FAQs

Course Information

What does the course focus on?
The course provides a comprehensive update on major advances in internal medicine as well as a review of various medical-and surgical-related topics impacting daily practice from a panel of nationally recognized faculty. Participants also receive updates on disease practice activities. Emphasis is placed on evidence-based approaches to practical and innovative healthcare delivery, including care pathways that emphasize key elements in the diagnosis and management of various diseases. The course fosters the cooperation, coordination, and collaboration of professionals of different medical specialties in delivering cost-effective, patient-centered care.

Who can participate in the course?
General internists, family practitioners, advanced practice providers, physician assistants, nurses/nurse practitioners, pharmacists, and other healthcare professionals. We also encourage residents, fellows and medical/pharmacy students to attend.

Why is the course going to be held virtually rather than in-person?
The Department of Medicine has made the decision to offer the course virtually this year; due to the ongoing uncertainty around COVID19 and in response to the majority of our attendees requesting this format.

Is attending the course virtually the only option?
Yes.

When is UIM 2023 Virtual?
The virtual course will take place on October 19-20, 2023. Technical support and exhibits will begin at 7:00am on both days, with the course content beginning at 8:00am and ending at 5:00pm on both days.

Registration Information

Do I need to register?
Yes, we are asking everyone to register who is going to attend the course. The virtual platform is linked to individual attendee e-mail addresses, so each person wanting to participate will need to be added to the platform to receive their unique log-in link attached to their registration.

How do I register?
You can register for the course by following the instructions found here:
https://dom.pitt.edu/uim/registration/

How much does it cost to attend the course?
Early Bird Registration (Ends on September 9 @ 5:00pm):
- MDs, DOs and PharmDs: $265
- Nurses, PAs, and other HCPs: $165
- 1st Year Practicing MD, DOs and PharmDs: Fee Waived
- Residents, Fellows, PGY1/PGY2's, and Medical/Pharmacy Students: Fee Waived

Regular Registration (Ends on October 18th @ 12:00pm):
- MDs, DOs and PharmDs: $285
- Nurses, PAs, and other HCPs: $185
- 1st Year Practicing MD, DOs and PharmDs: Fee Waived**
- Residents, Fellows, PGY1/PGY2's, and Medical/Pharmacy Students: Fee Waived**

What is your cancellation policy?
Course registration cancellations must be sent via email to domuim@upmc.edu no later than Wednesday, October 4, 2023, by 11:59pm. No refunds will be issued, for any reason, after this date/time. No telephone cancellations will be accepted.

Virtual Platform Information

What is a virtual event?
A virtual event is essentially an event that you can attend from the comfort and convenience of your home, office, or wherever else you can think of, through your personal laptop or desktop computer.

What virtual platform will you be using?
We will be using the Accelevents platform. It is a microsite and desktop application which will contain all the content, attendee/speaker/virtual exhibitor information, and communications you will need to fully experience all components of the virtual event. You will access the site from your desktop or laptop computer with a login and password.

Is there an Accelevents app?
Yes, there is a mobile Accelevents app for attendees. The app can be downloaded from the Google Play or App Store.

The app allows to attend the event on the go where ever you are. **(Not recommended for speakers when their sessions are taking place)**

What system requirements and technology will I need to attend?
- Desktop or Laptop Computer with Webcam, Microphone and Speakers
- Google Chrome Web Browser
- Zoom Video Conferencing - Download "Zoom Client for Meetings" to your computer here: https://zoom.us/download

Can I remote into my work computer to access the course?
You should not access the course via a remote computer connection. To participate in the live Zoom room agenda items, you must join with a computer that allows you to enable the camera and microphone. Remoting in will not allow for this option.

The virtual platform will offer attendees the ability to:
- Edit your profile and view the profiles of attendees, speakers, and exhibitors;
- Follow a pre-set agenda or build a personalized agenda;
- Engage in multiple ways with speakers and other attendees;
- Access session slides and handouts;
- Visit virtual exhibitor booths and video chat 1:1 with booth staff; and
- Access the platform and sessions, and submit for continuing education credits, for up to 30 days after the course. This option is only available to registered attendees.

How do I access the course on the day of the event?
On October 17th, a unique sign-in link will be sent to all attendees to the email address they used to register. The email will come directly from Accelevents and will include a button that says "Click Here to Sign In Now!" Upon clicking the link, you will claim your account by creating a password, agreeing to the terms and conditions, and completing your profile. You will use the same login information to access the course on both days.

**If I have technical problems with the site, is there someone I can contact?**
Yes! If you need assistance on the day of, click the 'Help' menu item and your email will open to send a message to domuim@upmc.edu. We will respond as quickly as possible.

My screen seems to be frozen, what should I do?
If your screen is frozen, simply click the refresh button in the top left of your browser.

UIM tabs:
Notice there are 5 tabs on the left side of the screen.
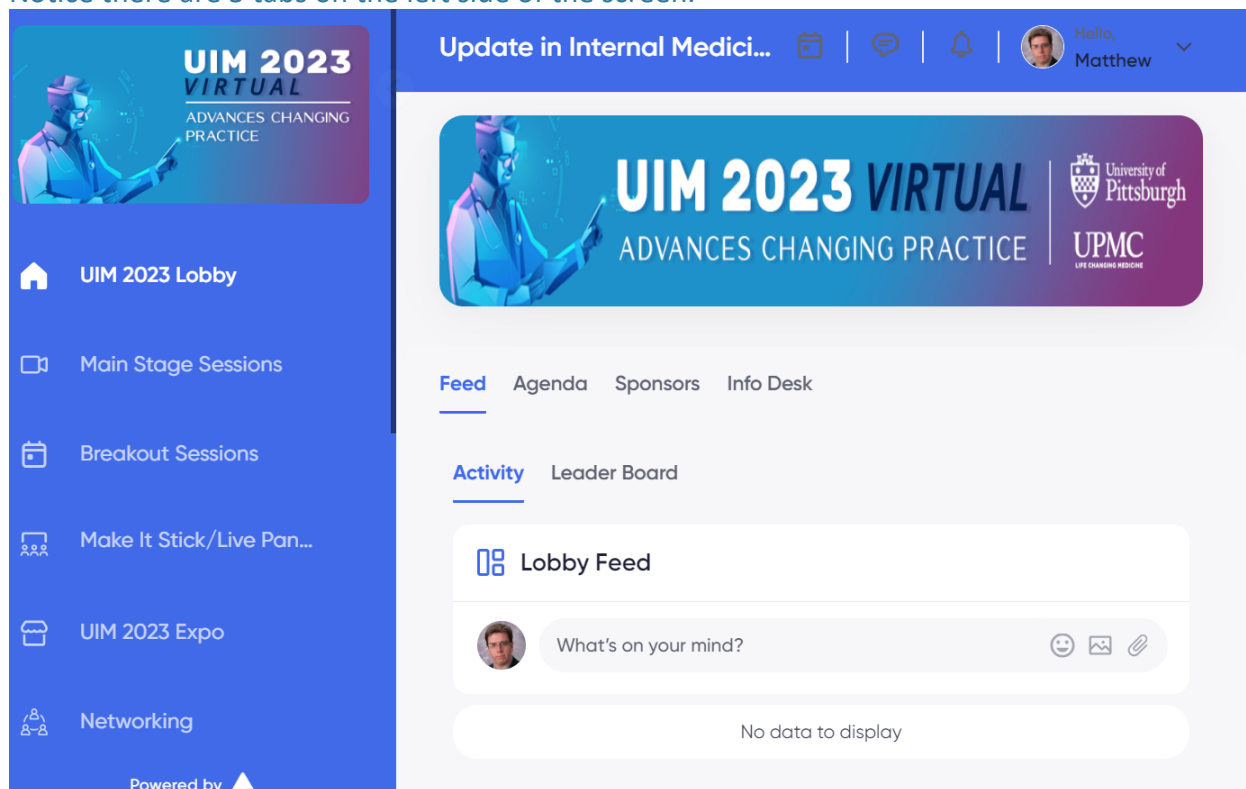
Attending the Course – Agenda and Sessions

Do you have training documents to walk me through the set up and features of the course?
Yes! Upon logging into the course, proceed to > Agenda. Here you will find the entire course agenda. Click on the 'Quick Start Guide' session item for links to the Quick Start Guide and FAQ documents.

Where do I view the schedule/agenda for the conference?
Once you are logged into Accelevents website, you will be able to view the schedule under Agenda.
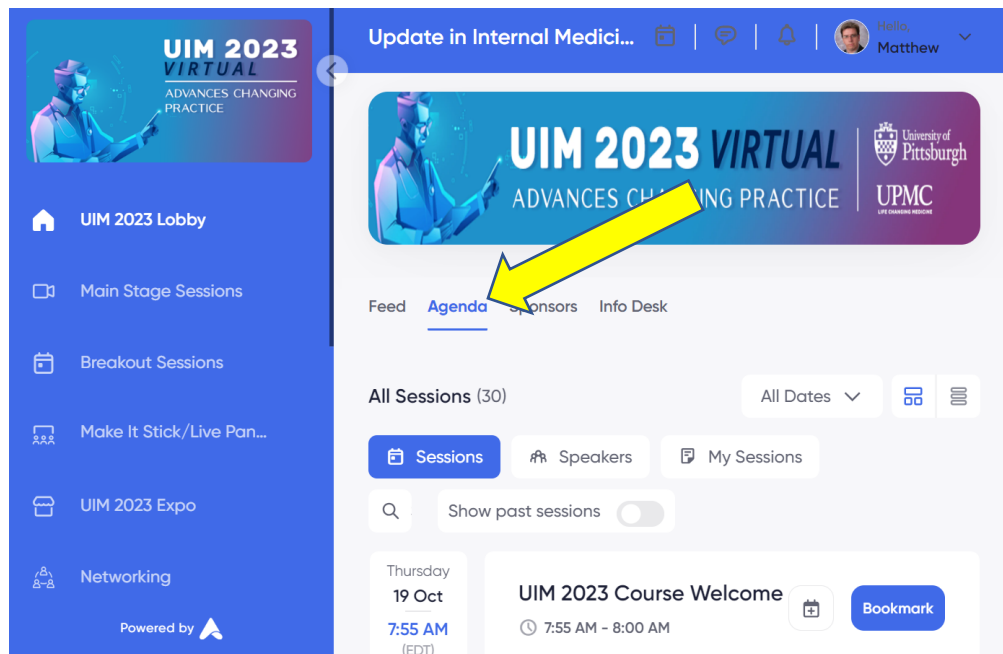
*Once you bookmark a session, it automatically adds it to *My Sessions*. You can also add them to your calendar so you don't forget.

Is the course live or pre-recorded?
Most of the course is pre-recorded. Except for the two panel sessions, all sessions, including the 'Make It Stick' sessions, are pre-recorded videos that will be available at the time designated on the agenda. The only live sessions, two panel discussions, will take place from 9:25-10:25am on both days, Thursday, October 19 and Friday, October 20.

There is one additional live aspect of the course: the 1:1 *Talk Now/Call Now* video chats with exhibitors. These video chats require you to have Zoom downloaded on your computer, and your camera and microphone enabled, to participate.

Do I have to pick which sessions I plan to attend prior to the course?
No. With your registration, you may attend any sessions you wish. However, if you would like to build your individual schedule, you may do so by clicking the "+" in the upper right-hand corner of any agenda item you plan to attend.

I am on the screen for the upcoming session on the agenda, but I do not see the presentation on my screen. What do I do?

For pre-recorded sessions, the video will be available, to the left of the chat box, at the time designated on the agenda. For live sessions, an orange "Join Meeting" button will appear once the countdown clock reaches zero. Click the button and the live panel session will appear to the left of the chat box. If neither of these is showing, please refresh your screen.

If I have a question for the speaker during a session, how do I ask it?

Once the session begins, you will be able to submit questions directly to the speakers through the chat function on the right side of the screen. For pre-recorded sessions, speakers will be logged into Pathable during their scheduled session and will answer questions via the chat function throughout the playing of the entire pre-recorded video. For the live panel session, the moderator will read the submitted questions aloud to the panelists at the appropriate time during the discussion.

Can I ask speakers a question face-to-face?

No. Other than the chat function, there will be no additional chances to ask speakers questions during their session this year.

Is it possible to watch the sessions after the conference? I plan to register but am unable to attend all or some of the sessions during the two days.

Yes! If you cannot attend all or some of the sessions, they will be available until 11:59pm on Monday, November 20th, 2023. Until then, you will have the ability to log into the platform to view all the sessions and submit for continuing education credits through the UPMC Center for Continuing Education in the Health Sciences. Please Note: This option is only available to registered attendees.

Attending the Course – Exhibit Booths, Networking and Raffle

Will you have virtual exhibit booths?

Yes! You can visit our virtual exhibitors by clicking on the "Expo 2023" tab in the dark blue menu bar. Exhibitor booths will be available October 19 and 20 from 7:00am-5:00pm. During this time, you can view booths and materials, connect live with an exhibitor through 1:1 *Talk Now* or *Call Now* Zoom video calling, request information by leaving your card, post a message to their conversation chat box, etc.

Can I interact with exhibitors during the course?

Yes! You can interact with exhibitors by:

- Connecting live with an exhibitor through 1:1 *Talk Now* or *Call Now* Zoom video calling.

- Sending them a private message directly in Accelevents. To do so, click the **Networking** tab in the teal menu bar > click **Private Message** > click **New Conversation**.
- Engaging via the conversation chat box on the right side of their booth.

In the exhibitor booth, what is the difference between *Talk Now* and *Call Now*?
- **Talk Now:** Attendees can click this button and their call will be directed to the first available staff member, in a round robin distribution fashion. Available staff members are indicated by a green check mark over their picture. This option is only available during scheduled exhibit hall hours as noted on the agenda.
- **Call Now:** Attendees can direct call a selected staff member. Available staff members are indicated by a green check mark over their picture. If the staff member misses the call, they will receive a personal notification with the details of the missed call. This option is only available during scheduled exhibit hall hours as noted on the agenda.

Can I interact with other attendees during the course?
Yes! You can interact with other attendees by:
- Sending them a private message directly in Accelevents . To do so, click the **Networking** tab in the teal menu bar > click **Private Message** > click **New Conversation**.
- Engaging via public events forums. To access, click the **Networking** tab in the teal menu bar > click **Public Forum** > click **New Conversation** to start a new forum, or reply/post to an already active forum.

Please Note: Speakers and course directors may not be available outside of their assigned times on the agenda.

How does the raffle work?
Attendees can earn points by visiting our exhibitors and participating in certain activities throughout the two days, during the course only. At the end of the course, anyone with a certain number of points will be entered into a raffle to win a prize. Points can be earned from 7:00am on October 19 until 5:00pm on October 20 . Winners will be notified on Monday, October 23rd.

What activities qualify for points?
- Join a *Talk Now* or *Call Now* Session with an Exhibitor
- Leave Your Card with an Exhibitor

When will I be notified if I am one of the raffle winners?
Raffle winners will be notified on Monday, October 23rd whether they have won or not.

CME Information

Can I earn continuing education credits for attending?
Yes, we do provide continuing education credits!

How many continuing education credits can I earn?
Please visit our CME Information page for more information: https://dom.pitt.edu/uim/cme/.

How do I claim credit for attending this live course?
The UPMC Center for Continuing Education in the Health Sciences (CCEHS) manages continuing education credits for this course. Please follow this link:
https://cce.upmc.com/FAQ/claim_credit for instructions on how to claim credit.

Who do I contact if I have additional questions about claiming continuing education credits?
Please contact the CCEHS office at CCEHS_Support@upmc.edu or 412-647-8232.

Notifications: Accelevents allows you set your preferences for notifications. You can click your name in the upper right, then click settings, then set your notifications preferences. Below is a list of notifications you can enable or disable.

Allow Notifications

Notify me about

☑ Direct Messages

☐ Lobby Chat

☐ Session Channels

☐ Exhibitor Channels

☐ Lounges Channels

☐ DES Channels

Allow Sound Alerts 🔵

Get alert for

☐ Direct Messages

☐ Lobby Chat

☐ Session Channels

☐ Exhibitor Channels

☐ Lounges Channels