HEALTHCARE EFFICIENCY THROUGH TECHNOLOGY UAE

INTEGRATING ADVANCED CLINICAL INFORMATION ARCHITECTURE FOR EFFICIENT WORKFLOW OPTIMISATION

HEAR FROM KEY SPEAKERS INCLUDING:

Akbar Moideen Thumbay, Director Healthcare & Retail Divisions, Thumbay Group

Nisha Varghese, Head of HR, Saudi German Hospital Dubai

Dr. Amit Kaushal, Director of Operations, Lifeline Hospital, Musaffah

Prashanta Roy, Manager, Supply Chain Management, Danat Al Emarat Women and Children Hospital

Rajiv Sehgal, Chief Information Officer, Aster DM Healthcare

Atif Rahim, Information Technology Manager, Ain Al Khaleej Hospital

Iqtedar Ali Bangash, Director, Facility Management & Support Services, Canadian Specialist Hospital

Chintan Shah, Lean Six Sigma Manager, Al-Futtaim GE Finance Company PSC

Cules Schoeman, Director of IT, Medicare Group Middle East

Joseph George, Healthcare IT Director / IT Manager, Rashid Centre for Diabetes and Research

Dr. Bashir Saiegh Saiegh. DPH, MHP., Medical Coordinator to Health Information Systems (HIS): EHR, EMR, MIS, ERP, eHealth, Complejo Hospitalario de Toledo

Terry Hunte, Director of Nursing and Clinical Informatics, HHC Kings County Hospital

Gregory Nizich, Clinical Informatics Analyst, Winthrop University Hospital

PLUS – REGIONAL AND INTERNATIONAL CASE STUDIES FROM:

Dr. Mustafa Qurban, Assistant Military Hospitals Director in Eastern Province for ICT and Consultant and Director IT, KFMMC

Bandar Al Anazi, Chief Information Officer, Prince Sultan Cardiac Center

BENEFIT FROM ATTENDING HEALTHCARE EFFICIENCY THROUGH TECHNOLOGY UAE TO:

- Develop a better business case for enhanced HIS and EMR system procurement to generate efficiencies for your hospital or centre
- Redesign the workflow of your healthcare business to incorporate advanced technology and software and increase customer base
- Benchmark with your peers regarding their challenges and lessons learned in incorporating both clinical and back office healthcare information systems
- Learn what best encourages organisational change to increase uptake and use of clinical information systems
- Move your organisation from a business to service line in order to share more services and take advantage of more e-healthcare solutions

FOR MORE INFORMATION OR TO REGISTER:

TEL: +971 4 364 2975
EMAIL: ENQUIRY@IQPC.AE
FOLLOW @IQPCMENA
WWW.HEALTHCAREEFFICIENCYME.COM

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Researched and Developed by:

GHP Network | Healthcare Management.com | hospitalmanagement.net | MIDDLE EAST HOSPITAL | MNT | TECHNOLOGY NETWORKS | IQPC
Global Healthcare Professional Network (GHP Network) is a dynamic new organisation striving to provide truly best practice learning opportunities for senior hospital & healthcare service providers across the globe. Starting initially in Tampa Florida, we are part of the Penton Learning Group which is a global conference & training group with offices across six continents including: Berlin, Dubai, London, New York, Singapore, India, Sydney and Toronto. Operating for over 40 years, the group organises approximately 2,000 worldwide conferences each year.

Senior management at GHP Network have been researching & developing global healthcare conferences for over 15 years. Over this time they have successfully launched over 350 unique annual healthcare conferences. All of which were specifically designed with & for senior administrators, nurses, clinicians and consultants working within the acute & community healthcare settings.

IQPC provides business executives around the world with tailored practical conferences, large scale events, topical seminars and training programmes, keeping them up-to-date with industry trends, technological developments and the regulatory landscape. IQPC conferences are market leading “must-attend” events for their respective industries. IQPC produces more than 1,700 events annually around the world, and continues to grow. Founded in 1973, IQPC now has offices in major cities across six continents including: Bengaluru, Berlin, Dubai, Johannesburg, London, New York, Singapore, Sydney, Tampa, and Toronto. IQPC leverages a global research base of best practices to produce an unrivalled portfolio of conferences.

**WHO SHOULD ATTEND?**
- Chief Medical Information Officer (CMIO)
- Chief Information Officer (CIO)
- Chief Technology Officer (CTO)
- Chief Clinical Officer (CCO)
- Chief Operational Officer (COO)
- Head of Informatics
- Director of IT / ICT
- Head of Quality
- Ministry of Health Officials
- Director of Health Information Systems
- Clinical Informatics Consultant
- Clinical Informatics Analyst
- Head of Revenue Cycle Management
- Head of Medical Records
- Patient Financial Services Manager
- Head of HR
- Head of Nursing Informatics

**PROGRAMME OVERVIEW**

**DAY 1, 20 OCTOBER 2015:**
**MEDICAL WORKFLOW AND VIRTUALISATION**
- **i.** KEYNOTE PRESENTATIONS
- **ii.** Part 1
  - Advancing Healthcare Workflow and Task Management
- **iii.** Part 2
  - Comparing and Contrasting Wireless Clinical Information Technology and its Impact on Efficiency in Healthcare

**DAY 2, 21 OCTOBER 2015:**
**ENHANCING THE WORKFLOW EFFECTIVENESS OF CLINICAL INFORMATIC SYSTEMS**
- **i.** KEYNOTE PRESENTATIONS
- **ii.** Part 3
  - Healthcare Technology Implementation into Lean Systems
- **iii.** Part 4
  - Medical Information System Implementation

Following the launch of the Abu Dhabi Health Authority (HAAD) 2020 Healthcare Strategy in December of last year where ‘Efficiency’ and ‘Cost-Effectiveness’ featured as a key pillar (number 6) for both government and private healthcare provider near term plans, the UAE’s goal to move all public providers towards EMR 7 operating environments and SEHA’s drive to increase efficiency and competitiveness as part of their five year plan, IQPC – GHP Network is proud to launch an innovative forum covering ‘Healthcare Efficiency Through Technology’ in the UAE.

**This is a two day forum designed to address:**
- Integrating advanced and mobile diagnostics technology in future clinical information environments
- Enhancing the technological interface between medical knowledge packages and clinical decision support systems
- The drive to move between a business line towards service line focus
- Fostering an environment of clinician and operational staff adoption of workflow informatics
- Increasing overall customer base through the introduction of efficient information sharing systems between provider and insurer (such as the UAE move from CBT 9 to 10)

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## Conference Day One, Tuesday, 20 October 2015

### Keynote Address
**Showing the Work of the Thumbay Group in the Field of Driving Quality and Increasing Operational Clinical Efficiencies**

Akbar Moiddeen Thumbay, Director Healthcare & Retail Divisions, Thumbay Group

### Keynote Address
**New Developments in Saudi Arabia’s Health Authority PMO Status of E-Health**

The DOH has established the eHealth PMO which was built utilising the PMI standards and best practices. This PMO through a qualified team is responsible to support and manage all projects entailed in the eHealth strategy. The presentation will update on the PMO status of eHealth.

Dr. Mustafa Qurban, Assistant Military Hospitals Director in Eastern Province for ICT, and Consultant and Director IT, KFMCC

### Continuing Enhancements to Quality and Safety Through EMR, RFIDs, Automated Medication Dispensing and More: Showcasing the Lifeline Healthcare Group's IT Transformation Strategy

- Using RFID to help the Lifeline Hospital group identify objects, locations and people through the remote use of radio waves: From simple RFID systems to more sophisticated built-in sensors that communicate date on location for identification purposes.
- Incorporating EMR technology to overcome challenges such as a high capital cost and insufficient return on investment for small practices and safety net providers plus understanding the organisational capabilities and change management required to redesign clinical processes and workflow.
- Adapting existing medical dispensing to embrace automation in order to empower nurses to work more efficiently, keep medications more secure and reduce interruptions.

Dr. Amit Kaushal, Director of Operations, Lifeline Hospital, Musaffah

### Interactive Healthcare Efficiency Group Discussion Session

The following session will feature a series of interactive group discussions set in a round table format. There will be a maximum of 10 group leaders (5 for clinical informatics and 5 for new innovative medical technology) who will introduce a concept or case study to the participants followed by an interactive discussion and live feedback. The round table leaders will rotate every 15 minutes. Table leaders will rotate 4 times during this session.

**Why participate?**
Interactive group discussions are an excellent opportunity to get straight to the point and ask the questions that you want to know the answers to. The group format also facilitates an excellent opportunity for networking between industry professionals.

**Potential Clinical Information System Topics:**
- Centralised medical record rationalisation
- Integrating workflow with clinical decision support software
- Adapting legacy information architecture with modular software solutions
- Best practice for harnessing business decision support systems for billing and financial reporting
- Telecollaboration

**New Innovative Medical Technology Topics:**
- Increasing patient turnover through rapid or mobile diagnostics technology
- Medical device integration systems
- Health Information Systems which are independent of an IDN
- Hands free technology for dictation and clinical decision support control
- Intelligent speed adaptation

**Tables available:**
Email enquiry@iqpc.ae or call +971 4 364 2975 for more information

### Coffee Break and Speed Networking Session

### Part 1 – Advancing Healthcare Workforce and Task Management

### Keynote Address
**Chairman’s Welcome**

Nisha Varghese, Saudi German Hospital Dubai

### Keynote Address
**New Innovative Medical Technology Topics**

- Advancing molecular diagnostics at the point-of-care and management of chronic or infectious disease
- Understanding the opportunity for remote monitoring, measuring drug response, and companion diagnostics in providing an on-demand service
- Developing point-of-care testing, and health apps for mobile devices to vastly change how healthcare is delivered
- Overcoming workflow challenges in increasing point of care informatics, CIS and decision support
- Understanding the importance of nursing informatics’ role in helping clinical decision support being adopted by hospitals
- Opportunities for inpatient care and wireless system integration
- Discussing expansion plans in the UAE and the IT facilities that will be part of the plan
- How to best integrate advanced and mobile diagnostics technology in future clinical information environments
- What methods to use to enhance the technological interface between medical knowledge packages and clinical decision support systems
- How to move between a business line towards service line focus
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### Part 2 – Comparing and Contrasting Wireless Clinical Information and Decision Support Technology Impact on Efficiency in Healthcare

### Keynote Address
**The Role of Mobile Technologies in Hospital Expansion: Understanding the Ain Al Khaleej Hospital’s 5 Year Plan to Maximize Quality and Efficiency of Care through Expansion of Mobile and Virtual Healthcare Technology**

- Insights into the Ain Al Khaleej Hospital’s IT for patient satisfaction strategy
- Opportunities for inpatient care and wireless system integration
- Discussing expansion plans in the UAE and the IT facilities that will be part of the plan
- Patient safety and quality care: Essential platforms needed
- Highlighting current and future procurement plans
- Overcoming workflow challenges in increasing point of care informatics, CIS and decision support
- Driving quality and increasing operational clinical efficiencies
- Centralised medical record rationalisation
- Integrating workflow with clinical decision support software
- Adapting legacy information architecture with modular software solutions
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**New Innovative Medical Technology Topics:**
- Increasing patient turnover through rapid or mobile diagnostics technology
- Medical device integration systems
- Health Information Systems which are independent of an IDN
- Hands free technology for dictation and clinical decision support control
- Intelligent speed adaptation

**Tables available:**
Email enquiry@iqpc.ae or call +971 4 364 2975 for more information

### Coffee Break and Speed Networking Session

### Part 2 – Comparing and Contrasting Wireless Clinical Information and Decision Support Technology Impact on Efficiency in Healthcare

### Keynote Address
**Developing Efficient Nursing Informatics Through Mobile and Wireless Healthcare Technology for ‘Smart’ Hospitals**

- Discussing expansion plans in the UAE and the IT facilities that will be part of the plan
- Patient safety and quality care: Essential platforms needed
- Highlighting current and future procurement plans

### Keynote Address
**Developing Efficiency in Healthcare Through Implementing Wireless Clinical Information and Decision Support Technology**

- Discussing expansion plans in the UAE and the IT facilities that will be part of the plan
- Patient safety and quality care: Essential platforms needed
- Highlighting current and future procurement plans

### Keynote Address
**How to move between a business line towards service line focus**

### Keynote Address
**Understanding the importance of nursing informatics’ role in helping clinical decision support being adopted by hospitals**

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### Keynote Address
**Adapting legacy information architecture with modular software solutions**

### Keynote Address
**Best practice for harnessing business decision support systems for billing and financial reporting**

### Keynote Address
**Telecollaboration**

### Keynote Address
**Increasing patient turnover through rapid or mobile diagnostics technology**

### Keynote Address
**Medical device integration systems**

### Keynote Address
**Health Information Systems which are independent of an IDN**

### Keynote Address
**Hands free technology for dictation and clinical decision support control**

### Keynote Address
**Intelligent speed adaptation**

### Optional Afternoon Workshop

**15:30 – 17:30 Integrating Innovative Clinical Technology to Best Utilise HIS**

Benefits of integrating innovative clinical technology into HIS such as aggregating demand for hardware, software and projects; interoperable EMR systems for exchanging records and images across clusters; specialised capabilities and career paths for IT staff; and a critical mass of skills are crucial to meet the changing IT needs in both the clinical and administrative areas; have been realised through the strategic move of consolidating public healthcare/IT in HIS.

This workshop will bring both sides together to help participants analyse:

- How to best integrate advanced and mobile diagnostics technology in future information environments
- What methods to use to enhance the technological interface between medical knowledge packages and clinical decision support systems
- How to move between a business line towards service line focus
- Which methods prove most effective to best engage clinical staff in HIS and EMR implementation and workflow management

**Dr. Bashir Saiegh Saiegh, DPH, MHP.**

**Medical Coordinator to Health Information Systems (HIS):**

**EHR, EMR, MIS, ER! eHealth, Complejo Hospitalario de Toledo**

**This workshop is an add-on to the main conference and therefore you must register for it separately. Open to conference delegates only.**

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**FOR MORE INFORMATION OR TO REGISTER:**

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PART 3 – HEALTHCARE TECHNOLOGY IMPLEMENTATION INTO LEAN SYSTEMS

08:00 COFFEE AND REGISTRATION

08:50 Chairman’s Welcome

09:00 EMBEDDING AND IMPLEMENTING LEAN MANAGEMENT FRAMEWORKS TO DRIVE FACILITY MANAGEMENT QUALITY IMPROVEMENT, SERVICE EXCELLENCE AND BUSINESS OUTCOMES
- Aligning performance management structure and KPIs with the goals of your organisation and specific healthcare departments
- Implementing workflow informatics with lean healthcare approaches
- Continuous quality improvement methods to maintain high standards of healthcare delivery
Iqtedar Ali Bangash, Director, Facility Management & Support Services, Canadian Specialist Hospital

09:30 ENSURING CONTINUOUS IMPROVEMENT AND ENGAGEMENT FOR OPTIMAL PATIENT HEALTHCARE OUTCOMES: BEST PRACTICE CASE STUDY
- Developing a suite of services for patient satisfaction: What’s in place and future implementations
- Creating lean and value-added processes for an international clientele
- Maintaining its competitive edge as a private hospital
- Prioritising technology as a part of healthcare delivery: What are the considerations behind investing in high-cost offerings
Prashanta Roy, Manager, Supply Chain Management, Danat Al Emarat Women and Children Hospital

10:00 Insurance Case Study
DEVELOPING A HOLISTIC LEAN STRATEGY TO ENSURE HIGH STANDARDS OF PATIENT CARE: USING INSURANCE AS A CASE STUDY
- Effective systems for performance measurement in insurance departments to combine both back office and CIS technology for enhanced core healthcare insurance architecture
- Following through with monitoring and evaluation to better understand workflow informatics software effectiveness
- Identifying case studies: Discussing solutions to counter difficulties and challenges in implementing lean strategies within clinical and non-clinical departments
Chintan Shah, Lean Six Sigma Manager, Al-Futtaim GE Finance Company PSC

10:30 COFFEE BREAK AND SPEED NETWORKING SESSION

11:00 UNDERSTANDING THE IMPORTANCE OF UTILISING MEDICAL RECORDS INFORMATICS TO CREATE ENVIRONMENTS WHERE CLINICAL STAFF FULLY ENGAGED AND MOST EFFICIENT
- Examining the ROI of high-cost investments in EMR informatics healthcare technologies for Hospitals in the region
- Examining the value propositions that hospitals have to consider when investing in new technology
- How to create management and board buy-in
- Understanding why better technology really can translate into higher profitability and higher quality care?
- Developing better workflow strategies to integrate EMR informatics into hospital informatics

PART 4: CLINICAL INFORMATION SYSTEM IMPLEMENTATION

11:30 SHOWCASING THE IMPLEMENTATION OF A NEW CORE MEDICAL INFORMATION WITH A PARTICULAR EMPHASIS ON LABORATORY AND ITS EFFECT ON CLINICAL WORKFLOW EFFICIENCY
- Benefits of utilising the workflow software for enhanced medical information analysis
- Understanding efficiency benefits from allowing medical data to be exchanged rapidly and accurately between institutions and facilities within the entire healthcare system
- Developing communication between various clinical documentation, hospital information, image storage and doctor’s practice systems for enhanced coverage
Cules Schoeman, Director of IT, Medicare Group Middle East

12:00 INDUSTRY SHOWCASE AVAILABLE ON THE TOPIC OF CLINICAL INFORMATION SYSTEMS FOR CLINICAL DECISION SUPPORT
Email enquiry@iqpc.ae or call +971 4 364 2975 for more information

12:30 HIS AND CLINICAL STATION DEVELOPMENT FOR SPECIALISED CARE IN HOSPITAL
- Developing efficient patient identification systems through health cards, electronic medical records and clinical history
- Advancing the digitisation and electronic integration of clinical documentation for paper support and medical records coding
- Understanding the importance of developing a BMSD (Basic Minimum Set of Data) plus financial clinical management
- Creating a new medical working model in an electronic environment to overcome the limitations of traditional medical records in paper format
Dr. Bashir Saiegh Saiegh, DPH, MHP, Medical Coordinator to Health Information Systems (HIS), EHR, EMR, MIS, ERP eHealth, Complejo Hospitalario de Toledo

13:00 COFFEE BREAK AND SPEED NETWORKING SESSION

13:30 International Case Study
UNDERSTANDING RECENT ACHIEVEMENTS IN HIMSS STAGES 6 AND 7: INSIGHTS INTO WINTHROP UNIVERSITY HOSPITAL’S TRANSFORMATION JOURNEY
- Achieving HIMSS Stages 6 and 7: Lessons learnt
- Implementing technologies such as Electronic Medical Record Adoption Model (EMRAM): Challenges and successes
- Achieving both quality assurance and cost containment: Key challenges, successes and how Winthrop University Hospital is advancing efficiency
- Discussing current and future IT procurement plans
Gregory Nizich, Clinical Informatics Analyst, Winthrop University Hospital

14:00 PANEL DISCUSSION – CHALLENGES AND OPPORTUNITIES IN CREATING A PATIENT CENTRIC INFORMATION SYSTEM
With a regional shift change towards patient centric medical care and clinical pathways, healthcare providers are moving beyond specific disciplines and departments to provide a comprehensive and efficient healthcare service. This strategy is proving to increase access to medical documents and images but it also reduces life-cycle costs following reduced storage and operations costs. This discussion panel will seek to uncover the major components of necessary enterprise management suites, documentation technology and what is truly needed to provide a secure and cost-efficient storage and single points of access to share and analyse patient data without compromising patient confidentiality.
Dr. Bashir Saiegh Saiegh, DPH, MHP, Medical Coordinator to Health Information Systems (HIS), EHR, EMR, MIS, ERP eHealth, Complejo Hospitalario de Toledo Nasrudheen (Nasru), Medical Records Specialist, Al Ruwais Hospital
Gregory Nizich, Clinical Informatics Analyst, Winthrop University Hospital

Sponsored Thought Leadership Industry Perspective Available:
Email enquiry@iqpc.ae or call +971 4 364 2975 for more information

14:30 – 15:30 NETWORKING LUNCH

Close of Conference

The published programme is correct at time of printing. However, given the seniority of our speakers and the nature of their roles, speakers may subsequently substitute or remove themselves from the programme. This is always regrettable, and we will always try to replace the speaker with a speaker with equivalent insight. For the most up-to-date programme, please visit the event website.
IQPC has been hosting events developed for senior executives for more than 40 years. We serve businesses representing over 15 sectors at more than 1,700 conferences around the globe. Our client list includes corporations such as Allocate Software, Ascom, Blum, Bradford, IBM, Claveguard, DB Health, Cerner, Innova, Labor HospitalTechnik, Olympus, Phillips Healthcare, Siemens, SAP, Schneider Electric, Winscribe, just to name a select few. Senior executives travel from around the world to our events looking to garner best practices and concrete solutions to assist them in improving their organisations.

IQPC provides many different platforms for you to increase your market share, stay ahead of your competition, increase awareness to your target audience and position yourself as a key supplier to the healthcare and informatics industry.

YOUR PLATFORM – GETTING YOUR MESSAGE ACROSS:

Because we know that each sponsor has a different message, business development goal and branding objectives, each sponsorship package is tailored to your corporate strategies. Though most sponsorship offers multiple levels and types of exposure, there are a few main ways for you to highlight your corporate strengths:

1. **Thought Leadership**
   As a sponsor at the Healthcare Efficiency Through Technology, your company will gain second-to-none exposure to senior-level decision makers at the point in time that they are seeking solutions, information and systems for improving their firm’s strategies. For a select few sponsors, you can build your reputation as a market leader through subject-specific presentations, workshops and focus days. This highly selective sponsorship allows your firm to establish tremendous capability and expertise in your specialty as well as highlight successful work completed with your clients.

2. **Premium Branding**
   We bring together buyers and suppliers for collaboration, networking and knowledge sharing. Branding is often a major initiative for our clients who are seeking to get the message out about their offerings. Build your company’s brand and visibility in front of senior decision-makers in order to get shortlisted. As a sponsor, your company branding will appear alongside the global leaders associated with best practices in this field. Our dedicated marketing team will help you achieve your promotional aims in the months leading up to the conference. IQPC leverages multiple marketing channels including online, direct mail, email, press releases, media partnerships and social media to publicise the event and increase awareness about your participation to our extensive database, as well as through our network of partners.

3. **Featured Networking Events**
   Networking and information sharing are two major aspects of our conferences and IQPC builds in many opportunities for sponsors to benefit from meeting industry leaders. Focused and high-level, our events will provide you with the perfect environment to initiate new business relationships, identify upcoming opportunities and achieve face-to-face contact that overcrowded tradeshows can not deliver. The exhibition area is designed to be the heart of the event – a place to network and share strategies with key decision makers. Sponsorship opportunities range from exhibition stands to sponsored lunches, cocktail receptions, gala dinners and a host of other branding opportunities.

Additionally IQPC offers a selection of sponsorship opportunities that enables our clients to increase their opportunity to develop new relationships during our events, including one-to-one meetings with clients to understand their challenges, requirements and opportunities.

DO YOU HAVE A PRODUCT OR SERVICE THAT OUR SENIOR DECISION-MAKERS AND INFLUENCERS NEED?

**Healthcare Efficiency Through Technology** offers you the perfect platform to showcase your solution to your target market and meet and network with senior-level decision makers who are leading the way in the industry.

We specialise in providing business development, marketing and sales solutions that are tailored to specifically deliver on your business objectives. We pay patient attention to what our exhibition and sponsorship customers want, expect, need and value. Every sponsor wants to create customers, develop qualified sales leads, convert leads into sales and retain customers. Our tailored sponsorship packages help you to achieve these objectives.

If you would like more information on sponsorship and exhibition opportunities or to discuss which package will best help you achieve your objectives, please contact **Noel Greenway** on +971 4 360 2800 or email sponsorship@iqpc.ae.
CONFERENCE DAYS: 20 – 21 October 2015

 AFTERNOON WORKSHOPS: 20 October 2015

The Westin Abu Dhabi Golf Resort & Spa, UAE

REGISTRATION

Event Code: 25494.001

Please complete in BLOCK CAPITALS as information is used to produce delegate badges.

Please photocopy for multiple bookings.

4 WAYS TO REGISTER

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FAX: +971 4 363 1938

EMAIL: register@iqpc.ae

WEB: www.healthcareefficiency.com

CONFERENCE PRICES

<table>
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<tr>
<th>Packages</th>
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<tr>
<td>Conference + 1 Workshop</td>
<td>US$3,699</td>
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<tr>
<td>Conference Only</td>
<td>US$2,899</td>
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Don’t forget to add the afternoon workshop on “Integrating Innovative Clinical Technology to best Utilise HIS (Health Information System)”. Contact us on enquiry@iqpc.ae to find out more.

CONFERENCE DOCUMENTATION

If you cannot make the conference, you can still access all presentations delivered throughout the conference days for just US$450, post event. Contact us on +971 4 364 2975 for further details.

IQPC’S STANDARD TERMS AND CONDITIONS

PAYMENT

• Payment is due in full at the time of registration and includes lunches, refreshments and detailed conference materials. Payment prior to conference is mandatory for attendance.

• Your registration will not be confirmed until payment is received and may be subject to cancellation.

• If a booking is received 10 working days before the conference a credit card number will be required to confirm your place, likewise if full payment has not been received before the conference date.

• Any respective payment charges to be borne by the payer. Please ensure that IQPC receives the full invoiced amount.

DISCOUNTS

• All Early Bird Discounts require payment at time of registration and before the cut-off date in order to receive any discount.

• Any other discounts offered by IQPC (including team discounts) require payment at the time of registration.

• Discounts cannot be combined with any other offer.

CANCELLATION, POSTPONEMENT AND SUBSTITUTION POLICY

• You may substitute delegates at any time by providing reasonable advance notice to IQPC.

• For any cancellations received in writing not less than eight (8) days prior to the conference, you will receive a 90% credit to be used at another IQPC conference which must occur within one year from the date of issuance of such credit. An administration fee of 10% of the contract fee will be retained by IQPC for all permitted cancellations. No credit will be issued for any cancellations occurring within seven (7) days (inclusive) of the conference.

• In the event that IQPC cancels an event for any reason, you will receive a credit for 100% of the contract fee paid. You may use this credit for another IQPC event to be mutually agreed with IQPC, which must occur within one year from the date of cancellation.

• In the event that IQPC postpones an event for any reason and the delegate is unable or unwilling to attend on the rescheduled date, you will receive a credit for 100% of the contract fee paid. You may use this credit for another IQPC event to be mutually agreed with IQPC, which must occur within one year from the date of postponement.

• Except as specified above, no credits will be issued for cancellations.

• IQPC is not responsible for any loss or damage as a result of a substitution, alteration or cancellation/postponement of an event. IQPC shall assume no liability whatsoever in the event this conference is cancelled, rescheduled or postponed due to a fortuitous event, Act of God, unforeseen occurrence or any other event that renders performance of this conference impracticable, illegal or impossible. For purposes of this clause, a fortuitous event shall include, but not be limited to: war, fire, labour strike, extreme weather or other emergency.

PROGRAMME CHANGES

• Please note that speakers and topics were confirmed at the time of publishing; however, circumstances beyond the control of the organisers may necessitate substitutions, alterations or cancellations of the speakers and/or topics. As such, IQPC reserves the right to alter or modify the advertised speakers and/or topics if necessary. Any substitutions or alterations will be updated on our web page as soon as possible.

YOUR DETAILS

• Please email our database manager at enquiry@iqpc.ae and inform him/her of any incorrect details which will be amended accordingly.