



Learning Management System

TOTAL ACCESS is a monthly subscription service offered by Practice Management Institute that entitles everyone in the practice to attend Live Webinars, approximately four per month, and gain access to all pre-recorded training sessions in the streaming TOTAL ACCESS Audio Library. The Audio Library offers a growing list of recorded topics to choose from.

TOTAL ACCESS Includes:

- Live Weekly Webinars presented on selected weekdays from 12 noon to 1:30 p.m. Central Time (10 a.m. to 11:30 a.m. Pacific / 1 p.m. to 2:30 p.m. Eastern)
- PowerPoint presentation and speaker-listener interaction
- 24-hour access to TOTAL ACCESS Audio Library with more than 180 topics and 300 hours of pre-recorded training sessions
- The Learning Management System is an administrative tool that allows a manager to assign training topics to staff through an online portal.

TOTAL ACCESS Purpose/Benefits:

- Inexpensive, convenient way to develop staff knowledge without leaving the office to attend training classes
- Multiple staff can participate via an office speaker phone
- Physicians can participate in sessions along with staff
- A fast way to bring both experienced and new staff up-to-speed fast
- Earn CEUs toward PMI Certification (1.5 CEUs per session)

Frequently Asked Questions

TOTAL ACCESS Live Webinars

Who can participate?

Anyone in the practice can participate in the weekly TOTAL ACCESS Live Webinars via a single connection line. Total Access subscribers receive an email invitation to register for each webinar 3 – 7 days prior to the event that includes a prompt to complete a short contact information form. Following this step, the subscriber will receive a confirmation email with the access codes and link for the webinar. To ensure receipt of the webinar invitations and access instructions, the subscriber should add meetings@meetings.readytalk.com to their list of safe senders so that emails do not get bumped into a spam or junk folder.

What if I do not have access to the Internet at work?

The TOTAL ACCESS Live Webinar audio portion can be accessed using any phone line in the U.S. (one phone line per registered practice). Total Access subscribers will receive a copy of the PowerPoint presentation handout prior to the webinar. This handout can be printed and reviewed offline.

Access the TOTAL ACCESS Audio Library from any computer with Internet and sound capability, 24-hours a day, with the streaming link, username, and password provided in your Total Access order confirmation email.

When are the Webinars?

TOTAL ACCESS Live Webinars are typically broadcast on Tuesday, Wednesday or Thursday, depending on the presenter's availability, from 12 noon to 1:30 p.m. Central Time (10 a.m. to 11:30 a.m. Pacific / 1 p.m. to 2:30 p.m. Eastern). Approximately four webinars per month are scheduled.

How long are the Webinars?

TOTAL ACCESS Live Webinar presentations are approximately 90 minutes. Presenters speak on a topic for about an hour with an additional 30 minutes reserved to address participant questions pertaining to the topic during the session.

Can more than one person from my office join a Webinar?

Gather one or more people from the office around a single speakerphone and computer to follow along during any TOTAL ACCESS Live Webinar.

Do I need a new pass code for every webinar?

Yes, a unique security code is assigned for each webinar. Following registration for an individual webinar, a confirmation email with the access codes and link specific to the webinar will be sent.

Can my physician dial in using a different phone line?

PMI encourages physician participation as often as possible! Keep in mind that only one phone line can be used per TOTAL ACCESS membership.

Where can I find a list of upcoming webinar topics?

PMI's web site has a current list. Go to the home page, click on TOTAL ACCESS in the Quick Links bar on the left hand side of the homepage and scroll down to review the list of upcoming topics.

How do CEUs work?

CEUs for sessions are available for PMI-certified professionals who attend the TOTAL ACCESS Live Webinars. This applies to every certified professional who is listening to the live session.

Each webinar is worth 1.5 CEUs. Certified professionals may earn up to 6 CEUs in a month's time for their participation in four webinars. That's half of the CEUs required for annual certification renewal. ***This alone makes this product a tremendous value and convenience!***

How do we earn CEUs for attending a webinar?

PMI awards CEUs, typically 1.5 unless otherwise noted, for each TOTAL ACCESS Live Webinar attended. PMI will provide a custom CEU form. This form will be emailed to the webinar attendees within 24 hours following the session and may be distributed to all that attended the webinar from the office. A supervisor's signature is required on the form as proof of attendance. PMI credentialed participants should keep a copy with their CEU paperwork. Contact PMI at 800.259.5562 with any questions regarding CEUs.

How do I ask a question during the webinar?

Every TOTAL ACCESS Live Webinar includes ample time to answer questions. All listening lines are muted during the presentation. The moderator will announce how to open for questions. For those who are viewing the presentation slides on the web (the "webinar portion") there is a feature that allows participants to "raise a hand." This sends a signal to the moderator that a particular participant has a question. A chat feature also allows participants to type a question in the question box. The question can be viewed by the speaker and moderator. Questions will be answered at the discretion of the moderator and presenter as time permits.

What if my question is not addressed?

PMI's presenters will make every effort to answer all questions during the time period allotted. Some questions might require more research or cannot be discussed in a public forum. If additional assistance is required, please email PMI directly after the session is over. Email can be sent to: info@pmiMD.com. Email should include the title of the webinar in the subject line. You may also want to visit PMI's Discussion Forum on the web site.

What if I cannot attend all of the Webinars or only want to attend one?

Monthly subscription fee includes access to one or all of the TOTAL ACCESS Webinars. Credit/refunds cannot be issued for sessions not attended. However, the recorded webinars are made available in the TOTAL ACCESS Audio Library about 7 to 10 days after they are presented. Practice staff will continue to have access to more than 170 previously recorded training sessions in the TOTAL ACCESS Audio Library during the subscription period.

Why would a webinar be canceled?

Rarely will a scheduled TOTAL ACCESS Webinar be canceled. If it is unavoidable, PMI will make every attempt to reschedule the topic as soon after the scheduled date as possible. An alternate topic may be scheduled.

I am not interested in any of the topics coming up this month.

Each subscription includes more than 170 pre-recorded topics archived in the TOTAL ACCESS Audio Library. These convenient training sessions are accessible 24/7 on any computer with sound and Internet capabilities.

TOTAL ACCESS Audio Library

What is the TOTAL ACCESS Audio Library?

This is an archive of previously recorded training topics available at www.pmiMD.com/audio/totalaccess.asp. PMI currently has 70+ topics available. Each one is set up in a "streaming" format over the Internet. Participants can listen to the presentation as it was originally recorded and view the presentation slides on the Internet.

Is a pass code required to access the library?

Anyone from the practice can access the TOTAL ACCESS Audio Library using the streaming link, username, and password that was assigned upon enrollment. Access to the library is provided for as long as the TOTAL ACCESS membership remains current. Internet access and a computer with speakers are needed to access streaming format.

Do I need a new pass code each month to access the library?

No, the original streaming link, username, and password that were assigned upon enrollment are valid as long as subscription remains active.

What if my practice restricts downloadable content from the Internet?

The streaming format does not require participants to download anything. When a topic is selected, both the presentation and the audio are accessed online using an Internet connection. Programs may be accessed as many times as needed during the subscription period.

How many CEUs can my staff earn for participation in the live webinars?

1.5 CEUs are awarded to all staff attending live webinars. Staff in attendance should have their supervisor sign off on the topic date and time and participants should keep this information with their CEU documentation.

How many CEUs can my staff earn for each topic in the Audio Training Library?

CEUs can be earned for topics that have been assigned and completed via the Total Access Learning Management System. That means that a manager assigns topics to a staff member via the Learning Management System and once the staff member has completed the topic and passed the accompanying quiz, a certificate carrying 1.5 CEUs is emailed to the participant who is responsible for keeping the certificate with CEU documentation.

How soon are the recorded versions available on the web site?

Recordings are uploaded to the TOTAL ACCESS Audio Library usually within 7 to 10 days after the live session is presented. If you have been watching for a topic has not been posted after a week, contact PMI to check the status of the upload.

TOTAL ACCESS Enrollment Questions

How much does TOTAL ACCESS cost?

TOTAL ACCESS is just \$249 per month, a bargain considering the cost of individual webinars is \$199. The TOTAL ACCESS Live Webinars are accessible to everyone in the practice. Even if the staff never attends a single webinar, the value of having access to the TOTAL ACCESS Audio Library is worth the monthly fee several times over.

How do I register for TOTAL ACCESS?

Enrollment in TOTAL ACCESS must be completed online. Sign-up at PMI's Web site: www.pmiMD.com, click the TOTAL ACCESS button and follow the steps to enroll. The following credit cards are accepted: VISA, MasterCard and American Express.

Can we mail you a check or can you bill me?

Unfortunately, PMI is unable to process checks as payment for TOTAL ACCESS enrollment. Only credit or debit cards are accepted at this time (VISA, MasterCard, American Express). A receipt will be emailed on the date the subscription is set up.

How does the month-to-month continuation/subscription work?

Payment is effective the day of enrollment and will automatically renew each month from the date of first enrollment. For example, if enrollment in TOTAL ACCESS begins on June 15, the payment is valid through July 14 and will renew on the July 15 for the next month, and so on.

Each payment gets me one more month of access?

Yes, payments are drafted automatically from the card that was originally used to subscribe to TOTAL ACCESS. The payment applies to the month directly following the payment. Payments made July 15 renew the membership through August 14.

TOTAL ACCESS Subscription Questions

Can I pick which months I want?

No, it is a continuous service (kind of like a cable bill which generally cannot be canceled mid-month then re-enrolled the following billing cycle). If the practice or individual enrolls on July 15 and calls to cancel on or before August 14 of the same year, the card will not be debited again.

Does it automatically renew from month-to-month or do I need to renew it?

The practice will continue to enjoy the benefits of TOTAL ACCESS training uninterrupted with no action required. No contract is required. Participant may cancel at anytime by calling PMI at (800) 259-5562.

When will my subscription expire?

TOTAL ACCESS automatically renews each month with no action required.

What if I sign up mid-month?

Subscriptions are set up for automatic month-to-month renewal with no interruption in access unless subscriber contacts PMI to cancel prior to the automatic renewal date.

Are there any additional fees associated with TOTAL ACCESS?

There are no additional fees unless you wish to upgrade from the standard 5 member login to the Learning Management System to a 10 member login for an additional \$10 per month.

TOTAL ACCESS Cancellation

What if I am not satisfied?

PMI encourages participants to sit in on a few of the webinars and visit the TOTAL ACCESS Audio Training Library online to receive the full benefit of TOTAL ACCESS. If still not satisfied, call PMI to cancel subscription before the next billing cycle date.

How do I cancel my subscription?

Subscriber must send an email to info@pmiMD.com with the subject line: Total Access Cancellation. A customer service representative will contact subscriber to complete the request. The last four digits of the card used to subscribe and the cardholder's name will be required.

What if I cancel mid-month?

If a cancellation is requested before the end of the billing cycle, the subscription will become inactive the day that completes the billing cycle for that month.

If I cancel the subscription and then renew it later, how much is it per month?

The introductory monthly subscription fee is \$249. If the practice wishes to cancel and renew later, the subscription fee will be based on currently advertised monthly fee.

TOTAL ACCESS Subscription Terms

TOTAL ACCESS is a monthly subscription service from PMI. Members are entitled to participate in the TOTAL ACCESS Live Webinars and receive unlimited access to the Streaming Audio Archive of more than 70 topics relevant to medical office productivity. TOTAL ACCESS is a tremendous value and complete satisfaction is PMI's mission.

Each month, the practice will continue to enjoy the benefits of ongoing training for the entire staff. The subscription begins the day of enrollment and will continue uninterrupted unless the practice calls to cancel.

Access to TOTAL ACCESS Live Webinars

Can I share my access code/link to the webinar meeting with anyone?

It is not advisable to share this information with anyone else. Only one phone line and web access is permitted per subscription. PMI recommends that the office manager keep this information private and shared only with the employee assigned to attend access the webinar.