

# Crossroads Appointment Conversion Workshop

March 19, 2012: McKimmon Center, Raleigh, NC

March 20, 2012: NC Carolina Global TransPark, Kinston, NC

March 22, 2012: Mountain Area Health Education Center, Asheville, NC

## Objectives:

By the end of this workshop, participants will be able to:

- Describe the scheduling features available through Crossroads
- Describe current scheduling profiles within their local agency
- Explain the necessity to develop interim appointment profiles as a step to Crossroads conversion and implementation
- Convert current appointment profiles to interim appointment profiles

## Agenda

8:30 to 9:00	Registration and Breakfast
9:00 to 9:30	Welcome and framing the day
9:30 to 10:45	Crossroads: the big picture, benefits and scheduling features
10:45 to 11:00	BREAK
11:00 to 12:00	Review of current scheduling structures and current scheduling profiles
12:00 to 12:45	LUNCH
12:45 to 1:30	Interim appointment profiles
1:30 to 3:30	Modification of current scheduling profiles to interim appointment profiles using examples, demos and hands-on activities
3:30 to 4:00	What's next: timelines, staff training and implementation