



FRENCH-AMERICAN INNOVATION MIDWEST (FAIM) 2020

**“Virtual Health: New Challenges & Opportunities”
October 21-22, 2020**

FREQUENTLY ASKED QUESTIONS (FAQ)

General Questions

What is FAIM 2020?

French-American Innovation Midwest (FAIM) 2020 is a unique 2-day online experience focused on the timely theme of “Virtual Health: New Challenges & Opportunities.” The event offers an exceptional opportunity to join medical experts, health professionals, and technology innovators to explore the impacts of digital healthcare on our everyday lives. Particularly relevant in the midst of a global pandemic, FAIM 2020 will provide insights into the challenges and opportunities that are transforming all aspects of healthcare. Event registration includes access to a secure online platform for live broadcasts from France and the US, and interactive discussions, workshops, networking, and more.

Who attends FAIM 2020?

FAIM 2020 is relevant to professionals from all fields including healthcare, medicine, research, technology, administration, insurance, and education – as well as to all of us affected by healthcare, whether we’re a patient, a provider, a practitioner, a caregiver, a family member, a friend, a classmate, or a co-worker.

FAIM 2020 is open to members of the French-American Chamber of Commerce (FACC) Minnesota Chapter, Chicago Chapter, Michigan Chapter, Ohio Chapter and the CCI France International of Montréal (CCIFCMTL) at a discounted rate. Non-members are welcome to attend at the standard registration rate, or by becoming a new member* of one of the partnering FACC chapters (Minnesota, Chicago, Michigan, Ohio, CCI Montréal) to secure the “FAIM 2020 Special Member Price.” [** New FACC membership is valid through December 2021*]

When and where is FAIM 2020?

FAIM 2020 takes place Wednesday, October 21, 2020 and Thursday, October 22, 2020 from 7:00 AM – 8:00 PM Central Time. All sessions will be conducted online through a secure, interactive platform.

Why should I attend?

As an attendee of FAIM 2020 you’ll gain access to the latest information, innovation, research, and best practices shaping the transformation of healthcare. You’ll participate in interactive dialogues at the intersection of science and society, and discuss the issues of personalized digital healthcare that impact our daily lives. You’ll also have opportunities to build relationships with peers and strategic partners.

What should I expect as a registered attendee at FAIM 2020?

- Daily keynote address by a renowned thought leader
- Selection of 12+ live presentations with Q&A
- Interactive discussion groups
- Virtual networking sessions
- Access to presentation recordings through Friday, November 20, 2020 (8:00 PM Central Time)
- Opportunity to provide post-event feedback via a secure online survey

Questions about Registration

Do I need to register for FAIM 2020?

Yes, you need to register for the event to gain access to the presentations, materials, and networking sessions.

How and when do I register?

You may register [online](#) during the four weeks before FAIM 2020. Payment is required at the time of registration. Payments can be made with credit card (VISA, MasterCard, American Express) or PayPal.

What are the different registration options?

- 2-Day Pass Discounted Rate for FACC Chapter Members (Minnesota, Chicago, Michigan, Ohio) and CCIFC-Montréal Members
- 2-Day Pass for Non FACC Members

Is there a deadline to register?

The deadline for online registration is 5:00 PM Central Time on Tuesday, October 20, 2020.

How much does it cost to attend FAIM 2020?

Event prices are based on FACC membership status and registration type. Please review the registration form for specific prices.

Will I receive confirmation of my registration?

Yes, once we have processed your registration and payment, a confirmation message detailing your registration will be sent to your email address.

What should I do if I do not receive a confirmation email within 2 days?

Please contact helpdesk@faccmn.com

Is it possible to register for one-day only?

FAIM 2020 is a 2-day event. We are not offering the option to purchase a single-day registration.

Is there a special rate for participants joining from France who cannot attend the live sessions?

All live sessions will be recorded real-time. These recordings will be available to all registered attendees through the secure online platform for 30 days following the event. A digital file with the recordings of all sessions will be available for purchase for those people who did not register for the event.

What is the transfer/refund/cancellation policy?

Transfer Policy: FAIM 2020 registration can be transferred to another participant from the same organization ONE TIME only. The request for transfer must be made in writing to helpdesk@faccmn.com no later than 8:00 AM Central Time on Tuesday, October 20, 2020.

Refund/Cancellation Policy: We are not able to accommodate requests for Refund or Cancellation.

Questions about Professional Development

How can I contact presenters and participants after FAIM 2020?

Presenters and registered participants will have the opportunity to exchange contact information through the secure online platform during the event.

Is it possible to earn Continuing Education points by attending FAIM 2020?

Please reach out to your organization for questions about Continuing Education points.

Questions about the Virtual Program

How does the virtual program work?

The FAIM 2020 event will be delivered through a secure online platform. Once the secure online platform is live (approximately 2 weeks before the event), all registered attendees will receive an email message with instructions on how to download and access the platform. When you are logged in to the platform, you can navigate through the schedule and session descriptions, designate your preferred presentations, chat with other attendees, and more.

What if I have technical issues during the event?

For technical questions related to the secure online platform, please send an email message to helpdesk@faccmn.com. We'll respond to your inquiry within 2 hours.