

## FAQs

### Will Quality Summit be in-person or virtual this year?

- *Quality Summit will offer both in-person and a live streamed Virtual Platform option. After two years of virtual conference only, we look forward to seeing you in-person again!*

### Is there a registration fee to attend Quality Summit virtual?

- *Yes, virtual is an enhancement to our in-person meeting which requires additional technology and resources; therefore, a nominal fee is being charged for virtual attendance.*
- *In-person attendees can use their participant promo code for complimentary registration which gives them access to the Virtual Platform as well.*

### Can I use the promo code for virtual?

- *No, the promo code provided to you by your Registry Site Manager can only be used for in-person registration.*
- *There is a nominal fee to register for virtual*
  - *Virtual (Participant): \$175*
  - *Virtual (ACC Member): \$125*
  - *Fellow in Training (FIT) and Student Member: No Charge*

### What browser is recommended for the Quality Summit Virtual Platform?

- *We recommend **Google Chrome** for best experience and viewing from your laptop or computer.*
- *If you do not have Google Chrome, find instructions for how to download it [here](#).*

### What are some other additional general technical support tips I need to know before logging into the Quality Summit Virtual Platform?

- *Disconnect from VPN/company network security*
- *If you are in the office, try another network (some offices have robust firewalls that will block live stream video)*
- *If your office has a firewall, have your IT staff make sure that you can access streaming audio/video*
- *Clear your web browser history and cache*
- *Close any other tabs that may be using a lot of bandwidth*
- *If you are at home, make sure you are not also using streaming services like Netflix, etc. that could impact your available bandwidth*
- *Check your internet connection*
- *If you must use Wi-Fi, make sure you are close to the Wi-Fi device*

### **What types of CE credits can participants receive for Quality Summit?**

- *Continuing Medical Education (CME) – Physicians*
- *Continuing Nursing Education (CNE) – Nurses*
- *American Academy of PAs (AAPA) – Physician Assistants*
- *Certificate of Participation (COP) – Other credentials*
- *American Society of Radiologic Technologists (ASRT) – Radiologic Technologists*
- *American College of Healthcare Executives (ACHE) – Executives*
- *Certified Professional in Healthcare Quality (CPHQ) – Quality Professionals*

### **How does a learner claim CE credits?**

- *A URL link will be shared with the learners on Friday, September 16, after 1:00 p.m. PT via Virtual Platform.*
- *This link to claim CE Credits will not be accessible after December 31, 2022. The Virtual Platform will close on December 31, 2022 at 11:59 p.m. ET.*

### **How do I receive the max amount of CE credits for Quality Summit?**

- *Attending the sessions in-person allows you to claim more credits than attending virtually.*

### **How long will the Quality Summit Virtual Platform be available for the learners to review the content and claim CE credits?**

- *Platform will be available through **December 31, 2022.***

### **Can the audience rank the questions being asked in the Chat Box to move it up in the queue to be answered quicker?**

- *Yes, like previous years the audience can rank questions that are already in the queue for the Moderator/Speakers to respond quicker.*

### **Can the learner ask questions during the On-Demand portion of the conference?**

- *Yes, there is a “Q&A” button located at the bottom right corner of the session information box where the learner is able to text a question.*
- *A designated staff will monitor the “Q&A” submissions and assign the questions appropriately.*
- *Due to the number of questions anticipated for each session, your question may not be addressed immediately.*
- *Note: You will not be notified when your question has been answered so be sure to check the session Q&A tab for a response.*

### **Will the Wednesday (9/14), Thursday (9/15) and Friday (9/16) live sessions be On-Demand after the close of the conference?**

- *Yes, all live streamed sessions will be available On-Demand 2 – 3 business days after the conclusion of the conference.*

### **Can the learners download the PowerPoint slides?**

- *Yes, PowerPoint slides can be downloaded via the Virtual Platform in PDF form.*

### Is there a fee to download the PowerPoint slides?

- *No, PowerPoint slides are an added benefit for attending the conference.*

### How do I access the Virtual Platform to enter the “live sessions” and On-Demand?

- *One week prior to the Quality Summit, all registrants will receive a URL link with your unique access code ID (PW) to the email address used at registration. This is your login information to enter the Quality Summit Virtual Platform.*
- *The Virtual Platform will not work fully without first being registered for Quality Summit.*
- *You will need your unique access code ID (PW) and the email address you provided at the time of registration. You must login to the Virtual Platform to access educational content.*

### Will there be a Mobile App for Quality Summit?

- *Yes, there will be a Mobile App for Quality Summit. A few features of the Mobile App include:*
  - *Note-taking, drawing + highlighting on slides*
  - *Browse by day, time, track, course, title, and speaker*
  - *Access My Schedule page*
  - *Review Speaker List with photos and bios*
  - *Access to Attendee List*
  - *Receive push notifications highlighting news and updates about the conference*
  - *For virtual and in-person participation, Chat Box to ask questions during the presentation*

### Where do I find my registration confirmation email with my access code ID and the sessions I registered for?

- *Filter your email for “ACC Quality Summit: Los Angeles & Virtual - Registration Confirmation” or “ACC Customer Service <[email\\_confirm@confmail.experient-inc.com](mailto:email_confirm@confmail.experient-inc.com)>”.*

### If I registered in – person and unable to attend, is there a ‘no show’ fee?

- *Yes, due to up front costs to the hotel, a ‘no show’ fee of \$450.00 will be charged if you cancel after August 19, 2022.*
- *You can transfer your registration to another individual at any time by emailing [accqualitysummit@maritz.com](mailto:accqualitysummit@maritz.com).*

### If I registered virtual and unable to attend, is there a ‘no show’ fee?

- *You have access to the Virtual Platform until **December 31, 2022 at 11:59 p.m. ET**; therefore, a ‘no show’ fee will not be charged.*

### What is the Scavenger Hunt?

- *Check out the “Scavenger Hunt” tile on the Virtual Platform home page for instructions on how to participate.*
- *Play to win the Grand Prize which will be announced on Friday, September 16 at Noon PT.*

### Will there be a networking event for Quality Summit?

- For virtual attendees, we will have **Coffee Chats** scheduled every morning starting at 7:45am PT using **Remo**, an interactive events platform to connect attendees virtually. A link to access REMO networking **Coffee Chats** will be emailed to all registrants. Attendees can also access REMO on the virtual platform or on the mobile app.
- For in-person attendees, join your colleagues on Wednesday, September 14 to **Network Under the California Sunset**.

### What is the People’s Choice Poster Award?

- *Attendees select the “People’s Choice” award for one poster among those presented by their peers via Quality Summit Virtual Platform and the Mobile App.*

### How do I vote for the People’s Choice Poster Award?

- *View the ePosters and rate them from 1-5 hearts on the bottom left of the poster information popup.*

### When will the People’s Choice Poster Award be announced?

- *At the conclusion of the Quality Summit, notification will be announced on the Virtual Platform and Mobile App.*
- *The “People’s Choice” Poster Award will be announced the afternoon of Friday, September 16.*

### What does the People’s Choice Poster Award winner receive?

- *A crystal award sketched with the ACC Seal and “People’s Choice”*
- *The winner will also be listed on the Quality Summit website*

### Is it permissible for me and my co-workers to stream the Quality Summit in a conference room to a larger audience?

- *We require everyone to register individually. There are numerous reasons this is required, such as claiming CE’s, updating your profile page, voting for People’s Choice Poster Award winner, and setting sessions as favorites.*

### Who do I contact if I can’t get into a virtual session?

- *If you are experiencing technical difficulties with the Virtual Platform, contact CadmiumCD support:*

*Phone Support*

*9 a.m. – 9 p.m. ET, Monday – Friday*

*(410) 638-9239*

*(877) 426 6323 (toll free)*

*Email Customer Service at [support@cadmiumcd.com](mailto:support@cadmiumcd.com)*

### Who can help me register and/or modify my registration?

- *If you are experiencing difficulties with Registration, contact Maritz Support:*

*Call Customer Service toll free at (864) 641-0686*

*Hours of operation: 9 a.m. – 5 p.m. ET, Monday - Friday*

*International registrants, call (847) 996-5876*

*E-mail Customer Service at [accqualitysummit@maritz.com](mailto:accqualitysummit@maritz.com)*

**What resources can I access to learn more about NCDR and/or Accreditation products and services.**

- *The website for Quality Improvement for Institutions is [cvquality.acc.org](https://www.cvquality.acc.org). This website has a suite of registries, quality campaigns, accreditation services and clinical toolkits that are offered to health care facilities and their staff.*
- *QII Brochure – [click here](#)*

**What resources are there for clinicians to share with their patients?**

- *The CardioSmart website is [cardiosmart.org](https://www.cardiosmart.org). Patients and clinicians will find information about heart conditions, resources to support important health care conversations, and tools to build their partnership – not just on specific decisions, but over a lifetime.*

**When and where is the ACC Quality Summit in 2023?**

- *Oct. 11 – 13, 2023*
- *Orlando, Florida*