

2023 GAPNA Annual Conference Frequently Asked Questions

Registration

Will I really save that much as a member or with the Early Bird discount?

Absolutely! Early bird registrants save more than \$80 on their conference fee. Early Bird registration rate will automatically apply to your online registration until 11:59 p.m. ET on August 3, 2023. Mailed registration forms must be postmarked by August 3, 2023 to qualify for the Early Bird registration rate.

I want to join/renew my membership and register for the conference at the same time. What is the easiest way to do that?

Print the conference registration form and submit to the National Office by fax, mail, or email:

GAPNA
East Holly Ave Box 56
Pitman, NJ 08071
Fax: 856-218-0557
gapna@gapna.org

If registering online, make sure to join or complete your renewal *before* you register for the conference in order to enjoy member savings.

I'm a member, but my discount isn't showing up online.

Please check that you are logged in to your member account. You should see member pricing before you're asked to enter payment. If you're still having trouble, please contact the National Office at gapna@gapna.org.

I registered already, but I forgot/don't know how to get my member discount.

Your member pricing will come up automatically once you are logged in to your member account.

If you **do not** see the correct price, **do not** proceed with checkout, contact the National Office at gapna@gapna.org to help you with your member discount.

I didn't receive a registration confirmation.

Be sure to check your spam or junk email folder for your confirmation email. Your email server also may have blocked it.

Please contact the National Office at gapna@gapna.org and let us know if you have not received your confirmation email.

I just tried to register online, and I'm not sure if it went through/I received an error message.

You should receive an auto-generated email confirming your registration and payment within minutes of registering.

Please contact the National Office at gapna@gapna.org and let us know if you have not received your confirmation email.

I know I have a login, but I can't log in to register.

Please contact the National Office at gapna@gapna.org before proceeding further and we will help you.

Can I bring a guest? What will they be allowed to attend?

Attendees who are traveling with their spouse or bringing a guest to the 2023 Annual Conference may register them under the guest registration option for admittance to the exhibit hall on Thursday (9/28) and Friday (9/29) or the Business Meeting & Awards Luncheon on Saturday (9/30) for an additional fee(s).

Guest registration can be processed during the registration process.

Cancellation

I need to cancel my registration. Can I get a refund?

All cancellation requests must be submitted to GAPNA in writing no later than 11:59 p.m. ET on Thursday, August 17, 2023. No refunds will be granted after this date. A \$75 administrative fee will apply to all cancellations.

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In the event GAPNA should find it necessary to cancel or postpone this conference for any reason including, but not limited to, registration responses, strikes, or acts of God, GAPNA will not be liable for registrants' expenses. However the cancellation/postponement is ultimately resolved, GAPNA will act responsibly to protect members' and registrants' investment in the conference and association.

I missed the cancellation deadline. What should I do?

This year's cancellation date is August 17, 2023. Please contact the National Office at gapna@gapna.org with the circumstances and any official documentation of your cancellation (e.g. doctor's note).

In cases pertaining to medical emergencies, natural disasters, death of a loved one, court dates, and others of serious or unforeseeable nature, refunds beyond the deadline may be considered.

Can I substitute a c-worker if I'm unable to attend?

Yes! A registration substitution can be processed if you contact the National Office in writing to request this.

Please make sure to provide the following information:

- Name of current registrant (yourself or your employee)
- Name of person replacing that individual
- Completed registration form of the replacement attendee (print the form and write in the margin "replacing [registrant's name], already registered." This can be sent via mail, fax, or email (see details below).
- If new sessions are not selected, the replacement attendee will be given the sessions originally chosen.

GAPNA

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Hotel Information

Where is the hotel? What is the cost per night?

Hyatt Regency New Orleans

601 Loyola Avenue

New Orleans, LA 70113

504-561-1234

Hyatt Regency New Orleans has been designated as the official hotel for the GAPNA 2023 Annual Conference. A block of rooms has been secured at the special rate of **\$199 single/double**. This rate is subject to applicable city, state, and local taxes. **Check-in is 4:00 pm and Check-out is 11:00 am.**

To receive the conference rate, make online reservations on the GAPNA website (GAPNA.org) or call hotel reservations at 504-561-1234 and refer to the GAPNA Annual Conference. The conference rate is available through **August 29, 2023, or until the room block is full**. Reservations received after this date will be accepted on a space and rate available basis.

Reservations

Online: <https://www.hyatt.com/en-US/group-booking/MSYRN/G-GAPA>

By phone: Call 504-561-1234 and refer to the GAPNA Annual Conference

Can the National Office help me find a roommate?

If you are interested in sharing a room during the conference, GAPNA can add your information to the Willingness to Share a Room List. Please email the National Office at gapna@gapna.org with the following information for you:

- Complete name
- Telephone number
- City and state
- Email address

Your email address will be added to the Willingness to Share a Room List. This list is accessible via an online link provided to others who have registered for the conference in their confirmation email. It will be your responsibility to contact others on the list and make arrangements with them directly.

Travel Information

What sort of parking is available?

Hyatt Regency New Orleans offers premium valet services. In addition, there are several nearby parking lots, including the 1301 Girod Parking Garage that connects directly to the hotel. Contact Merit Parking to confirm pricing — (504) 561-0575. [New Orleans Parking | Hyatt Regency New Orleans](#)

Onsite parking is limited/subject to availability.

Valet Parking

0-1 Hour \$10.00
1-2 Hours \$15.00
2-4 Hours \$22.00
4+ Hours \$30.00
Overnight \$52.00
Oversized Vehicles \$57.00

What is the nearest airport?

The hotel is approximately 12 miles (27 minutes) from the Louis Armstrong International Airport.

Is there a airline discount for conference attendees?

Delta Air Lines is pleased to offer special discounts for **GAPNA**

You may also call Delta Meeting Network® at 1.800.328.1111* Monday–Friday, 8:00 a.m. – 6:30 p.m. (EST) and refer to Meeting Event Code **NM2MP** or book your flight through the link on the GAPNA website.

**Please note there is not a service fee for reservations booked and ticketed via our reservation 800 number.*

What is the weather like in New Orleans?

The weather in New Orleans will be very warm in September with an average high of 86 degrees and low of 73 degrees. Be sure to pack a sweater for air-conditioned meeting rooms and comfortable shoes for conference activities.

Sessions and Handouts

Can I make session changes?

Yes! Print the registration form, write your name at the top and “already registered, updating sessions” and complete the sessions section at the bottom. Return via mail, fax, or email to:

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Note: You will *not* receive a confirmation email for session changes.

If you’d like to confirm that your session changes were received, please contact the National Office at gapna@gapna.org to request a confirmation email reflecting your changes.

How do I download handouts?

Conference session handouts are available approximately 2 weeks before the annual conference via the GAPNA Conference Event Page (through the [GAPNA Online Library](#)). Conference registrants will receive email communication when handouts are available for download and viewing.

Continuing Education and Professional Development

What sort of continuing education hours does the conference offer?

The main 3-day conference offers up to 14.5 contact hours (CH) for nursing continuing professional development (NCPD).

Additional contact hours may be earned for pre-conference workshops. These sessions are an additional fee to the Main Conference Registration fee. Complete accreditation information and a full session schedule for the conference are available for viewing in the registration brochure.

Sessions marked with **R** contain pharmacology content that can be applied toward pharmacology credit requirements. Pharmacology content credit is time-based on the content outline.

How do I earn contact hours?

You will earn your contact hours by evaluating sessions attended through the GAPNA Conference Event Page (through the [GAPNA Online Library](#)).

You will receive information in your program materials for the conference, as well as emails in the weeks following the conference with complete instructions on how to evaluate the sessions and receive the contact hours.

To earn contact hours, you will need to log in to the Conference Event Page (through the GAPNA Online Library) with your GAPNA username and password, redeem a conference code (provided at the conference), and complete session evaluations.

Is there a deadline for earning contact hours?

You will have approximately 6 weeks after the conference ends to complete your session evaluations to earn contact hours. You will receive reminder emails alerting you to the deadline date.

Where do I print a “certificate of attendance”?

GAPNA does not mail certificates of attendance. If you require proof/record of attendance, we recommend printing your contact hour certificates. You will receive one contact hour certificate for each evaluated session offering contact hours.

You may review a full list of evaluated sessions via your CNE Transcript in the GAPNA Online Library.

- Log into the [GAPNA Online Library](#)
- Choose: My Account (in the upper right of your computer screen)
- Choose: CNE/NCPD Transcript tab

Conference Exhibiting and Sponsorship

How can I become an exhibitor or sponsor for the conference?

Representatives from a variety of leading companies and organizations provide sponsorship and/or exhibit annually at the conference to network with attendees and demonstrate their products. In addition, industry-supported product theaters are offered during dedicated times in the conference schedule for industry representatives to host a session that provides information on a specific product or service of interest to NPs working in the specialty of gerontology.

An exhibit prospectus as well as additional information related to exhibiting and sponsorship at the conference are available via the [GAPNA Conference Hub](#).

For specific questions, please contact GAPNA Marketing Coordinator Miriam Martin: miriam.martin@ajj.com.

Conference Event Page

Will GAPNA have a conference app?

Everything you need for the GAPNA Conference as an in-person or a virtual attendee can be found at the GAPNA Event Page through the [GAPNA Online Library](#). The GAPNA Event Page is your online source to navigate your conference content. A link for the Event Page will be sent out to attendees when it is live for the conference.

What can I do with the Conference Event Page?

- **Set your itinerary:** view sessions, participate in polling, chat with other attendees, and take notes for the sessions you attend.
- **Handouts:** View and download posted handouts for sessions you plan to attend.
- **Evaluations:** Complete your nursing continuing professional development (NCPD) evaluations to earn contact hours.
- **Posters:** View the latest innovations and projects in informatics nursing and listen to complementary recordings.
- **Social Wall & Forum:** Share a photo or message on the Social Wall! Connect with colleagues and discuss ideas in the Forum!
- **Exhibitor Directory:** Check out our exhibitors! We're thankful for their support and we encourage you to visit their virtual booths.

Financial Questions

I think I was overcharged when I registered. What should I do?

Your registration fee is based on your membership status, the date you register (before or after the Early Bird deadline), selection of additional events (pre-conference workshops or Foundation events), and whether you qualify for additional discounts (such as those for presenters or committee chair roles).

You should receive a registration receipt automatically at your primary email address once your registration is processed (mail/fax) or completed online with payment.

(Please be sure to check your spam or junk email folder if you do not see this registration receipt.)

Please make sure to review your receipt carefully. If you believe there is an error, please contact the National Office at gapna@gapna.org so that we may assist you further.

I need an invoice so my employer can pay.

No problem! Please contact the National Office at gapna@gapna.org with this request. Make sure to note for whom the registration is being submitted as well as any other information you would like on the invoice (ex: purchase order number, billing address.).

This is frequently how we handle facilitating employer payment, and we can do this quickly.

We recommend making these requests to your employer with enough time in advance since the entire process of requesting payment often takes longer than expected.

I need a receipt for my employer.

You should receive a registration receipt automatically at your primary email address once your registration is processed (mail/fax) or completed online with payment.

Please be sure to check your spam or junk email folder if you do not see this registration receipt.

If you are unable to locate it or require a receipt with additional detail, such as credit card information used for the transaction, please contact the National Office at gapna@gapna.org. Please make sure that the email notes exactly what information you require.

I/my facility sent payment a month ago and I haven't heard anything.

You should receive a registration receipt automatically at your primary email address once your registration is processed (mail/fax) or completed online with payment.

Please be sure to check your spam or junk email folder if you do not see this registration receipt. Sometimes the email is blocked or filtered to spam.

If you are unable to locate it, and you think your facility has sent a check or you still have questions, please contact the National Office at 866-355-1392 for further assistance. Alternately, you may contact the National Office at gapna@gapna.org.

Please make sure that you have the check number, date, amount, and facility name for reference.

Additionally, if your employer paid on your behalf, it is recommended to follow up with your Accounts Payable department to verify payment was sent.

I need a W9 form.

Please contact the National Office at gapna@gapna.org and we can supply this form to you.

Is there a student discount?

Students are welcome and encouraged to attend the conference. Students receive a discounted rate to attend the conference *BUT* nursing continuing professional development (NCPD) contact hours are not included. To earn contact hours, you must register for the full conference at a relevant member or non-member rate.

Is there a discount offered for retired nurses?

Retired advanced practice nurses are welcome and encouraged to attend the conference. Retirees receive a discounted rate to attend the conference *BUT* nursing continuing professional development (NCPD) contact hours are not included. To earn contact hours, you must register for the full conference at a relevant member or non-member rate.