



ConcussionManagement.com

More Information

Time with ImPACT: Get Your Questions Answered!

1. Course Description

This course will provide an update on ImPACT Applications, including new features in the Customer Center, the launch of ImPACT for iPad and more.

2. Speaker

Mackenzie Lucken

Bobac Razavi

3. Contact Hours

1

4. Cost

Free

5. Registration Link

ConcussionCareTraining.com

6. Target Audience

Physicians, Nurse Practitioners, Physician Assistants, Psychologists, Athletic Trainers, Physical Therapists, Occupational Therapists

7. Location/Format

Live Webinar

Time with ImPACT: Get Your Questions Answered!

8. Learning Objectives

(Achievement assessed through post-course evaluation/quiz)
At the end of this course, the learner will:

1. Understand the latest advancements in ImPACT Applications
2. Explore customer feedback and its impact on ImPACT
3. Understand Customer Center updates
4. Familiarize yourself with ImPACT for iPad

9. Educational Level

Beginner / Introductory / Essential

10. Course Outline

- Introduction
- Feedback from Customers: What are we hearing and how does ImPACT address that?
- Updates to the Customer Center
- iPad Launch
- Potential Future Product Updates
- Question & Answer Session



ConcussionManagement.com

More Information

Time with ImPACT: Get Your Questions Answered!

CE Credits Offered:

Athletic Trainers

ImPACT Applications, Inc. (BOC AP# P3429) is approved by the Board of Certification, Inc. to provide continuing education to Athletic Trainers. This program is eligible for a maximum of 1 Category A hours/CEUs. ATs should claim only those hours actually spent in the educational program.

Physicians

ImPACT Applications, Inc. is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

AMA Credit Designation Statement

ImPACT Applications, Inc. designates this live activity for a maximum of 1 *AMA PRA Category 1 Credit(s)*[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.





ConcussionManagement.com

More Information

Time with ImPACT: Get Your Questions Answered!

Course Completion Requirements

Learners must do the following to receive a valid statement of credit or certificate:

Watch the live presentation

Complete the course quiz (80% minimum passing score) and satisfaction survey

Attendance Requirements

Attendees should claim only those hours actually spent in the educational program.

Prerequisites

None

Healthcare Provider Applicability

Available upon request. Please email training@impacttest.com to request.

Special Needs Requests

Participants who have special needs are encouraged to contact program organizers so that all reasonable efforts to accommodate these needs can be made.

Included with Registration

Access to recording of the webinar for 48 hours after the live session

Presenter contact information available on request

Required Materials

ImPACT Applications training dashboard login

Speaker Standards

Statements and opinions contained in this presentation are solely those of the presenter.

Treatments and tools presented today are some of many that are available.

Presenters have agreed to demonstrate high standards of professional conduct and will not discriminate against learners on the basis of gender, age, socioeconomic or ethnic background, sexual orientation, or disability.

ImPACT Applications owns the slides presented. Attendees may not use any materials presented without written permission from ImPACT Applications.



ConcussionManagement.com

More Information

Time with ImPACT: Get Your Questions Answered!

Complaint Policy

When a participant, either verbally or in written format, files a grievance and expects action on the complaint, the following actions will be taken.

If the grievance concerns a speaker, the content presented by the speaker, or the style of presentation, the individual filing the grievance will be asked to put his/her comments in written format. The planning committee will then pass on the comments to the speaker, assuring confidentiality.

If the grievance concerns a workshop, its content, level of presentation, or the facilities in which the workshop was offered, the planning committee will mediate and will be the final arbitrators. If the participant requests action, the final arbitrator will follow the standard cancellation and refund policies.

If the grievance requires a resolution, a member of the planning committee will take necessary action.

Please contact ImPACT Applications at training@impacttest.com, (877) 646-7991 ext. 908, or +1 (412) 567-8400 to submit a complaint, or if you have additional questions.

Commercial Support

Currently, ImPACT Applications does not accept commercial support for any continuing education programs.

Conflict of Interest Policy

Available upon request

All individuals in control of content disclosed **no relevant financial relationships**.

The planning committee identified **no conflicts of interest** for this course.

Commercial Bias

The intent of this course is to promote improvements in the management of concussion. Attendees are encouraged to inform the course planning committee through the course evaluation if any commercial bias is detected.

Cancellation Policy

By the Learner: You may not cancel a video on-demand purchase. The course is available for 6 months after purchase and the individual may watch it at any time. If you are unsatisfied with the course, please contact training@impacttest.com to receive credit towards another course of equal or lesser value.

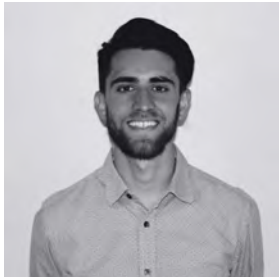
By ImPACT: If ImPACT Applications removes a course from its video on-demand library, they will first offer the individual a credit toward another course of equal value. If the individual does not want another course, the provider will refund the registration fee for the course.



ConcussionManagement.com

More Information

Time with ImPACT: Get Your Questions Answered!



Bobac (Bobby) Razavi
ImPACT Head of
Customer Experience

Bobac Razavi is the Head of Customer Experience at ImPACT Applications. He has been with the company since January of 2016 across a variety of departments and roles. Bobac completed his undergraduate degree at the University of Iowa, receiving his BBA in finance from the Tippie College of Business.



Mackenzie Lucken
ImPACT Head of
Product

Mackenzie Lucken is Head of Product at ImPACT Applications, where she leads the product and marketing team. Her goal is to understand the customers' needs and make them a reality. She joined ImPACT in February 2023, and was previously a Product Manager at Amazon on the Buyer-Seller Messaging team. She is passionate about education and sits on the leadership council of Uncommon Schools. Mackenzie holds a Bachelor of Science degree in Operations Research and Information Engineering from Cornell University and an MBA from Columbia Business School.