NORTH CAROLINA DERMATOLOGY ASSOCIATION

2027 Practice Managers Conference

JANUARY 22-23, 2027 | PINEHURST RESORT, PINEHURST, NC



AGENDA: FRIDAY, JAN. 22

1:00 PM - 5:00 PM	Registration Desk Open
1:00 PM - 1:15 PM	Welcome & Introductions
1:15 PM - 2:15 PM	Communication, Leadership Effectiveness: Helping Leaders Move Beyond the Day-to-Day Rut *(Sponsored by Johnson & Johnson)*



Audrey Blair, PCC

2:15 PM - 2:30 PM	Break *(Sponsored by the NC Dermatology Association [NCDA])*
2:30 PM - 3:15 PM	Coding Updates from the AAD *(Sponsored by the NCDA)*



Faith C. McNicholas, RHIT, CPC, CPCD, PCS, CDC

3:15 PM - 4:00 PM	Enhancing Patient Experience *(Sponsored by Abbvie)*



Debra Smith, MBA

4:00 PM - 5:00 PM	Navigating Access for Icotyde *(Sponsored by Johnson & Johnson)*



Tommie Major, RMA, BC, C-PAM3

5:00 PM - 6:30 PM	Welcome Reception & Networking with Exhibitors Join all NCDA Annual Meeting attendees and exhibitors for the Welcome Reception – a relaxed social event where you can unwind after a big day of learning.

AGENDA: SATURDAY, JAN. 23

8:00 AM - 9:00 AM — Keynote Address: “Life in the Espresso Lane” *(Sponsored by Lilly)*



Laurie Guest, CSP, CPAE

9:00 AM - 9:45 PM — AI Technology *(Sponsored by Tandem & Plena)*



Eyad Abdalla

9:45 PM - 10:00 AM — Break *(Sponsored by Dermatology Group of the Carolinas)*

10:00 AM - 10:45 AM — Roundtable Discussions

Engage with attendees and speakers on the topics of staff retention/turnover and reimbursement cuts

10:45 AM - 11:30 AM — Help Me With HIPAA *(Sponsored by Lilly)*



Donna Brindle

11:30 AM - 11:45 AM — Meeting Wrap-Up

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