

E-HEALTHCARE CONNECTIONS &
HEALTH CARE CONFERENCE ADMINISTRATORS, LLC
present



The Symposium on
E-Healthcare Strategies for
Chronic Disease Management

Innovations Driving the Coming Revolution in Care Delivery



Jointly Sponsored, Co-Provided, and Co-Sponsored by Medical Education Collaborative

September 17-19, 2000

Early Registration for Reduced Rates Must Be Postmarked by September 1, 2000

**MARRIOTT'S DESERT SPRINGS RESORT & SPA
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Vision

As we age, we are rapidly becoming a nation of people with chronic diseases. Upon reaching 50, the chances are good that many of us will develop and live out our lives with one or more powerful chronic diseases. But, it is also likely that we will only see a physician or enter a hospital when there is an acute flare-up in the late stages of illness. The rest of the time, we will be on our own or with a family caregiver. And, this reactive model for providing health care has had severe negative economic and social consequences that will only be magnified in the coming years.

Chronic patients in America consume 80% of all healthcare dollars. An estimated 5 million suffer from congestive heart failure alone, costing the country \$38 billion a year (\$23 billion just for hospital stays). Diabetics consumed 15% of total expenditures last year, and cost about \$98 billion. Alzheimer's affects 4 million people, costing an estimated \$90 billion and at least half of these patients have other serious illnesses. Cancer is the second leading cause of death in the country. Asthma affects 15 million people (including 6 million children) and its victims consume \$15 billion a year. Asthma is also the leading cause of childhood hospitalizations. Add to these numbers the costs related to lost productivity by both patients and family caregivers against the backdrop of a very tight labor market, and the need for a better model for chronic disease care becomes even more of a mandate.

But, the fact is huge dollars are being spent on a healthcare system that is becoming less and less capable of furnishing the care. The Balanced Budget Act of 1997, increasing drug costs, and declining reimbursements from employers and health plans are causing widespread carnage. The healthcare industry today is a story of downsizing, bankruptcies, operating losses, frustrated physicians; health plans under attack for managing costs not "care," collapsing home health agencies, marginal nursing homes and Congressional indecision. Chronic patients today can expect health plans to deny hospital stays; physicians to see them for 10 minutes in an assembly line; hospitals to reduce nurse staffing and rush them through stays; and Medicare to pay less than cost. So, where does this leave us? Is there hope on the horizon?

A revolution in chronic disease management is beginning. Within the last year there has been an explosion of new Internet solutions and emerging technologies. Much of it is so new that physicians, hospitals, health plans, Medicare, and even

traditional disease management companies have yet to fully recognize its significance.

Last year an estimated 250 million people worldwide visited the Internet. About 110 million were Americans. Of those who searched the web, 70 million were looking for healthcare information and the fastest growing segment of Internet users are the 50+ age group. An estimated one out of every five people in the 65+ age group has a chronic condition. They want answers.

A recent study indicates that 83% of seniors with Internet access now go online to find disease-specific medical information. According to HCFA, Internet access for 65+ Medicare eligibles has rocketed from 7% in 1997 to 22% in 1999. HCFA's own web site now averages 7 million hits and 1.3 million page views per month and it is growing. Even if your 85 year old grandmother isn't on line, you can count on the fact that her 50 year old daughter is. And, Americans generally trust the medical information provided on the Net (55%), at least more so than the information provided by newspapers (30%) or television (28%). So, it should come as no surprise that, as hospitals, physicians and health plans hunker down and limit access, consumers are rushing to obtain the knowledge and tools to care for themselves. Web entrepreneurs are moving rapidly to meet their needs.

We are witnessing the birth of a new industry – the E-Care Industry. It is focused on high-profile chronic disease conditions. It represents the next generation of Internet healthcare. It combines elements of many different disciplines & concepts, including telemedicine, remote home care monitoring, disease management, centers of excellence, focused factories, integrated healthcare, wellness & prevention, case management and home health. The emerging e-companies are difficult to classify, combining content, connectivity, e-commerce, telemedicine, and remote monitoring technologies under one virtual roof. For physicians, hospitals and health plans, E-Care is the next step in an evolution of Web strategies that began by publishing a "brochure," or "bill-board" on the Web and then graduated to interactivity through e-mail and self-assessment devices. Some providers and health plans are now moving ahead to actually transact business on the Web (e.g., processing claims, buying supplies). But that isn't where it ends. The challenge ahead will be to deliver healthcare on the Net and, even now, it is beginning to happen. The increasingly demanding chronic patient population can't be ignored. For empowered consumers and energized, visionary providers it is an exciting time to be alive. The opportunities are limited only by the imagination. And, that's what this conference is all about.

Goals & Objectives

This symposium is a summit meeting for innovators. It is designed to showcase break-throughs in Web-enabled emerging technology focused on the care of chronic disease patients. Goals and objectives for the conference are:

- ◆ To improve the understanding of healthcare leaders of the strategic issues and market trends surrounding the care of chronic diseases.
- ◆ To provide physicians, hospital and health plan leaders, vendors, payers, purchasers and Internet entrepreneurs with a vision of the road ahead for break-through, Web-enabled chronic disease care solutions.
- ◆ To present case studies on emerging technologies that are being used today to more effectively and efficiently deal with chronic disease.
- ◆ To address the barriers to progress, including privacy regulations, accuracy of information, legal uncertainty surrounding physician-patient interactions, payment issues, physician inertia and access to capital.
- ◆ To provide a cyber-showcase for the Net innovators and emerging technology companies who have assumed a leadership role in transforming the care of chronic disease patients.
- ◆ To provide a forum for communication and networking that cuts across industry sector lines and presents a holistic vision for the future care of patients with chronic illness.

Who will attend

Like the subject of chronic disease care itself, this is not a conference that fits nicely into any of the existing industry "slots." It is not a conference for disease managers. It is not a conference for case managers. It is not a conference for telemedicine specialists or medical informatics specialists. It is not a symposium for health plans; registered nurses hospital executives, CIOs, oncologists, cardiologists, allergists, endocrinologists, utilization review technicians, medical records administrators, pharmacy companies, or even employee benefits managers. In fact, it is a conference for all of the above and more. In fact, anyone whose business or career depends in part on gaining a share of the \$924 billion spent annually on chronic disease care in this

(continued on page 3)

Who will attend *(continued from page 2)*

country should have an interest in attending. Specifically ...

- **Physicians & Medical Group Leaders**
- **Hospital Leaders**
- **Health Plan Executives**
- **Pharmaceutical Leaders**
- **Self-Insured Employers**
- **Health System Leaders & Physicians Specialists**
- **Disease Managers**

Not mentioned above are a host of leaders involved with traditional disease

management, home health, utilization review, case management, information systems, lab, pharmacy, radiology, rehabilitation and many other sectors that will inevitably be transformed by the Internet. In short, we anticipate an audience as diverse and ubiquitous as the subject matter itself.

Conference Organizers

The organizers of the Symposium, John D. Cochrane, M.H.A. and Peter N. Grant, J.D., Ph.D., have been developing

successful healthcare conferences since 1992. John Cochrane is the editor of E-Healthcare Connections, www.eHealthcareConnections.com, the editor emirtus of the Integrated Healthcare Report and the founder of the Integrated Healthcare Symposium series. Peter Grant is a Partner in the Law Firm of Davis Wright Tremaine, and the President of Health Care Conference Administrators, LLC, www.eHCCA.com.

The Symposium

E-Healthcare Strategies for Chronic Disease Management

September 17-19, 2000
Desert Springs Resort
Palm Desert, CA

E-Care Innovations Expo
Sunday, September 17, 2000

**E-CARE
COMPANY
PRESENTATIONS
ON THE HOUR
10:00 A.M.-5:00 P.M.**

Expo Overview

Monday, September 18, 2000

7 - 8 AM Continental Breakfast and Exhibits
CONFERENCE PRESENTATIONS
BREAK & EXHIBITS
CONFERENCE PRESENTATIONS
12:00-1:15 PM LUNCH
CONFERENCE PRESENTATIONS
BREAK & EXHIBITS
CONFERENCE PRESENTATIONS
5:00 PM Adjournment
CYBER-CARE NETWORKING RECEPTION AND EXHIBITS 6:00 PM-7:30 PM

Tuesday, September 19, 2000

7 - 8 AM Continental Breakfast and Exhibits
CONFERENCE PRESENTATIONS
BREAK & EXHIBITS
CONFERENCE PRESENTATIONS
12:00-1:15 PM LUNCH
CONFERENCE PRESENTATIONS
BREAK & EXHIBITS
CONFERENCE PRESENTATIONS
4:00 PM Adjournment

Continuing Education Credits



AMA Category Credit. This Activity has been planned and implemented in accordance with the Essential Areas and Policies of the Accreditation Council for Continuing Medical Education through the joint sponsorship of Medical Education Collaborative and Health Care Conference Administrators, LLC. Medical Education Collaborative (MEC), a nonprofit education organization is accredited by the ACCME to provide continuing medical education for physicians and takes responsibility for the content, quality and scientific integrity of this CME activity.

Medical Education Collaborative designates this educational activity for a maximum of 17 hours in category 1 credit towards the AMA Physician's Recognition Award. Each physician should claim only those hours of credit that he/she actually spent in the educational activity.



ACPE Credit. Medical Education Collaborative, Inc. is approved by the American Council on Pharmaceutical Education as a provider of continuing pharmaceutical education. Medical Education Collaborative, Inc., has assigned 17 contact hours/1.7 CEUs of continuing pharmaceutical education credit. ACPE provider number: 815-999-00-053-L04.

Participants will be required to sign in daily and complete an evaluation form for credit. Registration fee includes certificate, which will be mailed within six weeks after the meeting.

CNA (Nursing) Credit. This educational activity for 20.70 contact hours is provided by Medical Education Collaborative. Medical Education Collaborative is approved as a provider of continuing education in nursing by the Colorado Nurses Association, which is accredited as an approver of continuing education in nursing by the American Nurses Credentialing Center's Commission on Accreditation.

Provider approved by the California Board of Registered Nursing, Provider Number CEP-12990 for 20.7 contact hours.

Florida BN Provider Number: FBN-2773.

ACHE Credit. Medical Education Collaborative is authorized to award 17 hours of preapproved Category II (non-ACHE) continuing education credits for this program toward advancement, recertification, or reappointment in the American College of Healthcare Executives. Participants of this program wishing to have the continuing education hours applied towards Category II credit should list their attendance when applying for advancement, recertification, or reappointments in ACHE.

NASBA Credit. Registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Nashville, TN 37219-2417. Telephone 615-880-4200.

A maximum of 20 credits based on a 50-minute hour will be granted. Recommended experience level for this course is intermediate to advanced.

ABA - MCLE Credit. This activity is pending approval for minimum continuing legal education by the State Bar of California.

ACMPE Credit. This program may qualify for continuing education credit in the American College of Medical Practice Executives (ACMPE). To apply for ACMPE credit, submit a generic credit hour form with a copy of the brochure. Forms will be available on site.

Maximum credit hours have been calculated to include optional sessions.

Symposium Agenda

Sunday, September 17, 2000

10:30 am-12:00 pm **Optional Session: Legal and Ethical Issues in the Healthcare Internet and E-Commerce**
Thomas E. Jeffrey, Jr., Esq.
Partner, Davis Wright Tremaine
Los Angeles, CA

Monday, September 18, 2000

7:00 am Continental Breakfast

8:00 am **Welcome & Introductions**

John D. Cochrane, M.H.A. (Moderator)
Editor, E-Healthcare Connections
San Diego, CA
jcochrane@ehealthcareconnections.com
www.ehealthcareconnections.com

Peter N. Grant, Ph.D., JD (Co-Director)
Partner, Davis Wright Tremaine
Seattle, WA
Petergrant@dwt.com

8:05 am **Healthcare Without Walls: The Promise of Cyberspace**

Key Note:
Leland R. Kaiser, Ph.D.
President, Kaiser & Associates
Brighton, Colorado

The healthcare network of the future that noted futurist Dr. Leland Kaiser envisages draws heavily on the promise of cyberspace. What will American healthcare look like in the early 21st century? What will be the role of remote telemonitoring, telemedicine, disease management, information technology, and the Internet? How will the rise of E-Care companies intersect with the traditional healthcare systems? How will the traditional healthcare sector change to accommodate the emerging technologies? What should be the game plan for physicians, hospitals, health plans, pharma & medical device companies, and the new breed of E-care companies?

9:00 am **The Internet, Telemedicine and the Reinvention of Healthcare**

Jeffrey Bauer, Ph.D.
Author of *Telemedicine and the Reinvention of Healthcare: The Seventh Revolution in Medicine* (1999)
Senior Fellow, Center for the New West
Denver, CO

Dr. Bauer was a full-time teacher and administrator at the University of Colorado Health Sciences Center in Denver (1973-1984). He served concurrently as Health Policy Advisor to Colorado Governor Richard D. Lamm (1980-1984). He also worked as a visiting clinical professor in the Administrative Medicine Program at the Medical School of the University of Wisconsin-Madison (1992-1997). Dr. Bauer is currently a Senior Fellow at the Center for the New West. Dr. Bauer has published eight books and more than 75 articles. He is quoted often in the national press and writes quest columns for magazines and

newsletters that cover the business of healthcare. His two latest books are *Not What Doctor Ordered: How to End the Medical Monopoly in Pursuit of Managed Care* (McGraw-Hill, 1998) and *Statistical Analysis for Healthcare Decision-Makers: Understanding and Evaluating Critical Information in a Competitive Market* (Irwin/HFMA, 1996). His current publishing project, *Telemedicine and the Reinvention of Healthcare: The Seventh Revolution in Medicine*, is co-authored with Dr. Marc Ringel (early 1999). He is also planning a text on healthcare data and medical economics for release in 2000.

10:00 am Morning Break

10:30 am **Health Plan Panel: The Impact of the Internet on Managed Care and Disease Management. How will Health Plans Reinvent Themselves in Response to the Rise of the Internet? What Innovations are Currently in the Works? What Specific Programs Target the Chronic Disease Population? What Partnerships & Alliances are Involved?**

Richard P. Vance MD
VP Population Health Improvement, Humana, Inc.
Louisville, KY

11:45 am **How Will the Internet Change the Management of Chronic Diseases?**

Molly Joel Coye, M.D., MPH
Founder & CEO, The Health Technology Center and Pricewaterhouse Coopers Fellow Institute for the Future

12:00 pm Lunch (Provided)

Special Luncheon Guest & Fashion Show

Astro Teller, Ph.D.
CEO and Co-Founder, Bodymedia.com
Pittsburgh, PA

BodyMedia provides individuals with fashionable, wearable body monitoring products and Internet services to track health routines and body metrics. CEO Teller says, "Imagine that you could come to a web site, enter your name and password, and get immediate access to clear, up-to-date information on how your body is changing." Dr. Teller is a Hertz Fellow, computer scientist, fiction novelist, a Ph.D. in artificial intelligence from Carnegie Mellon, and a Masters in Symbolic, Heuristic Computation from Stanford. His works in science, literature, art and business have appeared in the national media.

Symposium Agenda

Monday, September 18, 2000 (continued)

1:15 pm **E-Healthcare Panel: Is Patient Self-Management the Next Generation of Managed Care? Is E-Care the Next Generation of Disease Management? What Evidence is there that E-Care Improves Patient Satisfaction and Clinical & Economical Outcomes? (Case Studies of E-care Innovation)**
Molly Coye, MD, MPH (Moderator)
Founder & CEO, The Health Technology Center and
Pricewaterhouse Coopers Fellow Institute for the Future

Randall Burt
President & CEO, Alere.com
San Francisco, CA

Alere® Medical, a private, San Francisco-based company founded in 1996, uses a unique combination of home monitoring technology and nursing interaction. The Alere Heart Failure DayLink Monitor sends the patient's weight and symptom data from the home via telephone lines to a central station for review by Alere nurses, who alert the patient's physician to any negative changes. The program has achieved a sharp decline in repeat hospitalizations of high-risk patients, improvement in quality and cost saving. The company contracts with health plans, self-insured employers and at-risk provider groups.

Steve J. Brown
CEO, Health Hero Network, Inc.
Mountain View, CA

Health Hero provides a two-way, Internet-based communications platform that improves the exchange of information between care providers and patients in the home. The service provides caregivers access to Health Hero's secure Internet-based network, which has tools for managing chronic conditions, analyzing trends, and communicating with patients via the Health Buddy appliance. The Health Buddy appliance connects to a phone line and allows patients to automatically receive healthcare information and respond to daily queries from their caregiver. The company contracts with health plans, at risk health networks and physician groups.

Harry Soza
Founder, Chairman & CEO, Resolution Health Strategies
San Jose, CA

Resolution Health provides Internet services designed to improve the health of members enrolled in health insurance and managed care programs. Its technology sends automated "alert messages" to doctors, case managers, and individuals when the treatment record of a specific patient indicates some form of potentially inappropriate care or the need to perform preventative care treatment.

2:30 pm **Afternoon Break**

2:45 pm **Do Online Support Groups Actually Help People with Chronic Diseases? (Results of a 30 Month Study)**

John Zrebiec, M.S.W., C.G.P., C.D.E.
Joslin Diabetes Center
Boston, MA

Karen A. Chalmers, M.S., R.D., C.D.E.
Director of Nutrition Services, Joslin Diabetes Center
Boston, MA

3:30 pm **Evolution & Value of Decision Support Technologies**

Eve M. Stern
President, Nexcura, Inc. (Formerly Cancerfacts.com)
Seattle, WA
www.nexcura.com

4:15 pm **Specialty E-Care Management Sites: Creating Communities in Cyberspace. What Role will These Sites Play in the Over-All Disease Management Picture? Will They Add Value? Will They Endure Financially?**

Moderator: Peter N. Grant, Ph.D., JD

J. Joseph Prendergast, MD
Founder & CEO, DiabetesWell.com
Atherton, CA

In a complex near Palo Alto, CA, Dr. Prendergast monitors the blood sugar readings of many patients over the Internet. After squeezing a drop of blood into a glucose meter the size of a wallet and hooking up the meter to their PCs with a cable, patients click their mouse and beam every reading from the past two weeks to his office to review. DiabetesWell.com has invented a new kind of Web business: the e-clinic.

Richard Hodach, M.D., Ph.D.
Medical Director, Internet Services,
Accordant Health Services
www.Accordant.com
Greensboro, NC

Accordant, based in Greensboro, N.C., focuses on managing complex, chronic diseases with the goal of improving clinical, patient satisfaction and cost of care outcomes. The company relies on its expert "tele-web" system that integrates Internet and call center technologies to enable flexible, intelligent and customized information-sharing among patients, provides and health plans. At present, Accordant offers programs for 15 complex, chronic diseases in the areas of neurology, rheumatology, pulmonology and hematology and serves approximately 10,000 chronic patients from 7 million health plan members.

5:15 pm **Adjournment**

6:00 pm **Hosted Reception**

Symposium Agenda

Tuesday, September 19, 2000

7:00 am Continental Breakfast

8:00 am **Introduction & Opening Remarks**
Peter Grant, JD, Ph.D. (Moderator)
Partner, Davis Wright Tremaine
Seattle, WA

8:15 am **Evaluating the Alternatives for Managing Chronic Diseases in the Wild-Wild-West (WWW)**
Alfred Lewis
Executive Director, Disease Management Purchasing Consortium
President, DMAA
Newton, MA

In Disease Management Purchasing Consortium has been involved in about 70% of all contracted or implemented outsourced disease and population management programs in place today. 48 Health Plans, 2 employers, and 2 risk-bearing physician groups are members and they include 50 million covered lives. Members also include an additional 67 organizations with an interest in disease management. Their role is to evaluate outsourcing options. Hear what they have to say about the Internet healthcare revolution.

9:00 am **Law and Disorder in e-DM: Best Legal and Regulatory Practices for Improving Your Company's Health Outcomes**
James M. Jacobson, J.D.
Chief Legal Counsel,
Disease Management Association of America
Partner, Health Law Group
eHealth, Disease Management &
Health Care Technology Practice Groups
Gardner, Carton & Douglas
Washington, D.C.

9:45 am Coffee Break

10:00 am **A Clinical & Economic Assessment of Disease Management Programs: Are Online Solutions the Future?**
Tom Kravis, M.D.
Principal, Milliman & Robertson
San Diego, CA

10:45 am **E-Disease Management Panel: As Economic Pressures Increase, Self-Insured Employers, Health Plans, Medical Groups, and Health Systems Have Been Contracting with E-Health Companies to Manage Chronic Care High Risk & Patient Populations. How Do These Programs Work? How Effective Are They?**

Hank Golembesky, M.D. (Moderator)
Medical Editor, E-Healthcare Connections

David Anderson
Confer.com
Redwood City, CA

Alfredo Czerwinski, M.D.
Chief Medical Officer, CareScience, Inc.
Philadelphia, PA

Michael Casey
Director of Corporate Accounts, Mayo Medical Ventures
Rochester, MN

12:00 pm Lunch (Provided)

1:15 am **E-Disease Management Panel: (Continued)**

Hank Golembesky, M.D. (Moderator)
Medical Editor, E-Healthcare Connections

Steve Jolley
President & CEO, Protocol Driven Healthcare, Inc.
Bernardsville, NJ

Nelson M. Rosenbaum, Ph.D.
President & CEO, ValuMed Systems, Inc.
Bethesda, MD

Peter A. Thompson, M.D., FACP, FACPE
Founder, Chief Executive Officer,
President, Chairman of the Board of Directors
iMetrikus, Inc.
Carlsbad, CA

2:30 pm Afternoon Break

2:45 pm **Summing it All Up: Where Are We Headed in E-Healthcare, TeleHealth, Disease Management, & Corporate Employee Health Programs?**

Stanford Bernard, MD, MBA
President, Bernard Associates
Neshanic Station, NJ

4:00 pm Adjournment

Registration Form

The Symposium on E-Healthcare Strategies for Chronic Disease Management

Apply early as space is limited. Submission of an application does not guarantee a space. Symposium registration is confirmed upon full payment.

1

PLEASE COMPLETE THE FOLLOWING

Name of Registrant: _____

Title: _____

Name of Organization: _____

Physician Medical Group Hospital (# of Beds: _____) Dot Com Company Other (Please Specify)

Indicate your American College of Healthcare Executives (ACHE) credentials: Certified Healthcare Executive (CHE) Fellow of ACHE (FACHE)

Mailing Address _____

City _____ State _____ Zip _____

Telephone _____ Fax _____ E-Mail _____

(For more than one person from the organization, attach additional copies of this form.)

2

REGISTRATION FEES

CONFERENCE & EXPO*

Through September 1, 2000

First person \$1095

Each additional person \$ 995

After September 1, 2000

First person \$1195

Each additional person \$1095

Total \$ _____

*E-Healthcare Connections subscribers deduct \$100 from each tuition level for the Conference & Expo.
Groups of 10 or more, \$895 per person.

3

PAYMENT OPTIONS

Please enclose payment with your registration and return it to the conference registrar at the address below, or fax your credit card payment to 760-771-3183.

Check/money order enclosed
(Make Checks Payable to E-Healthcare Strategies Symposium)

Payment to be made by check/money order. Credit card given to hold registration. If payment not received 10 days prior to date of conference, credit card will be billed.

American Express Visa Mastercard

*TAX ID NO. 91-1892021

Total \$ _____ Account # _____ Expiration Date _____

Name of Cardholder _____ Signature of Cardholder _____

Registrant Signature _____

How did you learn about this conference? Brochure Magazine Ad Friend/Colleague E-mail Notice

HOW TO REGISTER

Fully complete steps 1-3 (one form per registrant, photocopies acceptable). Payment must accompany each order.

Mail to: The Symposium on E-Healthcare Strategies for Chronic Disease Management; Attn: Registration

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Alternative registration available on website: www.ehealthcareconnections.com

For more information call: (800) 684-4549

CANCELLATION POLICY:

Cancellations must be submitted in writing. For cancellations received on or before August 17, 2000, tuition will be returned less a processing fee of \$150 per attendee. After August 17, 2000, only 50% will be refunded, and after September 1, 2000, no refunds will be made, although registration is transferable to another person from the same organization.

A Workshop Schedule will be available at the Registration Desk on-site.

LOCATION/TRANSPORTATION FACTS

450-acre, year-round destination resort in Palm Desert, California, 13 miles from Palm Springs International Airport. Approximately 2½ hours' drive from Los Angeles International Airport, 1½ hours from Ontario International Airport; public transportation available from both airports.

ACCOMMODATIONS

884 spacious, beautifully-appointed guest rooms, each with balcony or patio, oversize bathroom, king-size bed or two double beds, refrigerator, minibar, soundproof walls, color TV (with movie channels), individual climate control, direct-dial phone with data port, voice mail, radio and heat lamp. 51 suites, ranging from 900 square feet to Chairman's Suites of 2,530 square feet each. Suites feature double-sink bathrooms and wet bars.

DINING/ENTERTAINMENT

228-seat Lake View restaurant; 114-seat Mikado Restaurant and Sushi Bar; 169-seat Sea Grille; 90-seat Colibri Grille; 130-seat Ristorante Tuscany. Northern Italian specialty restaurant; 1,100-seat outdoor grove for barbecues and luaus; 146-seat Costas lounge with dancing; 80-seat Lobby Bar; Lake View lounge; 40-seat lounge in Club Room.

SERVICES/FACILITIES/SHOPS

19 shopping boutiques, complete concierge service, valet laundry and dry cleaning, full service business center including desktop publishing capabilities, ice machines, fitness center, baby-sitters and physician (on call), multilingual staff, Hertz desk, local tour and theater tickets, José Eber Salon, free outdoor parking for 1,600 cars, and valet parking at entrance for nominal fee.

RECREATION

30,000-square-foot full-service Health Spa featuring ancient rituals in new forward-thinking therapies, one of the largest resort gyms in the country, plus five outdoor swimming pools and three whirlpools, 20 tennis courts, two 18-hole golf courses, 18-hole putting course, fully-equipped tennis and golf pro shops, teaching professionals in both golf and tennis, with tournament play coordinated by staff.

GROUND TRANSPORTATION

California Cab Toll Free number for Advanced Reservations is (877) 822-7439. West Coast Transportation provides van shuttles, mini-

coaches, towncars and limousine service to and from Palm Springs Airport and Ontario Airport. For advanced reservations, please call (760) 862-1220.

CONFERENCE SPONSORING & EXHIBITING OPPORTUNITIES

On Sunday, September 17, 2000 from 10:00 a.m. to 5:00 p.m., the conference will feature **E-Care Company Presentations**. The E-Care Innovation Expo Exhibits will be open Monday, September 17th and Tuesday, September 18th. A wine and cheese reception will be held Monday, September 18th from 6:00 to 7:30 p.m. in the exhibit area.

HOTEL RESERVATIONS

A special conference rate of \$179 Single/Double Occupancy, plus tax per night is available to all attendees of the Symposium. To receive the special conference rate, please call the Desert Springs Reservations Department directly at (760) 341-2211. Or by fax (760) 341-1872. Please remember to mention that you are attending the Symposium on E-Healthcare Strategies to receive the conference rate. Space is limited so please make your reservations by Friday, August 18. Reservation requests received after the cutoff date will be accepted on a space and rate availability.

Desert Springs Marriott Resort & Spa

**74855 Country Club Drive, Palm Desert, California 92260
(760) 341-2211; Fax (760) 341-1872**

AIRLINES

To receive reduced air travel, you may make your reservations through American Airlines Meeting Services Desk at (800) 433-1790 or Alaska Airlines at (800) 252-7522. You will receive an additional 5 percent discount off the lowest applicable discount fare, including first class, or a 10 percent discount off the lowest applicable discount fare, including first class, or a 10 percent discount off the unrestricted midweek coach fares, no advance purchase necessary. Please refer to American Airlines file number HNA1306001739 or Alaska Airlines file number CMR4414. Book early to take advantage of promotional fares that will give you the greatest discount.

CAR RENTAL

Special meeting rates are available through Avis Rent-A-Car Meeting Reservation and Information Desk at (800) 433-1790. Please mention the group number B136000 in order to receive the special rates.

E-HEALTHCARE STRATEGIES

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