Scottsdale Plaza Resort in Arizona. Each year, LVM Systems designs an industry-centered agenda, offering three concurrent tracks:

- Clinical - for which **Continuing Education contact hours** are offered
- Marketing and Strategy
- Consulting

Headliners include Doctors Barton Schmitt and David Thompson, authors of the telephone triage protocols and self care guides. The physicians will present [10 Pediatric Infections Not to Miss](#) and [Dangerous Pregnancy Symptoms](#), as well as be available for clinical networking sessions and informal Q & A.

The marketing and strategy keynote is Travis Froehlich, Vice President of Planning for the Seton Family of Hospitals in Austin, Texas. Over the past three years, Froehlich has expanded Seton's triage call center to an enterprise-wide hub for patient navigation, including disease management, transfers, and referral services. [Moving the Call Center to an Enterprise Role](#) is a must-attend session for vice presidents and managers with a grander vision for access management and optimizing patient connections.

The 20+ additional presentations are lead by call center managers and industry leaders. For more information, download the conference pdf at: <http://www.lvmsystems.com/news.php> or contact LVM at 480.633.8200.