

# 2020 National Conference

## Attendee Virtual FAQs

### **How can I register for the virtual National Conference?**

Registration is available [online](#) or call the AAFP's Member Resource Center at (800) 274-2237, Monday – Friday, 8:00a.m.-5:30p.m.(Central Time). Webchat is available on Saturday, August 1.

### **What is the registration fee?**

\$155 for all AAFP members

### **What is covered with the registration fee?**

Main Stage Sessions and Workshops  
Expo Hall – 3 days to Explore/Connect/Engage - visit virtual booths to see public demos and schedule private demos/interviews  
Special interest networking sessions

### **What are the registration fees for one day registration and how does this work?**

No one-day registration is available.

### **What is the cancellation policy?**

AAFP must receive notice of cancellation by July 8, 2020. Cancellations or no-shows after this date are not eligible for a refund. Requests for full cancellations will be refunded less a \$50 administrative fee. Please allow up to four weeks for delivery of refund. Fees will be refunded the same way they were paid to the AAFP. This policy covers registration and ticketed events.

The AAFP is not responsible for monies registrants may have spent on penalty or non-refundable airline tickets or hotel deposits in the event this course is canceled or sold out. If a program is canceled by the AAFP, every effort will be made to notify registrants as least 30 days prior to the first day of the course, and registration fees will be refunded.

To make a cancellation request, call the AAFP at (800) 274-2237 or send your request to:

AAFP Member Resource Center  
11400 Tomahawk Creek Parkway  
Leawood KS 66211  
Fax: (913) 906-6075  
[aafp@aafp.org](mailto:aafp@aafp.org)

### **What should I expect after I register for the virtual event?**

You will receive a registration confirmation email with your registrant ID number.

### **How do I log into the National Conference virtual platform?**

View [this page](#) for specific platform access instructions.

### **How do I update my profile?**

For instructions on how to update your event profile, visit [this page](#).

### **What time zone will the live stream virtual event be based out of?**

Central Daylight Savings Time

### **What is Virtual National Conference [Schedule](#)**

#### **What are the Exhibit Hall Hours?**

Thursday, July 30	4:00 – 7:00 p.m. Central Time
Friday, July 31	11:00 a.m. – 4:00 p.m. Central Time
Saturday, August 1	11:00 a.m. – 4:00 p.m. Central Time

#### **Can someone scan my badge in a booth?**

Instead of scanning your badge, you can leave your virtual business card in a booth you visit. The information included on your business card is pulled from your registration/platform profile. You can change the information by selecting the My Profile within the virtual platform.

#### **What is covered in the live stream virtual event?**

- Ability to attend 11 hours of education opportunities between workshops and main stage sessions.
- A virtual expo hall broken into “virtual floors” so that you can find the residency programs and exhibitors you’re most interested in. You’ll also have the ability to schedule one-on-one appointments with residency programs, recruiters and other exhibitors.
- Networking opportunities that include formal ways to connect as well as the ability to chat (including via video) with fellow attendees.

#### **Will the virtual event be a combination of “Live” & “On Demand” sessions?**

Yes, all sessions will be recorded, and you’ll have On-demand access to them for 30 days after the event.

#### **How do I launch an online session?**

Go to the Educational Programming tab and click the title of the workshop you want to view. Click “Attend Webcast” to participate in a live session or “View Archive” to watch a pre-recorded session.

### **What are the system requirements?**

For ideal viewing and participation, the learner should have access to the following:

- Adobe Flash Plug-in
- Mozilla Firefox, Google Chrome
- High speed internet connection
- Also compatible with iOS (Apple) and Android based tablets and smartphones

### **How do I know if my device and settings are appropriate for the live stream?**

Before attending the online event, be sure to check your system’s compatibility with the live streaming platform. This will ensure that you have all the proper items required for accessing the live event. We will provide more details on the specifics around technical logistics and other important attendee information as we get closer to the event date.

### **How can I optimize my home internet for a better streaming experience?**

- Maximize your internet connection by connecting your computer by an ethernet cable directly from your internet router.
- If you must use Wi-Fi, try and use the 5GHz network.
- Wi-Fi works best when you are 5-8 ft from your router.
- Give your router space to breathe by placing it in “free space”. This means not in a TV stand or behind the couch.
- Check and tighten all cable connections, with your router and with your computer.
- Give your router time to rest by turning it off for at least 10 seconds and restarting it. This will boost your internet speed by a few extra mbps.
- Close out other apps on your device that are not essential to your live stream.
- Disconnect other non-essential devices around your home (or office) that are connected to the internet: streaming devices, tablets, phones, video game systems, and/or smart TVs.

### **How can I participate in the sessions or ask presenters questions?**

Each workshop will include a chat function to ask questions and interact with the presenter.

### **Are handouts available?**

Yes. Handouts for workshops can be found in individual session rooms. Click the “View Handouts” button to access and download PDFs of the slides or other handouts.

### **How do I evaluate each session and the entire event?**

After each workshop a link will display on your screen; click the link to complete and submit a session survey.

**Is there competitive scheduling for workshops?**

No, there is no limit to the number of people who can attend a workshop.

**Can I attend more than one session?**

You can only attend one activity at a time during virtual National Conference, just like in person. If you are visiting the Expo Hall, you cannot also attend a workshop. You can access recordings of all educational sessions after each session has completed.

**How soon can I access workshop recordings?**

You can view a workshop recording minutes after it concludes by navigating to the session and clicking "View Archive".

**Will there be Clinical Procedures Workshops offered?**

No, there are no Clinical Procedures workshops scheduled for this virtual event.

**Will posters have presentations or just be displayed?**

Posters will be display only, no speaker presentations.

**What device can I use to access the live stream?**

The live stream event can be accessed by most mobile devices, including tablets and smartphones. However, we strongly recommend using a desktop computer or laptop with a hardline internet connection for best performance and experience.

**Can I share my login with my colleagues?**

No, your login will only have your profile.

**How do I receive technical assistance support?**

Technical support for the platform prior to the event is open from 8 a.m. to 5 p.m. ET. (Monday-Friday)

During the event, technical support will be available 30 mins prior to the event schedule & throughout the day.

Contact by phone at 905-727-1340 (1-877-472-6648) option #4, or send an email to [info@virtualeventplace.com](mailto:info@virtualeventplace.com).

**Will there be Congress activities?**

The Resident and Student Congress business sessions will not take place. However, students and residents will have the opportunity to submit issues of significant concern during the conference and discuss via virtual breakout rooms in the Networking Lounge. After the conference, these submissions will be forwarded to the Subcommittee on Resident and Student

Issues (SRSI) after National Conference who will review and make recommendations for actions to the Commission on Education (COE).

### **Will the voting continue or the process change?**

Resident and student position elections will still be held. A live Candidates' Forum will be held on August 1, 8:00-9:30 p.m. CDT. Delegates will receive an electronic ballot and have until August 4 to vote. More information will be posted at <https://www.aafp.org/events/national-conference/congresses.html>.

### **Will I receive the AAFP Foundation Pin I purchased?**

Yes, the AAFP Foundation will be mailed to those who purchased it during the registration process the week of July 27th.

### **What is the National Conference?**

The largest gathering of family medicine residents and medical students. Programming is intended for current medical students, current family medicine residents, and recent medical school graduates. Programming and supporting activities are tailored solely for these audiences. Visit close to 400 family medicine residency programs and over 150 physician employers/recruiters, medical publishers, fellowships, and other health related type organizations to learn about new products and services.

### **Will there be a Mobile app?**

No mobile app will be used in 2020.

### **How is coronavirus (COVID-19) impacting the AAFP National Conference?**

This year, in light of COVID-19 and with respect to the health and safety of all involved, we are excited to announce our first-ever virtual AAFP National Conference of Family Medicine Residents and Medical Students. Thanks to innovative technology, this can't-miss event will offer motivating Main Stages, dedicated exhibit hours, virtual branded booths, interviewing capabilities, networking opportunities, and more!

### **When is the NEW Virtual National Conference of Family Medicine Residents and Medical Students?**

Thursday, July 30 - Saturday, August 1, 2020

### **Why attend the Virtual National Conference?**

National Conference is the place for residents and medical students to learn about family medicine, explore residency programs, chat with potential employers, engage with other health related product offerings and companies—all in a virtual environment. Take advantage of this opportunity to shape your career.

In addition to educational programming, leadership opportunities, and the ability to network with others who are passionate about family medicine, the virtual Expo Hall offers valuable opportunities for both medical students and residents.

The National Conference expo hall is the place to visit with nearly 400 family medicine residency programs, connect with potential physician employers/recruiters, and gather information you need to make informed career decisions. As a virtual expo hall, attendees can easily find programs and exhibitors they want to connect with based on areas of interest, geography, and more. **Plus**, schedule one-on-one virtual appointments with more dedicated expo hall hours.

### **Who can attend?**

- AAFP Members (students, residents, transitional, physicians), chapter staff.
  - Students or residents who are not current members may join at time of registration.
  - Transitional members are those individuals who graduated medical school in 2018, 2019 or 2020 but have not yet matched. \*The date provided on an ECFMG Certificate is not acceptable as a graduation date. Eligible individuals may join AAFP for \$125. National Conference registration will not be complete until membership has been approved. \*\*Member applications must be received by June 25 to guarantee advance registration pricing.

### **What are the future dates and location?**

July 29-31, 2021 – Kansas City Convention Center, Kansas City, MO.

July 28-30, 2022– Kansas City Convention Center, Kansas City, MO.

### **Will AAFP continue with the other educational events and workshops this year?**

The AAFP will continue to monitor the spread of coronavirus and will make determinations on an event by event basis. First and foremost, we are committed to our mission to keep patients, families, health care workers and communities safe and maintain our values of communication, innovation, quality, and collaboration to advance family medicine and provide solutions to enhance patient care. Livestreaming and other digital options for participation are available for some events.

### **Questions about the cancellation of the in-person event:**

Following the difficult decision to cancel the in-person 2020 AAFP National Conference and transition with a virtual event, you may have many questions, which are answered below. If you do not find the answer to your question here, please contact the AAFP's Member Resource Center at (800) 274-2237 or [aafp@aafp.org](mailto:aafp@aafp.org)

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### **Why did you cancel the in-person 2020 AAFP National Conference?**

As you are aware, the World Health Organization declared on January 31, 2020 the coronavirus constitutes a “public health emergency of international concern.” After careful consideration of information from the CDC, local, state, federal officials and our experts, the AAFP has determined that it is necessary to cancel the in-person AAFP National Conference Family Medicine Residents & Medical Students, scheduled to take place July 30 through August 1 at the Kansas City Convention Center, and transition to a virtual event.

We know that you were looking forward to in-person AAFP National Conference Family Medicine as an opportunity to personally engage with new information and renew professional relationships, and the decision to cancel isn’t one we took lightly. Here is why we decided to cancel the in-person event:

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- We recognize that many of you are working on the frontlines of the COVID-19 outbreak and that you need to remain in your community to serve patients.
  - Within the health care industry, it is important that we lead by example through social distancing and not contribute to further spread of the virus.
  - You should have received an email with details about your registration and refund. Please contact the AAFP’s Member Resource Center at (800) 274-2237 or [aafp@aafp.org](mailto:aafp@aafp.org) with any immediate questions you may have.
  - **SCAM ALERT:** Please note there are scams trying to capitalize on the COVID-19 situation and associated event cancelations. If you receive communication regarding AAFP event refunds or registration transfers and you are uncertain if it is from the AAFP, please contact us at [aafp@aafp.org](mailto:aafp@aafp.org) or (800) 274-2237 to verify.
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### **What happened to my in-person National Conference registration?**

All registrations for the in-person 2020 AAFP National Conference were transitioned to the virtual event registration. You’ll receive a refund for the difference from what you paid via your original form of payment. Please allow up to 45 days for a refund of the registration fee differential and any clinical procedure course fees. Contact the AAFP’s Member Resource Center at (800) 274-2237 or [aafp@aafp.org](mailto:aafp@aafp.org) if you do not wish to attend the virtual National Conference.

### **What if I want to cancel my virtual event registration? Can I get a refund?**

Please contact the AAFP’s Member Resource Center at (800) 274-2237 or [aafp@aafp.org](mailto:aafp@aafp.org). AAFP must receive notice of cancellation by July 8, 2020. Cancellations or no-shows after this date are not eligible for a refund. Requests for full cancellations will be refunded less a \$50 administrative fee.

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[aafp@aafp.org](mailto:aafp@aafp.org)

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**Will exhibitors be refunded for booth space or sponsorships?**

Transitioning National Conference to a virtual event will reduce the AAFP's event costs, so we want to pass savings along to you. The exhibitor fee is being reduced from \$1,350 to \$1,000. If you already paid your fee, you will get a refund for the difference; please allow up to 45 days for this refund. Exhibit questions should be directed to Kristy Sloan, CEM, Exhibit Manager at [ksloan@aafp.org](mailto:ksloan@aafp.org) Refund questions should be directed to Lindsey Hunziker [lhunziker@aafp.org](mailto:lhunziker@aafp.org) in Accounting.

Sponsors will also be contacted with further information as soon as possible. We want to work through the various processes, so this is done as efficiently as possible. If you have additional sponsorship or advertising questions, please contact Gina Page, CMP - Sponsorship & Advertising, (913) 906-6066 [gpage@aafp.org](mailto:gpage@aafp.org)

**Who do I contact with additional questions regarding attendee registration?**

Please contact the AAFP's Member Resource Center at (800) 274-2237 or [aafp@aafp.org](mailto:aafp@aafp.org) Monday – Friday, 8:00 a.m.- 5:30 p.m.