

**American
Association
of Medical
Assistants**

55th Annual Conference

**September 23–26, 2011
Indianapolis, Indiana**

**AAMA
PREMIER
LEARNING
EVENT**



CEU category codes

G = General

A = Administrative

C = Clinical

Registration Open

Thursday,
September 22, 6–9 PM

Friday, September 23

Registration Open: 7 AM–6:30 PM

Continental Breakfast: 7 AM

**First-Timers and Students
Reception: 7:30–8:30 AM**

Trauma to Triumph: Helping Patients Cope and Find Hope

Continuing Education Board Featured Program

8–10 AM This high-energy presentation takes you through one man's inspirational journey with a life-threatening illness. Discuss the emotional impact of a serious illness, find support on the Internet, and explore complementary therapies. Discover ways to support and encourage people struggling with serious and/or chronic illnesses. Help people through their journey and bring them joy. (2 G)

What Every Baby Boomer Needs to Know: Elderly Health Issues and Available Services

8–10 AM The first of the Baby Boom generation turned 65 years old this year. Familiarize yourself with selected social, economic, and health care issues that Boomers need to know for themselves as well as their aging parents. Identify local, state, and national resources useful to health care professionals and patients. Analyze selected social, economic, and health care issues for the 65+ population. Identify evidenced-based practice transitional health care models designed to provide older adults with optimal quality of life. (2 GA)

ICD-10-CM: The Educator's Perspective

8–10 AM As the October 1, 2013 deadline for implementation of ICD-10-CM approaches, educators are faced with the dilemma of what to teach students and when. Gain a broad overview of the changes involved in ICD-10-CM, targeted specifically for educators. Hear suggestions of how and when to incorporate ICD-10-CM into current courses. Examples will help educators learn how ICD-10-CM differs from ICD-9-CM and how to begin exposing students to the upcoming new system. (2 GA)

Board of Trustees, Endowment Meetings: 9 AM–NOON

Epilepsy: An Overview of Diagnosis and Treatment

10:30 AM–12:30 PM Study the diagnosis of epilepsy (including video recordings of seizures) and current treatments for patients with seizure disorders. Discover how to recognize several common seizure types, what the main diagnostic tests are, and what medical and surgical treatments are used (including Vagus Nerve Stimulator). (2 GC)

Oh No, I Have MRSA: Helping Patients Understand

10:30 AM–12:30 PM Your patient has been told that they have MRSA. They panic and start explaining how they have a clean house and nothing like this has ever happened to them. Help the patient understand the difference between community-associated and hospital-acquired MRSA. Look at risk factors and learn about lab diagnosis, treatment, and ways to protect against MRSA. (2 GC)

Using Technology to Address Multiple Learning Styles

10:30 AM–12:30 PM This dynamic, interactive seminar will prepare faculty to design and implement teaching strategies for using numerous technological advances—including electronic white-

boards, podcasts, electronic response systems, and concept mapping software—to take optimum advantage of each student's learning style. Learn how to identify which technologies fit which learning style and why, key benefits and basic costs, and specific activity ideas for using each technology. (2 GA)

Botox

1:30–3:30 PM Botulinum toxin, or *Botox*, is one of the most poisonous naturally occurring chemicals in the world. In addition to treating facial lines and wrinkles, it is used to treat medical disorders related to muscle spasms, muscle tightness, and over-activity of some glands. Gain knowledge about cosmetic and other types of treatments, the use of Botox in pediatric clinics, and the side effects of use. (2 GC)

The Power of PowerPoint

1:30–3:30 PM Microsoft PowerPoint is a widely used program. Analyze its best uses and learn how to develop a PowerPoint presentation that's sure to please. (2 GA)

Strategies for Teaching Blended Courses

1:30–3:30 PM Develop an understanding of what a blended course is and its application. Understand the benefits of blended courses to the student and faculty. Learn about teaching methods that are compatible, and come away with tips on teaching students in each environment. (2 G)

Organ Donor Registry and Transplantation Overview

4–6 PM Find out what you need to know to educate the community and patients on the organ donor registry. Get an overview of the reasons for transplantation. Understand the basic evaluation process and how transplant surgery is prioritized. Study information on post-transplant complications and medical management issues. (2 GAC)

A Strong Back is a Healthy Back

4–6 PM Discuss the causes of chronic back pain, as well as strategies to manage it, including exercise, weight loss, and posture. Get information to help patients learn how to prevent and manage back injuries. (2 GC)

Teaching Professionalism

4–6 PM Learn how to incorporate instruction on professionalism from the first day until the last day of classes. Get suggestions for teaching this challenging subject, including role playing, online discussions, and other ideas to engage students and achieve professionalism. Share ideas for teaching this complicated topic with other attendees. (2 G)

Dessert Social and Excel Awards:

8–10 PM Join us for this sweet-tooth pleasing, chat-with-your-friends get-together, and applaud the deserving members recognized at this year's Excel Awards!

Saturday, September 24

Registration Open: 7 AM–6 PM

Continental Breakfast: 7 AM

Communicating with Patients: What Every CMA (AAMA) Must Know

Continuing Education Board Featured Program

8–10 AM Learn what to say to patients—and what *never* to say! Enhance your skills to dramatically improve the quality of interactions with patients, which can lead to better patient compliance and decreased risk of medical errors due to miscommunication. Master the PIE model of patient communication: psychosocial (providing emotional support), interviewing (gathering information) and educating (giving information). Gain an understanding of opening and closing patient interviews, listening skills, empathic responding, questioning techniques, and top tips to educate patients with impact. Communicate your way to successful patient interactions! (2 GA)

Congestive Heart Failure

8–10 AM What is congestive heart failure? Is it the same as a failing or

weak heart? Understand who is at risk; learn the signs and symptoms. Know how it is diagnosed and treated. Know how to educate the patients so they can lead a more active and productive life. (2 C)

Customer Service: Not a Department but an Attitude

8–10 AM Good customer service enhances the image of the office, creates positive word of mouth, increases business, and builds customer loyalty. Help direct the office staff to service excellence. In addition, learn how employee morale affects customer service, and how to support employees and create an atmosphere that will enable employees to deliver first-rate customer service. (2 G)

Orientation of Committees:

Credentials, Pages & Tellers, and Reference: 9–10 AM

HOD Delegate/Alternate Orientation:

10:30 AM–12:30 PM Join the Speaker and Vice Speaker of the House for an informative session that will help both newcomers and veteran volunteers fulfill their duties as delegates and alternates. Learn the rules of the House of Delegates (HOD), the voting process, how to present a motion, and other functions of the House.

Compliant Documentation

Continuing Education Board Practice Managers Featured Program

10:30 AM–12:30 PM When it comes to an audit of an encounter note, it's more than just verifying a level of service. When an operative report is audited, there is more to look at than just verifying the correct surgical CPT code. Take a look at a variety of notes that look just fine on the surface, but will not pass an audit on the first try. Then, dig a little deeper and look at all things that should be a part of complete and compliant documentation. (2 GA)

Pick Me! Pick Me! Becoming the Person That Every Team Wants, Part 1 of 2

10:30 AM–12:30 PM This is not a sit and sleep lecture! Learn by doing—using a variety of activities, you'll learn more about personal team player skills and how to improve the function of your teams. Get ready to move, talk,

think, grow, laugh, and learn. Session 1 includes an introduction to Dr. John C. Maxwell's The 17 Essential Qualities of a Team Player. Take an in-depth look at the first nine qualities of a team player: adaptable, collaborative, committed, communicative, competent, dependable, disciplined, enlarging, and enthusiastic. Know ways to improve team communication. Explore different team roles and skills. Understand dynamics of teamwork in problem solving. Learn skills in conflict resolution within a team. (2 G)

Using Social Media to Enhance Student Learning

10:30 AM–12:30 PM Educators nationwide are starting to incorporate social media into their classrooms. Log on and figure out social media outlets, such as Facebook, Twitter, blogs, YouTube, and other online services. Explore specific ways you can enhance student learning through effective use of these platforms. Learn common social media in simple, clear language. Discover how institutions are using social media. Outline arguments for and against using social media in education. Describe ways to apply social media in your own program. (2 G)

Digital Media: The Latest Trends, Technology, and Standards

1–3 PM It wasn't long ago that a PowerPoint presentation was considered cutting edge. Today, digital media is revolutionizing higher education. Cut through the hype surrounding the latest in instructional technology and learn to make informed decisions. Understand new protocols and standards, determine your infrastructure needs, and integrate new media into online and hybrid courses. (2 GA)

Pick Me! Pick Me! Becoming the Person that Every Team Wants, Part 2 of 2

1–3 PM (See Part 1, 10:30 AM–12:30 PM.) Session 2 builds on the first and adds the next eight qualities of being a team player: intentional, mission-conscious, prepared, relational, self-improving, selfless, solution-oriented, and tenacious. Know ways to improve team communication. Explore different team roles and skills. Understand dynamics of teamwork in problem solving. Learn skills in conflict resolution within a team. (2 G)

PROGRAM AGENDA

Pitfalls and Payoffs of Standardized Online Curricula

1–3 PM Standardized curricula offer great advantages. Learn to ensure consistency between course sections. Give students the academic preparation prescribed by the set standards. Find out how to document learning objectives for a large number of students. The payoffs can be tremendous for a well-designed and effectively delivered course. However, there are some pitfalls: educator dissatisfaction from the loss of academic freedom; properly assessing students' written submissions; and diminished opportunities for spontaneous learning that occurs in a face-to-face classroom or online forum. Finding the perfect balance requires a great deal of work and preparation for the course planner and educator. (2 G)

Practice Managers Roundtable:

Compliance Pitfalls in the Physician Office

AAPC approved

1:30–3:30 PM Coding and billing compliance are the responsibility of the entire office. Take a look at the all-too-common pitfalls many practices fall into that cause loss of reimbursement and oftentimes noncompliant coding. Examine the responsibilities of different staff—how each affects the outcome of the claims process and has a hand in whether or not a claim is pending, denied, or paid. Understand how to hire the right person for the coding/billing job, what is needed in an office policy manual and why, and how, when, and what to audit. (2 GA)

CMA (AAMA) Knowledge Bowl

Certifying Board Featured Program

3:30–5 PM This popular session will provide much food for thought. A vast range of knowledge is required to be an effective CMA (AAMA). Compete with your colleagues to see how much you know about what you do every day. Join the fun! (1.5 GAC)

Emergency First Aid in the Office

3:30–5:30 PM Emergency situations often arise in the office setting involving both patients and employees. Learn techniques to use when emergencies arise. Identify conditions requiring first aid and the supplies needed for treatment. Review changes in recom-

mended first aid treatments and applications. (2 C)

Teaching Terminology

3:30–5:30 PM Teaching medical terminology can be difficult because it requires memorization. Emphasize the importance of terminology and how it blends into other areas of medical assisting in an interactive process with attendee participation. Share ideas, teaching methods, and tips that improve student learning. Discuss how medical terminology affects many other aspects of medical assisting. Learn how to present terminology to your class in a different light. Identify resources that can be helpful in presenting terminology. Develop ideas to make learning terminology easier. (2 G)

Credentials Desk Open: 5–7 PM

Peripheral Nerve Disease

6–8 PM Peripheral nerve disease (PND) also may be known as PAD (peripheral arterial disease), PVD (peripheral vascular disease), or poor circulation. No matter the name, the signs and symptoms are the same. Learn these, as well as the risk factors, screening methods, and how to create a road map for its eventual correction. (2 GAC)

Diverticular Disease and Anorectal Disorders

6–8 PM Among western populations, diverticular disease affects nearly one-half of individuals over the age of 60. Become familiar with the pathophysiology, symptoms, complications, and surgical management of diverticulitis. Take a look at anorectal disorders, which are a group of medical disorders that occur at the junction of the anal canal and the rectum. Learn the anatomy of the anorectal region. Find out how to differentiate between external and internal hemorrhoids. Understand the symptoms of an anal fissure, the treatment options of perirectal abscesses and anal fistulas, and the treatment for pruritus ani. (2 C)

Taming the Beast: Classroom Management Issues in Online Courses

6–8 PM Online course management tools abound. How do you choose what is best for your class? How do you manage the weekly interaction needed to ensure a quality course? Learn to select

the best management tools and tame the beast that eats up your time—the online course! Weigh the advantages and disadvantages of online management tools. Learn processes to identify the most suitable textbook. Analyze the most appropriate course management tools for presenting basic information and for assessing knowledge and critical thinking. Discuss methods of efficiently administering a course. (2 G)

Advisory Council of Presidents and Presidents-Elect:

7:30–9:30 PM

Sunday, September 25

Credentials Desk Open:
6:30–7:45 AM

Continental Breakfast: 7 AM

Registration Open: 7:30 AM–5 PM

House of Delegates: 8–9:30 AM

Meet the Candidates:
9:30–11:30 AM

MAERB Forum: 10 AM–NOON

Publishers Showcase: 11 AM–4 PM
Open to all attendees

Reference Committees:
Reports: 1:30–2 PM
Bylaws: 2–2:30 PM
Resolutions: 2:30–3 PM

Polls Open: 4:30–5:30 PM

LEAP Roundtable: 4:30–6 PM

Credentials Desk Open:
6:30–7:15 PM

House of Delegates Reconvenes:
7:30–10 PM

Monday, September 26

Registration Open: 7 AM–4:30 PM

Continental Breakfast: 8 AM

Pediatric Oncology

9–11 AM Understand the process that a pediatric patient with cancer goes

through, beginning with the many tests to identify the cancer and continuing through treatment and remission. Find out about the different types of pediatric oncology, the types of testing used in diagnosis, innovative treatment options, and clinical trials. Discuss how to educate patients and their families and let them know what resources are available to them. (2 AC)

Hyperbaric Therapy for Autism

9–11 AM Autism is a growing concern. A decade ago the incidence was approximately one to two children out of every 1,000 in the U.S. Today that number is approaching one child out of every 100. Clinical research on treatment has advanced considerably during the past 20 years, and hyperbaric therapy has been identified to be effective in treatment of the autistic individual. Learn the facts about when hyperbaric therapy is appropriate, how it is administered, the types of hyperbaric machines on the market, and the effectiveness of hyperbaric therapy versus other types of available treatment. (2 GC)

Leader Dogs: Enhancing the Lives of the Blind and Visually Impaired

9–11 AM Leader Dogs can change the lives of blind and visually impaired

people, giving them mobility, independence, and improved quality of life. Learn what you need to know to educate patients about this service. Learn how to act and react when a Leader Dog for the Blind is guiding someone, and the “do’s and don’ts” of the working Leader Dog. (2 GA)

Hx of DV: How and What to Ask When Screening for Domestic Violence

1–3 PM Domestic violence accounts for approximately 35 percent of emergency room visits by women in the U.S. and leads to many long-term health consequences. Understanding the patient’s history with domestic violence is critical, but it also requires the hardest questions to ask and the least often answered. Use tools to help find those answers, including the dynamics of domestic violence, best practices in screening and assessment, personal safety measures, and system safety protocols. (2 GA)

Radiation Oncology

1–3 PM Technological advances have made radiation a more effective choice of treatment—and with fewer side effects—than chemotherapy. Plus, radiation can be directed to the cancer site without affecting surrounding healthy cells. Be able to identify the types of radiation available for cancer treatment,

as well as the stages of cancer and types of cancer which can be treated by radiation. Analyze radiation side effects versus cancer symptoms. (2 GC)

Medicaid: Low-Income Families and Nursing Home Placement

1–3 PM With an ever-aging population, many people now find themselves taking care of their elderly parents. How does Medicaid apply when nursing home placement is needed? Misconceptions about adult Medicaid persist. Discover ways to advocate for the patients. Know the basic guidelines for applying—where to apply, what information is necessary, how long the process will take. Discuss what resources are available in the community and what happens to the spouse left at home. (2 GAC)

Plan and Prepare: The Keys to Accomplishing any Goal

3:30–5:30 PM The premise is simple—any goal can be accomplished by careful planning and detailed preparation. Receive the tools you need to help establish concrete goals and identify setbacks to achieving those goals. Define the role of team members, study the principles of group dynamics, and learn how to objectively evaluate the work performance of yourself and other team members. (2 G)

Use of the Laser in the Dermatology Office

3:30–5:30 PM Lasers have provided many benefits to the dermatology field, including reduced risk of infection, more precisely controlled surgery, and improved therapeutic results. Gain an understanding of the types of laser equipment and their uses. Is the procedure medically necessary or cosmetic? Learn to distinguish the difference. Understand your role in assisting with the application of lasers in the office setting. (2 C)

Cocktail Reception (cash bar):
6:30–7:30 PM

Presidents Banquet: 7:30–9:30 PM

Incoming President’s Reception:
9:30–10 PM

Separate
Registration
Required

MAERB Workshops

The following workshops require a separate registration process and fee. To apply, download an application from the Medical Assisting Education Review Board website at www.maerb.org.

Attendance is not included in general conference registration. If you want to attend only these workshops, you need not register for the conference. (*Seating is limited to 25 participants per workshop.*)

For further information, contact the Accreditation Department at 800/228-2262.

Saturday

Accreditation Application Workshop: 8 AM–5 PM

Monday

Surveyor Training Workshop: 8 AM–5 PM

Save Money!

Guests of the Indianapolis Marriott Downtown receive a conference registration discount. You must provide your Indianapolis Marriott Downtown reservation confirmation number upon registration to receive the discount. Members of the AAMA receive preferred rates on registration fees. Nonmembers can qualify for member discounts by applying for membership on or before the registration deadline of **August 22, 2011**.

Cancellation and Refund Policy

If you must cancel your registration, notify AAMA Conference Services in writing by **August 22, 2011**, to receive a refund (*minus a \$15 administrative fee*). No refunds will be granted after that date.

How to Register

Registrations must be received at AAMA by **August 22, 2011**. Complete the attached form and mail it with payment (**no purchase orders**) to: AAMA Conference Services, 20 N. Wacker Dr., Ste. 1575, Chicago, IL 60606. Credit card registrations may be faxed to 312/899-8391. A confirmation will be mailed after your registration has been processed. Approximately three weeks prior to the conference, a registration packet—including badge, ribbons, conference program, and complimentary tac or charm—will be sent to those who preregistered. If you do not register by the deadline, bring your completed registration form and register on site. Payment is required at registration, as is proof of AAMA membership (if you are registering at the member rate) and your Indianapolis Marriott Downtown reservation confirmation number (if you are staying at the host hotel).



Photo courtesy of the Indianapolis Convention & Visitors Association

Registration Types

The following registration types **do not** include entrance to the Accreditation or Surveyor workshops. Separate fees apply for these events.

Full Registrations include admission to continuing education (CE) sessions, Leadership Training sessions, Dessert Social and Excel Awards, Publishers Exhibit, Continental Breakfasts, LEAP Roundtable, and Presidents Banquet.

Daily Registrations include any food functions and CE sessions offered on the day of registration.

Student Registrations include CE sessions and any scheduled meals. A copy of the medical assisting student's ID (*current at the time of conference*) or AAMA student membership card must accompany student registration.

Note: Admission to the House of Delegates is free to AAMA members, but if you are not also a conference registrant, you must obtain an admission armband from the AAMA registration desk.

Things to Do

Discover the local attractions, events, and places to shop and dine at: <http://www.marriott.com/hotels/local-things-to-do/indcc-indianapolis-marriott-downtown/>.

Travel Information

The Indianapolis Marriott Downtown is located at 350 West Maryland Street, Indianapolis, IN 46225. Maps, driving directions, airport and parking information can be found at <http://www.marriott.com/hotels/maps/travel/indcc-indianapolis-marriott-downtown/>. Shuttle service from Indianapolis International airport to the hotel is available through Carey Indiana at <http://www.careyindiana.com/default.asp>.

Hotel Reservations

Reservations must be made on or before **August 15, 2011**. After that date, reservations will be taken on a space-available basis at the best available rate at that time. Please reserve early, as the room block may fill up. The group rate is extended three days prior and three days after the event dates, subject to availability. All reservation requests require a one-night deposit and a credit card guarantee (deposits can be refunded for reservations canceled more than three days prior to arrival). Room rates are \$169 per single or double, and \$189 per triple or quad room. Rooms are subject to 17 percent occupancy tax, subject to change. To make reservations, call 800/266-9432 or go to <https://resweb.passkey.com/go/bd09eec0>.

Instructions: (1) Review all the information. (2) From the agenda, select the sessions you plan to attend (*make sure times do not overlap*). (3) Mark those sessions or special events below. (*Seating at sessions cannot be guaranteed and is provided on a first-come, first-served basis. Early arrival is recommended.*) Attendance of 90 percent at each session is required to earn CEU credit.

Friday, September 23

- 7:30–8:30 AM First-Timers and Students Reception
- 8–10 AM Trauma to Triumph: Helping Patients Cope and Find Hope
- 8–10 AM What Every Baby Boomer Needs to Know: Elderly Issues and Available Services
- 8–10 AM 9 AM–NOON ICD-10-CM: The Educator's Perspective Board of Trustees, Endowment Meetings
- 10:30 AM–12:30 PM Epilepsy: An Overview of Diagnosis and Treatment
- 10:30 AM–12:30 PM Oh No, I Have MRSA: Helping Patients Understand
- 10:30 AM–12:30 PM Using Technology to Address Multiple Learning Styles
- 1:30–3:30 PM Botox
- 1:30–3:30 PM The Power of PowerPoint
- 1:30–3:30 PM Strategies for Teaching Blended Courses
- 4–6 PM Organ Donor Registry and Transplantation Overview
- 4–6 PM A Strong Back is a Healthy Back
- 4–6 PM Teaching Professionalism
- 8–10 PM Dessert Social and Excel Awards

Saturday, September 24

- 8–10 AM Communicating with Patients: What Every CMA (AAMA) Must Know
- 8–10 AM Congestive Heart Failure
- 8–10 AM Customer Service: Not a Department but an Attitude
- 9–10 AM Orientation of Committees: Credentials, Pages & Tellers, and Reference
- 10:30 AM–12:30 PM HOD Delegate/Alternate Orientation
- 10:30 AM–12:30 PM Compliant Documentation
- 10:30 AM–12:30 PM Pick Me! Pick Me! Becoming the Person That Every Team Wants, Part 1 of 2
- 10:30 AM–12:30 PM Using Social Media to Enhance Student Learning
- 1–3 PM Digital Media: The Latest Trends, Technology, and Standards
- 1–3 PM Pick Me! Pick Me! Becoming the Person That Every Team Wants, Part 2 of 2
- 1–3 PM Pitfalls and Payoffs of Standardized Online Curricula
- 1:30–3:30 PM Practice Managers Roundtable: Compliance Pitfalls in the Physician Office

- 3:30–5 PM CMA (AAMA) Knowledge Bowl
- 3:30–5:30 PM Emergency First Aid in the Office
- 3:30–5:30 PM Teaching Terminology
- 5–7 PM Credentials Desk Open
- 6–8 PM Peripheral Nerve Disease
- 6–8 PM Diverticular Disease and Anorectal Disorders
- 6–8 PM Taming the Beast: Classroom Management Issues in Online Courses
- 7:30–9:30 PM Advisory Council of Presidents and Presidents-Elect

Sunday, September 25

- 6:30–7:45 AM Credentials Desk Open
- 7:30 AM–5 PM Registration Open
- 8–9:30 AM House of Delegates
- 9:30–11:30 AM Meet the Candidates
- 10 AM–NOON MAERB Forum
- 11 AM–4 PM Publishers Showcase
- 1:30–2 PM Reference Committees: Reports
- 2–2:30 PM Bylaws
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- 4:30–5:30 PM Polls Open
- 4:30–6 PM LEAP Roundtable
- 6:30–7:15 PM Credentials Desk Open
- 7:30–10 PM House of Delegates Reconvenes

Monday, September 26

- 9–11 AM Pediatric Oncology
- 9–11 AM Hyperbaric Therapy for Autism
- 9–11 AM Leader Dogs: Enhancing the Lives of the Blind and Visually Impaired
- 1–3 PM Hx of DV: How and What to Ask When Screening for Domestic Violence
- 1–3 PM Radiation Oncology
- 1–3 PM Medicaid: Low-Income Families and Nursing Home Placement
- 3:30–5:30 PM Plan and Prepare: The Keys to Accomplishing Any Goal
- 3:30–5:30 PM Use of the Laser in the Dermatology Office
- 6:30–7:30 PM Cocktail Reception
- 7:30–9:30 PM Presidents Banquet
- 9:30–10 PM Incoming President's Reception

REGISTRATION FORM

Side 2 of 2

Conference registrations must be received by the AAMA by August 22, 2011. After that date, you must register on site. You must provide a reservation confirmation number from the Indianapolis Marriott Downtown to get the conference registration discount.

Indianapolis Marriott Downtown Reservation Confirmation Number: _____

	Indianapolis Marriott Downtown Guest	Not a Marriott Downtown Guest
<input type="checkbox"/> AAMA Member Package	\$300	\$350
<input type="checkbox"/> Nonmember Package	400	500
<input type="checkbox"/> Student Rate per Day	40	40
<input type="checkbox"/> Member Rate per Day	90	120
<input type="checkbox"/> Nonmember Rate per Day	150	230
Complimentary Keepsake (select one): <input type="checkbox"/> Lapel Tac <input type="checkbox"/> Charm <input type="checkbox"/> None	FREE	FREE
Total Amount Owed:	\$ _____	\$ _____

Name: _____

I am a: Medical assisting practitioner Medical office manager
 Educator Student First-time attendee Nonmember

Address: _____

City/State/ZIP: _____

Day Phone: _____ Evening Phone: _____

E-mail: _____

Member ID: _____

Payment Method (purchase orders not accepted). Check one:

Check (number: _____) enclosed, made payable to AAMA in the amount of \$_____.

Charge my: American Express Visa Mastercard Discover

Card #: _____ Exp. Date: _____

Name on Card: _____

Signature: _____

Send the completed registration form with payment to:

American Association of Medical Assistants
 20 N. Wacker Dr., Ste.1575
 Chicago, IL 60606

Only those making payment by credit card may fax their registrations to AAMA at 312/899-8391. Do not mail this form if you already have faxed it in.



Shown larger than actual size.
 (Actual size is 7/8" in diameter.)

CONFERENCE TACS AND CHARMS

A complimentary conference lapel tac or charm will be given to each attendee as part of their registration. Select which item you prefer on the registration form.

BADGE RIBBONS

Select the ribbons that are appropriate for you. They will be mailed to you with your registration packet. A limited supply of ribbons also will be available on site at the Registration Desk.

Note: Delegates and alternates pick up their ribbons when they check in at the Credentials Desk. Ribbons for Credentials Desk volunteers, pages, and tellers will be distributed on site.

National Level Ribbons

- Past AAMA President
- National Strategy Team Member
- National Task Force Member
- National Committee Member
- Annual Conference Volunteer
- AAMA Life Member

Ribbons for board members will be available on site.

General Attendee Ribbons

- Educator
- Practitioner
- State President
- CE Program Planner
- New CMA (AAMA)
- First-Time Attendee
- Student
- Surveyor

Ribbons for years of membership will be available on site.

Clip, photocopy both sides of this form, and send this page to AAMA Conference Services.