

### Virtual DO Day FAQs by Topic

Date last revised: 3/20/23

TOPICS	ANSWERS
Attendee Participation	As an attendee you have access to all content and programming within the platform.
Browser and Technology Notes	<p><b>Important information:</b></p> <ul style="list-style-type: none"> <li>• For optimal results, be sure to keep both your operating system and web browsers up to date.</li> <li>• We recommend using a computer or laptop to view DO Day with one of these four browsers: Google Chrome, Microsoft Edge, Safari, or Firefox. The website is incompatible with Internet Explorer.</li> <li>• Mobile devices, such as phones or tablets (i.e., iPads) can be used to access the platform and view sessions. iPhones and iPads should use the Safari Browser only, and Androids should use Firefox or Chrome.</li> </ul> <p><b>Supported Operating Systems:</b></p> <ul style="list-style-type: none"> <li>• Windows 7+</li> <li>• Apple Mac OS 10.10+</li> <li>• Android 6.x</li> <li>• Apple iOS</li> </ul> <p><b>Additional tips:</b></p> <ul style="list-style-type: none"> <li>• Close unnecessary browser tabs and refresh your browser occasionally.</li> <li>• Disconnect from your VPN.</li> <li>• Stay close to your Wi-Fi device or use a wired internet connection.</li> <li>• Can't hear? Check your computer sound settings and confirm the browser tab isn't muted.</li> <li>• Login or access issues? Try refreshing cookies:             <ul style="list-style-type: none"> <li>○ In Chrome (on Windows, Mac, or Android) click the lock icon left of the website address, click Cookies, hit Remove for each, then hit Done.</li> <li>○ In Firefox (on Windows or Mac), click the lock icon left of the website address, Clear Cookies &amp; Site data, then Remove.</li> </ul> </li> </ul>
CME Attestation	The link for CME Attestation will be available on the platform under the CME Attestation icon. A reminder email will be sent out to all attendees. Attendees must keep track of the sessions that they attended. Attendees are also able to save their attestations and add more sessions as they go. Once the attestation is finalized, you will receive a certificate with the correct number of CME hours based upon the sessions that attested to as having attended. The conference is available on the platform until June 16 for CME course viewing.

CME Certificate of Attendance	To receive a certificate of attendance, attendees will receive a link to complete the post meeting evaluation. At the end of this evaluation, attendees will be able to print their certificate of attendance.
Which sessions are available for CME in DO Day?	A listing of all sessions that offer CME are listed in the DO Day Program. All sessions that list CME are available for either AOA Category 1-A or <i>AMA PRA Category 1 Credit™</i> .
CME Credits	Q: What is the difference between AOA and AMA credits? A: <i>AMA PRA Category 1 Credit™</i> are typically allopathic CME while AOA CME is typically osteopathic CME. Both are equivalent. The physician should make a selection on which credit to claim based upon their own personal requirements with their boards, state licensure, etc.
CME Sessions	All content is available to be viewed for CME from the dates and time listed in the program until June 16.
CME Credits – How many do I have?	If you're an AOA member, you may view your CME Activity Report by logging into Osteopathic.org. Members also have access to a personalized CME dashboard in the My AOA section of the website. Alternatively, you may contact the AOA's Member Resource Center at) 312-202-8000 or <a href="mailto:memberservice@osteopathic.org">memberservice@osteopathic.org</a>
Feedback	Feedback or suggestions? Email <a href="mailto:Meetings@osteopathic.org">Meetings@osteopathic.org</a>
Forgot Registration Password?	Use the "Forgot Your Password" hyperlink within registration.  If you are able to access the registration page on the DO Day registration site and have forgotten your password, please select "Forgot Password", and you will receive an email from <a href="mailto:AutoResponder@maritz.com">AutoResponder@maritz.com</a> to reset your password.
General Questions	All general questions can be sent to <a href="mailto:Meetings@osteopathic.org">Meetings@osteopathic.org</a> .
iPad, iPhone or Android Devices	Attendees can access the platform through all current mobile devices. <ul style="list-style-type: none"> <li>• Android devices operating systems should be either version 6.x or later and should only use Firefox or Chrome.</li> <li>• Apple devices operating systems should be up-to-date and should only use the Safari browser.</li> </ul> <p>Some older devices are incapable of having the most current updates and will be incompatible with the complexities of the site, but most modern devices will work fine.</p> <p>The mobile experience of the event platform will just be accessed on a mobile browser. We still recommend firefox and chrome. Here is the login link for this DO Day event: <a href="https://onlinexperiences.com/Launch/Event.htm?ShowKey=221380">https://onlinexperiences.com/Launch/Event.htm?ShowKey=221380</a></p> <p>Users will land on this login page to login with their email address and gain access to the event. The mobile experience is completely responsive, so it will be the same format as the desktop view of the event.</p>
Learning Objectives	Learning objectives for sessions can be found within each session on the platform.

Lecture Slides/Handouts	If available, handouts will be posted within each session.
Logging into Platform	<p>Access the DO Day 2023 virtual platform by following the below steps:</p> <ul style="list-style-type: none"> <li>• Option #1: Early Access Email from <a href="mailto:meetings@osteopathic.org">meetings@osteopathic.org</a> <ul style="list-style-type: none"> <li>○ Click on the link to access the DO Day 2023 Virtual Conference link: <a href="https://onlinexperiences.com/Launch/Event.htm?ShowKey=221380">https://onlinexperiences.com/Launch/Event.htm?ShowKey=221380</a></li> </ul> </li> <li>Option #2: Link <ul style="list-style-type: none"> <li>○ Click on this link: <a href="https://onlinexperiences.com/Launch/Event.htm?ShowKey=221380">https://onlinexperiences.com/Launch/Event.htm?ShowKey=221380</a></li> <li>○ Enter in the email address you used at registration</li> </ul> </li> </ul>
Access to Platform via Mobile Devices	<p>Attendees can access the platform through all current mobile devices.</p> <ul style="list-style-type: none"> <li>• Android devices operating systems should be either version 6.x or later and should only use Firefox or Chrome.</li> <li>• Apple devices operating systems should be up-to-date and should only use the Safari browser.</li> </ul> <p>Some older devices are incapable of having the most current updates and will be incompatible with the complexities of the site, but most modern devices will work fine.</p> <p>The mobile experience of the event platform will just be accessed on a mobile browser. We still recommend firefox and chrome. Here is the login link for this DO Day event: <a href="https://onlinexperiences.com/Launch/Event.htm?ShowKey=221380">https://onlinexperiences.com/Launch/Event.htm?ShowKey=221380</a></p> <p>Users will land on this login page to login with their email address and gain access to the event. The mobile experience is completely responsive, so it will be the same format as the desktop view of the event.</p>
On-Demand Sessions / Content Availability	All sessions will be available for on-demand viewing at the scheduled start day/time. All sessions will be available on-demand through June 16.
OPAC	To learn more about the Osteopathic Political Action Committee (OPAC) please visit the virtual or in-person Exhibit Hall or email Chris Hughes, Advocacy and Political Affairs Director at <a href="mailto:chughes@osteopathic.org">chughes@osteopathic.org</a> .
Q&A in Sessions	<p>Speakers will use the session chat feature to participate in Q&amp;A. While there technically will not be a “live/verbal” Q&amp;A after each session has finished, speakers or subject matter experts will be online in “real time” while their recorded content is playing to answer questions throughout their presentations. Live chat is only available during session broadcast time. Unmoderated Q&amp;A chat will remain open through the duration of the meeting.</p> <p>If an attendee wants to ask the faculty a question after the broadcasted time, the attendee has to click on the “email the speaker” link. This will send an email to the designated person who will respond.</p>
Sessions: Live or On-Demand	Sessions will be pre-recorded and released as scheduled in the agenda. The content will be available for viewing on the platform until June 16. Note all start times are in Eastern Time Zone.

Speaker Access to Platform	The Speaker and moderator access are the same as attendees and will have all the same access and links as attendees. Speakers and Moderators will access their presentations the same as an attendee. There is not a unique access link, waiting room, or anything different for speakers. Speakers/moderators are encouraged to enter their sessions 5-10 minutes before the scheduled start time.
Speaker Biographies	Speaker biographies can be found within the platform in the description area.
Technology	<p>The DO Day 2023 virtual platform is best viewed on a PC or Mac computer with browsers such as Google Chrome, Safari, and Microsoft Edge. <b>Internet Explorer is not compatible with this platform.</b></p> <p>Mobile devices, such as phones or tablets (i.e., iPads) can also be used to access the platform and view sessions. iPhones and iPads should use the Safari Browser only, and Androids should use Firefox or Chrome. See below for instructions to install the mobile app. Attendees should make sure they have the most current browser updates installed.</p> <p>Some older devices are incapable of having the most current updates and will be incompatible with the complexities of the site, but most modern devices will work just fine.</p> <p>Tips for optimal viewing:</p> <ul style="list-style-type: none"> <li>• Network: For the best wireless connection we suggest you stay in the same room or close to your router or use a direct ethernet connection.</li> <li>• Hardline internet is recommended over Wi-Fi. If using Wi-Fi, minimize its use by other people, close all unnecessary applications, place router in an open space, turn on your cell phone hot spot as a backup. If using a work computer, disconnect, and do not use VPN. Be aware of any firewalls.</li> <li>• Sound: Can't hear? Check the sound level on your computer.</li> <li>• Browser Audio, Video, Session Issues: Frequently refresh for updates. Refresh your browser with F5 Key (Windows) or Command + R (Mac).</li> <li>• Browser Crashes: Clear Browser History/Cache with Ctrl+Shift+Delete (Windows) or Command+Shift+Delete (Mac). Also, make sure you don't have multiple tabs open while on the platform.</li> </ul>
Time Zone	The DO Day program is shown in Eastern Time. Attendees can change the time zone setting for the virtual platform under the profile option listed on the left navigation panel.
What does my registration include?	Registration includes access to two days of CME programming and Congressional meetings (for those who registered for that option) with 10-15 hours of programming available until June 16. The registration fee permits you to attest up to 10-15 AOA Category 1-A credits or <i>AMA PRA Category 1 Credit™</i>
How is this different from previous DO Day on Capitol Hill events?	DO Day 2023 contains both in-person and virtual components. The virtual conference is taking place on Saturday and Sunday, April 15 – 16, and in-person Congressional meeting prep in the afternoon of Wednesday, April 19 followed by a full day of in-person Congressional meetings in Washington, DC on Wednesday, April 20. Attendees who wanted to participate in the in-person portion of DO Day must register by March 31.

	<p>Similar to last year, the 2023 event will have a greater focus on health policy education, leadership development, and advocacy training. The event will include learning tracks for physicians, affiliate leaders, and students. Our goal is to partner with our affiliates - state, specialty, and student associations, to develop physician and student leaders to help cultivate a culture of advocacy for the whole of the osteopathic profession, with an emphasis on strengthening participants' understanding of health policy and advocacy skills that will support the development of and strengthen relationships with lawmakers.</p> <p>Over the past decade, DO Day grew into a large event that relied heavily on student participation. DO Day is now being structured to improve our efficacy on Capitol Hill; it will also have dedicated learning tracks for students, physicians, and affiliates. Registration for Congressional meetings for both physicians and students will be capped per state.</p>
<p>Why is there a registration cap per state?</p>	<p>Based on feedback received from participants in recent physician leadership fly-ins and SOMA meetings, there is a strong consensus that Congressional meetings are more productive when meeting group size is limited. Building relationships with members of Congress and staff is critical to help advance health policy, and smaller meetings help foster better relationships with lawmakers. Registration for the Congressional meeting option for each state was based on the size of the state's Congressional delegation and state osteopathic association.</p>
<p>Do I make my own appointments? What happens if my schedule changes?</p>	<p>No, the AOA has partnered with Soapbox Consulting to schedule meetings on your behalf. Participants should register for DO Day with the address where they are registered to vote. The AOA's Public Policy team will match a participant's voting address against our congressional database to request appointments with your elected officials, and you will receive your schedule a few days in advance of the event directly from Soapbox.</p> <p>Please note that congressional calendars change frequently, so all in-person participants should plan to spend the full day Thursday, April 20, in Washington, DC. You should also continue to check your schedule in the app throughout the day in case any meeting information changes. If you cannot make any of your meetings, please notify Soapbox directly as soon as possible.</p>
<p>How much will the event cost and where does the money go?</p>	<p>Registration fees are used to offset various costs associated with the event, including the online educational platform, Congressional meeting scheduling service, and various advocacy training tools.</p>
<p>When will the event take place?</p>	<p>DO Day 2023 will take place on April 15-16 (virtual conference) and April 19-20 (in-person Congressional prep and meetings in Washington, DC). Mandatory advocacy training, health policy briefings and CME sessions will take place in-person on Wednesday, April 19. Registrants will meet with their members of Congress throughout the day on Thursday, April 20. Congressional schedules will not be available until a few days before the event, and may change day-of, so participants should plan to be available all day on Thursday, April 20.</p>

<p>How will I meet with my members of Congress virtually? Will I meet with my members of Congress personally?</p>	<p>DO Day participants will meet in-person and some may meet virtually with their members of Congress or staff via video conference or telephone. The Congressional office has final say which method they prefer, so be sure to expect a mix between in-person, telephone, and video conference calls throughout the day.</p> <p>Members of Congress have very busy schedules. Between votes, committee hearings and meetings with other constituents, their time is scheduled down to the minute. They may spend the whole meeting with you, two minutes or none at all. We always request that the member of Congress be present at the meeting, but you may also meet with staff who are subject matter experts and influential in helping Congress members develop their positions.</p>
<p>What should I wear? Is it ok to discuss topics other than the identified “asks”?</p>	<p>Participants are encouraged to dress professionally and wear their white coats.</p> <p>While a personal anecdote that supports our legislative “asks” can be impactful, members of Congress are very busy and in order to be respectful of their time (and potential differences in politics/backgrounds), it is important to stick to the talking points around our “asks” and not as a platform to bring in other issues or potentially controversial topics. This helps to maintain the integrity of the meeting and ensure that DOs are seen as a knowledgeable and useful resource on health policy issues.</p>
<p>What are this year’s legislative “asks”?</p>	<p>This year, the AOA will be advocating for three issues that have a direct impact on osteopathic physicians and their patients, as well as the career choices of osteopathic medical students. These issues are: 1) <b>Protecting</b> patient access to care and physician practices by advocating for positive updates to Medicare physician payment. 2) <b>Expanding</b> graduate medical education and the Teaching Health Center Graduate Medical Education (THCGME) program. 3) <b>Advocating</b> for student loan reform by encouraging Congress to support the REDI Act (S.704/H.R.1202).</p>
<p>I can’t register because my state cap has been reached. How can I help?</p>	<p>The majority of the DO Day material, presentations and CME sessions will be recorded and made available after the event. In addition, we encourage you to join the <u>Osteopathic Advocacy Network (OAN)</u>. Joining the OAN is free and is the best way to ensure your voice is heard on Capitol Hill.</p> <p>With the OAN, we’ll continue to provide you with action alerts on legislation that could affect your patients or your practice. We’ll also provide you with more ways to get involved – such as attending town hall meetings hosted by your member of Congress or attending one-on-one meetings locally with your representative or their staff. We also host monthly Public Policy Roundtables where you will meet with AOA Public Policy staff to discuss legislative updates. You can join the <u>Osteopathic Advocacy Network here</u>.</p> <p>Once states have reached their cap, in-person attendees are added to a waitlist and will be notified of any cancellations on first come, first served basis.</p> <p>Another option is to register for the conference only to view all CME content. This registration option will not include access to the congressional meetings.</p>
<p>Why is space limited for advocacy meetings on Thursday?</p>	<p>Congressional meetings are more productive when meeting group size is limited. A smaller group size tends to facilitate more substantive discussions and provide an opportunity for more participants to speak.</p>

How or when will I be notified if I've secured a spot to attend Advocacy meetings on Thursday?	DO Day registration confirmation will inform attendees whether their registration includes Congressional meetings or if they are registered for the conference only and not Congressional meetings. Anyone placed on a waitlist for Congressional meetings will also be informed of that in their registration confirmation.
Can I attend only one day?	Participation in Congressional meetings is not required. Anyone unable to participate in Congressional meetings in Washington, DC on Thursday, April 20 can still attend the virtual advocacy and policy conference on Saturday and Sunday, April 15-16 . However, attendance on Wednesday, April 19 is <i>required</i> for anyone participating in Congressional meetings on April 20th.
Is there a Zoom background?	Yes, a DO Day Zoom background is available to be downloaded and can be accessed here: <a href="https://osteopathic.org/about/aoa-events/do-day-on-capitol-hill/do-day-zoom-background/">https://osteopathic.org/about/aoa-events/do-day-on-capitol-hill/do-day-zoom-background/</a>
Congressional Meeting Questions?	Direct to Soap Box at 202-362-5910.