

AFHTO 2013 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 20, 2013)

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://reg.conexsys.com/afhto13>

All registrations must be done online. You will find all registration information and the REGISTER NOW link on the AFHTO 2013 Conference website. <http://www.afhto.ca/events/afhto-2013-conference/>

3. How do I pay for the conference?

Pay by Credit Card: You can pay by credit card online, [see question #2 above](#). The registration system accepts MasterCard, Visa, and American Express. Charges on your credit card statement will appear as **MCI**.

Pay by Cheque: You will receive a confirmation e-mail from AFHTO 2013 Conference with a link to your invoice. All payments must be received no later than October 18, 2013. All fees are in Canadian funds. Include the registrant's name or confirmation number on the cheque. **To receive the Early Bird fees payment must be received by September 20, 2013**, after this date the Regular fee will apply.

Please mail the cheque to:

AFHTO2013 c/o MCI Canada
5285 Solar Drive, Suite 201
Mississauga, Ontario
Canada L4W 5B8



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 2013-14 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 at the same time?

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.

Each registration generates its own invoice, if you would like a group invoice for payment; please contact the Conference Secretariat at afhtoreg@mci-group.com.

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

No, you can go back in and edit your selections once you are registered. Click the "Edit/Change" button in your confirmation e-mail.

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

If you've received a confirmation e-mail from AFHTO 2013 Conference and have paid in full then you are registered for the conference. For any further inquiries contact:

Natalie Hiltz, Project Manager
Telephone: +1 416-621-2727 x 2012
Fax: +1 905-602-9052
Email: afhtoreg@mci-group.com

Mail:
AFHTO 2013 c/o MCI Canada
5285 Solar Drive, Suite 201
Mississauga, Ontario
Canada L4W 5B8

- Reference the AFHTO 2013 Conference when speaking with a representative.
- Business hours are 9:00 AM - 5:00 PM, Eastern Standard Time, Monday to Friday

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

You can make changes to your registration online, you will need the "Edit/Change" link 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](#).



10. How do I cancel my registration?

All cancellation requests must be made in writing by:

- E-mail: afhtoreg@mci-group.com
- Fax: +1 905-602-9052
- Mail: AFHTO 2013 c/o MCI Canada
5285 Solar Drive, Suite 201
Mississauga, Ontario, Canada L4W 5B8

11. What is the refund policy?

Delegate cancellations received up to and including September 20, 2013 will receive a refund minus an administrative fee of \$40.00 for members and \$60.00 for non-members. Cancellations received after September 20, 2013 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 link issued in your confirmation e-mail. Neither AFHTO nor MCI Canada will transfer any fee or payment balances.

Conference Program

13. What is the pre-conference programming?

The purpose of the [pre-conference programming](#) is open to AFHTO members to strengthen professional networks across Ontario and use this as an opportunity to share ideas, challenges and solutions. Programs are by and for the following groups:

- FHT leadership (Executive Director, Medical Director & Board Chair)
- Administrative Staff (assistants / receptionists /medical secretaries)
- Mental Health Interest Group
- Nurse (RN/RPN)
- Nurse Practitioner
- Occupational Therapist
- Pharmacist
- Physicians
- Registered Dietitian
- Health Promoter

OTHER PROFESSIONAL GROUPS? Opportunity is open to any other profession within FHTs to organize a program. Contact info@afhto.ca.



14. What is a concurrent session?

In each Concurrent Session, 8 different presentations will run at the same time in 8 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 [eight 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?

Concurrent Sessions are 45 minutes long.

NOTE: Concurrent Session *CD2 Building a Primary Health Care Information Infrastructure: Linking and Governing Data* is a 1 hour and 30 minute panel discussion. This session is taking place during Concurrent Session C and Concurrent Session D on Wednesday, October 23, 2013. To register for this session select its title in the registration site.

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

Each session is identified by a unique code indicating its timeslot (letter) and theme (number). Sessions from the same theme and in the same timeslot are further identified by a letter at the end.

Example: A7-B is in Concurrent Session A, Theme 7 and is the second presentation from that theme during that session.

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 "Edit/Change" link issued in your confirmation e-mail. PLEASE KEEP YOUR CONFIRMATION E-MAIL FOR REFERENCE.

18. 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.

Concurrent Session Presenters**19. 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.

20. Is there a special conference fee for speakers?

Yes, a \$50 discount is provided to all concurrent session presenters (max 2 per session), concurrent session working group members, registration desk volunteers and awards review committee members. The discount can be combined for those who contribute in more than one capacity (e.g. a presenter who also serves on the awards review committee could receive a \$100 discount).

21. 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.

22. What day and/or time is my presentation?

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

23. 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.

24. What do I need to do before the conference?

1. [Register for the conference](#) at the appropriate rate.
2. Submit your presentation PowerPoint slides by **October 8, 2013**. You will receive a follow-up e-mail reminding you of this deadline.

25. Do I need to submit my presentation before the conference?

Yes, send your presentation PowerPoint slides to info@afhto.ca by **October 8, 2013**.

Poster Presentations

26. What is the maximum poster size?

The maximum size for posters is 46" (vertical) x 70" (horizontal).

27. When will posters be displayed at the conference?

Posters are to be put into place before 8:45 AM on Tuesday, October 22, 2013, and removed at 4:00 PM on Wednesday, October 23, 2013.

Accommodation and Directions

28. How do I book a hotel room for the conference?

Visit the [Westin Harbour Castle booking page](#) to reserve a room at the group preferred rate.

Conference Group Rate is \$199.00 plus tax for single and double occupancy rooms.

The Westin Harbour Castle is also able to accept reservations by telephone at 1 888 627 8559. Please reference the group name "Association of Family Health Teams of Ontario", "AFHTO" or the group code "AFJ22A" in order to get the group rate when calling in.

The conference rate is available until September 19, 2013.



29. How do I get to the conference?

The conference is at the Westin Harbour Castle, One Harbour Square, Toronto, Ontario, M5J 1A6.

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

- [Downtown Toronto Parking](#)

Flights: [Toronto Hotel Airport Shuttle](#)

Pearson Airport: www.torontopearson.com

Porter: www.flyporter.com

Public Transit:

TTC: www.ttc.ca

GO Transit: www.gotransit.com

VIA: www.viarail.ca