

Whether you are a long-time Reg-ent participant, or you just joined, there are several things that you can do to make your Reg-ent experience a positive and successful one.

Include your Practice ID in all email communications.

When emailing the FIGmd Reg-ent Client Account Support (CAS) team and the Reg-ent team, always include your Reg-ent Practice ID followed by your Practice Name as written on your Reg-ent registry dashboard.

Why is this necessary? Reg-ent seeks to ensure that all inquiries are responded to in a timely manner. Including your Reg-ent Practice ID and Practice Name aids the Reg-ent team in responding to and resolving issues quickly. Please include the aaohncams@figmd.com and reg-ent@entnet.org email addresses in all of your communications.

Communicate EHR changes.

If there are any changes with your EHR (vendor and/or hosting) please notify the Client Account Support (CAS) and Reg-ent teams as soon as possible by contacting aaohncams@figmd.com and reg-ent@entnet.org.

Changes to EHR solutions may impact the flow of data to the Reg-ent registry. The sooner we are informed of these changes, the sooner we can act to secure data from your new EHR or from your new hosting solution.

Review and update your account information - practice administrator contacts and provider details.

Each Reg-ent practice has at least one practice administrator contact that is the primary point of contact for the CAS and Reg-ent teams. For most Reg-ent practices, this is the practice administrator or office manager. If staffing changes occur and we are not informed and provided with updated contact information, we will be unable to reach you. Please make sure that we have up-to-date information for your practice administrator contact – and please note that you can have more than one individual listed.

If you have provider changes in your practices, it is important that you make these updates to your Reg-ent account as well. To add new clinicians (or to inactivate those no longer at your practice) you can do so via the Reg-ent Sign Up Portal (<https://regent.entnet.org/Signup/registry.aspx>, using your Reg-ent credentials) or simply contact the CAS and Reg-ent teams and we will assist you with these changes (email aaohncams@figmd.com and reg-ent@entnet.org).

Engage with your data.

It is important that all physician and nonphysician providers become familiar with the Reg-ent dashboard and are engage with review of their own data and note comparisons to benchmarks at both the practice and overall registry levels. The Centers for Medicare and Medicaid Services (CMS) is putting more emphasis on the quality improvement focus of QCDRs, such as Reg-ent, as they update the Quality Payment Program, which includes MIPS.

Stay up to date on the latest Reg-ent news!

Don't miss out on important information about Reg-ent and your participation in the registry. First and foremost, keep an eye on your email inbox – in addition to practice-specific emails, we send registry-wide emails that include important dates and deadlines, reminders and educational items, and much more. Also arriving in your inbox is the quarterly *Reg-ent Report* newsletter and AAO-HNSF's weekly *OTO News*. In addition, keep up with Reg-ent via social media outlets and regularly visit www.reg-ent.org.

Questions? Visit www.reg-ent.org or email the Reg-ent Team at reg-ent@entnet.org.