NORTH CAROLINA | Society of Medical Assistants

proudly supports
Rebecca Surratt, CMA (AAMA), for Trustee
AAMA President Susan Hawes, CMA (AAMA), MBA, RHIT, FACMPE, welcomes you. Also, view the list of contributors and conference committee members.

See the members of the AAMA Board of Trustees.

Review a list of the dedicated volunteer leaders and staff who contribute to the success of the AAMA.

Refer to this guide for continuing education sessions, special events and activities, and the House of Delegates agenda.

Peruse descriptions of the sessions and information about our distinguished conference speakers.

Get a sneak preview of the exhibitors at this year’s Publishers Showcase.

Welcome

Officers & Trustees

Volunteer Leaders & Staff

Agenda of Events

Sessions & Speakers

Publishers Showcase

SHOW YOUR PRIDE WITH A DONATION STICKER!

Visit the AAMA Society of Past Presidents

And make your donations to . . .

Maxine Williams Scholarship Fund

As a medical assistant, helping people is what you do. Deserving medical assisting students need assistance to complete their education. Help the students; help the profession.

Ivy Reade Relkin Surveyor Training Fund

Your contribution helps us meet the increasing need for well-trained surveyors to review the quality of medical assisting programs.

Donations to these funds are tax deductible as charitable contributions to the extent permitted by law and can be made in honor of the living, or in memory of a departed friend, relative, or colleague.

Donations can be made Saturday near the AAMA Registration Desk and Sunday outside of the House of Delegates.

Help us help the profession!
Welcome to North Carolina

On behalf of the AAMA Board of Trustees, welcome to Greensboro for the 63rd Annual Conference. Greensboro is rich in history, culture, hospitality, and, of course, shopping. North Carolina will welcome us with open arms and hearts. There is no better place to greet old friends, meet and make new friends, and connect with our leaders. We’ll also have the opportunity to earn those very important CEUs that keep us current in the health care industry and allow us to be the very best in providing safe and quality care for patients.

There is much to do in the time we have here, including the First-Timers and Students Reception, the BOT and Endowment meetings, the renowned CMA (AAMA) Knowledge Bowl, the Welcome and Awards Celebration, and, most importantly, the House of Delegates, where the business of the AAMA is performed and new leaders will be elected for the next year.

Wow! Much to do, but we are, after all, multitaskers and up to the challenge. We will end the conference with the Presidents Luncheon honoring our state presidents, the incoming and outgoing national presidents, and the BOT.

Thank you for attending the conference and for all you do every day for the profession of medical assisting. I look forward to meeting and greeting you in this beautiful city of Greensboro.

Susan M. Hawes, CMA (AAMA), MBA, RHIT, FACMPE
2018–2019 AAMA President
proudly supports
Patty Licurs, CMA (AAMA),
for Vice President
AAMA Officers

President
Susan Hawes, CMA (AAMA), MBA, RHIT, FACMPE

Vice President
Debby Houston, CMA (AAMA), CPC

Immediate Past President
Lisa Lee, CMA (AAMA)

Secretary-Treasurer
Patty Licurs, CMA (AAMA)

Speaker of the House
Deborah Novak, CMA (AAMA)

Vice Speaker of the House
Monica Case, CMA (AAMA)

AAMA Trustees

Tandra Bauman, CMA (AAMA), RMA (AMT)

Sherry Bogar, CMA (AAMA)

Franky Favata, CMA (AAMA), BS

Mary Gambrell, CMA (AAMA)

Claire Houghton, CMA (AAMA)

Virginia Thomas, CMA (AAMA)

Aimee Wicker, CMA (AAMA), PCMH CCE
Best wishes from SCSMA for a successful 2019 national conference!

Mary Gambrell, CMA (AAMA)

We are so proud of you!
Committees

Awards
Chair: Debby Houston, CMA (AAMA), CPC
Sherry Bogar, CMA (AAMA)
Mary Gambrell, CMA (AAMA)

Bylaws and Resolutions
Chair: Franky Favata, CMA (AAMA), BS
Tandra Bauman, CMA (AAMA), RMA (AMT)
Claire Houghton, CMA (AAMA)
Lisa Lee, CMA (AAMA)
Aimee Wicker, CMA (AAMA), PCMH CCE

Editorial Advisory
Chair: Mary Gambrell, CMA (AAMA)
Julie Allen, CMA (AAMA), MBA, RMA (AMT)
Paula Schubert, CMA (AAMA), CPT
Lisa Strauss, CMA (AAMA), BS

HOD Minutes
Chair: Debby Houston, CMA (AAMA), CPC
Monica Case, CMA (AAMA)
K. Minchella, CMA (AAMA), PhD
Deborah Novak, CMA (AAMA)

Maxine Williams Scholarship
Chair: Debby Houston, CMA (AAMA), CPC
Claire Houghton, CMA (AAMA)
Lisa Lee, CMA (AAMA)

Nominating
Chair: Lisa Lee, CMA (AAMA)
Bryna Adani, CMA (AAMA)
Natasha Geno, CMA (AAMA)
Sherly Gingrich, CMA (AAMA)
Kathleen Puckett, CMA (AAMA)

Social Media
Chair: Virginia Thomas, CMA (AAMA)
Tandra Bauman, CMA (AAMA), RMA (AMT)
Sherry Bogar, CMA (AAMA)
Franky Favata, CMA (AAMA), BS
Debby Houston, CMA (AAMA), CPC
Patty Licurs, CMA (AAMA)

Strategic Issues Planning
Chair: Aimee Wicker, CMA (AAMA), PCMH CCE
Monica Case, CMA (AAMA)
Claire Houghton, CMA (AAMA)
Patty Licurs, CMA (AAMA)
Virginia Thomas, CMA (AAMA)

Strategy Teams

Leadership Development
Chair: Monica Case, CMA (AAMA)
Tandra Bauman, CMA (AAMA), RMA (AMT)
Franky Favata, CMA (AAMA), BS
Deniece Jozeffski, CMA (AAMA)
Patty Licurs, CMA (AAMA)
Candace Miller, CMA (AAMA)
Kathleen Puckett, CMA (AAMA)
Sherri Steele, CMA (AAMA)

Marketing
Chair: Deborah Novak, CMA (AAMA)
Sherry Bogar, CMA (AAMA)
Julie Flaatten, CMA (AAMA), RN, EMT
Dawn Jordan, CMA (AAMA), AS, RMA (AMT), JP
Candace Miller, CMA (AAMA)
Lori Rager, CMA (AAMA), COC, CPC (AAPC)
Cameron Smith, CMA (AAMA)
Virginia Thomas, CMA (AAMA)

Membership Development
Chair: Virginia Thomas, CMA (AAMA)
Beth Coulson, CMA (AAMA)
Mary Dockall, CMA (AAMA)
Carol Hartig, CMA (AAMA), MEd, BSN, RN
Dawn Jordan, CMA (AAMA), AS, RMA (AMT), JP
Patty Licurs, CMA (AAMA)
Caroline Morrison, CMA (AAMA), AAS
Kathleen Puckett, CMA (AAMA)
Cameron Smith, CMA (AAMA)
Erica West, CMA (AAMA)
Deborah White, CMA (AAMA), MS
Aimee Wicker, CMA (AAMA), PCMH CCE

Task Force

Partnership
Chair: Deborah Novak, CMA (AAMA)
Sherry Bogar, CMA (AAMA)
Monica Case, CMA (AAMA)
Aimee Wicker, CMA (AAMA), PCMH CCE

Boards

Continuing Education Board
Chair: Boni Bruntz, CMA-A (AAMA)
First Vice Chair: Mary Sherod, CMA (AAMA)
Second Vice Chair: Shirley Sawyer, CMA (AAMA), CPC
Jennifer Begley, CMA (AAMA)
Pauline Carter, CMA (AAMA), AAS
Virginia Chambers, CMA (AAMA), MHA

Christine Hollander, CMA (AAMA)
Loxie Kistler, CMA (AAMA), EdD, RN, BSN
Clare Ley, CMA (AAMA)
Rebecca Surratt, CMA (AAMA)

Assessment-Based Certificate Task Force
Chair: Christine Hollander, CMA (AAMA)
Monica Case, CMA (AAMA)
Loxie Kistler, CMA (AAMA), EdD, BSN, RN
Jolene Penning, CMA (AAMA), BS

Conference CE Sessions Task Force
Chair: Shirley Sawyer, CMA (AAMA), CPC
Co-Chair: Jennifer Begley, CMA (AAMA)
Stacy Anderson, CMA (AAMA)
Debra Benson, CMA (AAMA)
Sarah Duprey, CMA (AAMA)
Rebecca Griffin, CMA (AAMA), AOS, AAS
Maria Kilby, CMA (AAMA)
Kathy Letendre, CMA (AAMA)
Ann Naegele, CMA (AAMA)
Jane Seeig, CMA-A (AAMA)
Lisa Strauss, CMA (AAMA), BS
Rebecca Surratt, CMA (AAMA)
Tracy Vang, CMA (AAMA), AAS
Dawone Youngers, CMA (AAMA)

Leaders in Education and Practice Task Force
Chair: Christine Hollander, CMA (AAMA)
Virginia Chambers, CMA (AAMA), MHA
Sherri Dykes, CMA (AAMA), AAS, GXMO
Amber Greer, CMA (AAMA), BS
Jacquelyn Harris, CMA (AAMA), MEd
Rachel Houston, CMA (AAMA), BS
LaTonya Jones, CMA (AAMA), MHA, BS, CPC, CPT
Loxie Kistler, CMA (AAMA), EdD, RN, BSN
Francine Mooney, CMA (AAMA), ATA, PBT (ASCP)
Barbara Parker, CMA-AC (AAMA), CCS-P, CPC

Practice Managers Task Force
Chair: Clare Ley, CMA (AAMA)
Pauline Carter, CMA (AAMA), AAS
Nicole Sirry, CMA (AAMA), MBA, HCAB
Terri Slinker, CMA (AAMA), CPC

Certifying Board
Chair: Berlene Farthing, CMA (AAMA)
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Second Vice Chair: Janis Frederick, CMA (AAMA)
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Judy Ellis

8 Greensboro, North Carolina
Past National Presidents

1957 * Maxine Williams, CMA-A (AAMA) (KS)
1958 * Mary Kinn, CMA-A (AAMA), CPS (CA)
1959 * Lucille Swearingen (OK)
1960 * Marian Little (IA)
1961 Bettyte Fisher Baldwin (IN)
1962 * Lillie Woods (CA)
1963 * Alice Budny (WI)
1964 Judy Coleman, CMA-AC (AAMA) (TX)
1965 * Rose Merritt (GA)
1966 * Marge Slaymaker (KS)
1967 * Elvera Fischer, CMA-C (AAMA), RN (IL)
1968 Margaret Swank Webber, CMA-C (AAMA) (OH)
1969 * Mildred Crawford, CMA-AC (AAMA) (TX)
1970 * Ruth Dize (VA)
1971 * Marie Young (IN)
1972 * Helen Stephens (UT)
1973 * Elisabeth Massey, CMA-AC (AAMA) (CA)
1974 Marian Cooper, CMA-C (AAMA) (PA)
1975 * Betty Lou Willey, CMA-AC (AAMA) (MI)
1976 Laura Lockhart Haynes, CMA-AC (AAMA) (OH)
1977 * Joan Michaels, CMA-A (AAMA) (NC)
1978 * Jeanne Green Bloom, CMA-A (AAMA) (IA)
1979 * Wini Schwartz, CMA-AC (AAMA) (CA)
1980 * Jean Mobley, CMA-AC (AAMA) (TX)
1981 * Dot Sellars, CMA-A (AAMA) (VA)
1982 Mabel Ann Veech, CMA-A (AAMA) (FL)
1983 * Betty Mays, CMA-A (AAMA) (AZ)
1984 Janet Hensinger Connell, CMA-A (AAMA) (KY)
1985 Ivy Reade Reklin, CMA-AC (AAMA), BSEd (NY)
1986 * Margaret Corcoran, CMA-AC (AAMA) (NJ)
1987 Josephine Estrada, CMA-AC (AAMA), RN (TX)
1988 Ann Jordana, CMA-AC (AAMA), RT (FL)
1989 Barbara Parker, CMA-AC, CMA-AC (AAMA), CCS-P, CPC (WA)
1990 Juanita Blocker, CMA-C (AAMA), LPN (AL)
1991 Jean Keenon, CMA-A (AAMA), MAEd (AL)
1992 Mary Lou Allison, CMA-C (AAMA) (FL)
1993 Janice Caplan, CMA-A (AAMA) (NY)
1994 Geneva Straughan, CMA-A (AAMA), MB (TX)
1995 Cheryl Vineyard, CMA (AAMA), CPC, BUS (NM)
1996 Ima Backstrom, CMA (AAMA) (AR)
1997 Carol Clapp, CMA (AAMA), EMT, CPC (TN)
1998 Norma Parker, CMA (AAMA) (NE)
1999 Glenda Cartee, CMA (AAMA) (SC)
2000 Joyce Nakano, CMA-A (AAMA), BA (CA)
2001 Mary Dey, CMA-AC (AAMA) (MI)
2002 Julianna Drumheller, CMA (AAMA) (VA)
2003 Luella Wetherbee, CMA (AAMA), CPC (ID)
2004 Theresa Rieger, CMA (AAMA), CPC (OK)
2005 Lee Damon, CMA (AAMA) (NV)
2006 Mary Dyer, CMA-A (AAMA) (TX)
2007 Rebecca Walker, CMA (AAMA), CPC (NC)
2008 Linda Brown (NJ)
2009 Kathryn Panagiotacos, CMA (AAMA) (FL)
2010 Boni Brunetz, CMA-A (AAMA) (CO)
2011 Betty Springer, CMA-C (AAMA) (FL)
2012 Ann Naegle, CMA (AAMA) (TX)
2013 Chris Hollander, CMA (AAMA) (CO)
2014 Nina Watson, CMA (AAMA), CPC (CA)
2015 Charlene Couch, CMA (AAMA) (UT)
2016 Paula Purdy, CMA (AAMA) (OR)
2017 Julie Flaatten, CMA (AAMA), RN, EMT (WI)
2018 Lisa Lee, CMA (AAMA) (UT)
* Deceased

Note: Italics indicate name changes after presidency. Also, the state in which the person resided at the time of presidency is indicated.

Executive Office On-Site Staff
CEO and Legal Counsel
Donald A. Balasa, JD, MBA
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Certification Director
Katie Gottwaldt
Marketing and Communications Director and Managing Editor
Jean Lynch
Creative Director
Eric Grawe
Information Technology and Operations Director
Nikki Hochschild
Assistant Operations Director and Certification Operations Manager
Lee Rumpel
Customer Service Specialist
Christina Gutierrez
Administrative Assistant
Deb Rumpel

Executive Director, Medical Assisting Education Review Board
Sarah Marino, PhD
Assistant Executive Director, Medical Assisting Education Review Board
Jim Hardman
## AGENDA OF EVENTS

### Thursday, September 12

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>6–9 PM</td>
<td>Registration Open</td>
<td>Guilford Registration Desk 3</td>
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### Friday, September 13

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 AM</td>
<td>Continental Breakfast</td>
<td>Guilford C</td>
</tr>
<tr>
<td>7 AM–5:30 PM</td>
<td>Headquarters Open</td>
<td>Biltmore</td>
</tr>
<tr>
<td>7 AM–6:30 PM</td>
<td>Registration Open</td>
<td>Guilford Registration Desk 3–4</td>
</tr>
<tr>
<td>7:30–8:30 AM</td>
<td>First-Timers and Students Reception</td>
<td>Colony A</td>
</tr>
<tr>
<td>8–10 AM</td>
<td><strong>Transform Your Work and Classroom into a Highly Engaging Experience</strong> <em>(2 G)</em> <em>(Special General Session Featured by the North Carolina State Society)</em></td>
<td>Guilford E</td>
</tr>
<tr>
<td>9:30 AM–NOON</td>
<td>Board of Trustees, Endowment Meetings</td>
<td>Colony B</td>
</tr>
<tr>
<td>10:30 AM–12:30 PM</td>
<td><strong>Risk Management in the Medical Office</strong> <em>(2 GA)</em></td>
<td>Guilford D</td>
</tr>
<tr>
<td>10:30 AM–12:30 PM</td>
<td><strong>Cranial Remolding for Plagiocephaly</strong> <em>(2 C)</em></td>
<td>Guilford E</td>
</tr>
<tr>
<td>10:30 AM–12:30 PM</td>
<td><strong>Hybrid Learning: The Traditional Classroom and Online Learning</strong> <em>(2 G)</em></td>
<td>Guilford F</td>
</tr>
<tr>
<td>1:30–3:30 PM</td>
<td><strong>The Diagnosis and Treatment of Epilepsy</strong> <em>(2 GC)</em></td>
<td>Guilford D</td>
</tr>
<tr>
<td>1:30–3:30 PM</td>
<td><strong>Rock Steady Boxing</strong> <em>(2 GC)</em></td>
<td>Guilford E</td>
</tr>
<tr>
<td>1:30–3:30 PM</td>
<td>Medical Assisting Education Review Board (MAERB) Forum</td>
<td>Guilford F</td>
</tr>
<tr>
<td>4–6 PM</td>
<td><strong>CMA (AAMA) Knowledge Bowl</strong> <em>(2 GAC)</em> <em>(Certifying Board Featured Program)</em></td>
<td>Guilford E</td>
</tr>
<tr>
<td>7:30–10 PM</td>
<td>Welcome and Awards Celebration</td>
<td>Guilford A–C</td>
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### Saturday, September 14

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>7 AM</td>
<td>Continental Breakfast</td>
<td>Guilford C</td>
</tr>
<tr>
<td>7 AM–6 PM</td>
<td>Registration Open</td>
<td>Guilford Registration Desk 3</td>
</tr>
<tr>
<td>7 AM–6:30 PM</td>
<td>Headquarters Open</td>
<td>Biltmore</td>
</tr>
<tr>
<td>8–10 AM</td>
<td><strong>Effective Marketing for the Practice Manager</strong> <em>(2 GA)</em> <em>(Continuing Education Board Practice Managers Featured Program)</em></td>
<td>Guilford D</td>
</tr>
<tr>
<td>8–10 AM</td>
<td><strong>After You Call—Know the Protocol</strong> <em>(2 GC)</em></td>
<td>Guilford E</td>
</tr>
<tr>
<td>8–10 AM</td>
<td><strong>Medical Scribing as Part of the Curriculum</strong> <em>(2 GA)</em></td>
<td>Guilford F</td>
</tr>
<tr>
<td>8 AM–5 PM</td>
<td>Accreditation Self-Study Workshop <em>(Separate preregistration required)</em></td>
<td>Auditorium III</td>
</tr>
<tr>
<td>8 AM–5 PM</td>
<td>Initial Accreditation Workshop <em>(Separate preregistration required)</em></td>
<td>Auditorium II</td>
</tr>
</tbody>
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**CEU Category Codes**

- G = General
- A = Administrative
- C = Clinical

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Greensboro, North Carolina
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>9–10 AM</td>
<td>Orientation of Committees: Credentials, Pages &amp; Tellers, and Reference</td>
<td>Colony</td>
</tr>
<tr>
<td>10:30 AM–12:30 PM</td>
<td>House of Delegates (HOD) Delegate/Alternate Orientation</td>
<td>Colony</td>
</tr>
<tr>
<td>10:30 AM–12:30 PM</td>
<td>HPV Misconceptions (2 GC)</td>
<td>Guilford D</td>
</tr>
<tr>
<td>10:30 AM–12:30 PM</td>
<td>Veterans Benefits and You (2 GA)</td>
<td>Guilford E</td>
</tr>
<tr>
<td>10:30 AM–12:30 PM</td>
<td>How to Teach Professionalism and Professional Communication (2 G)</td>
<td>Guilford F</td>
</tr>
<tr>
<td>1–3 PM</td>
<td>State Leaders</td>
<td>Guilford C</td>
</tr>
<tr>
<td>1–3 PM</td>
<td>Rheumatoid Arthritis (2 GC)</td>
<td>Guilford D</td>
</tr>
<tr>
<td>1–3 PM</td>
<td>Communication Skills for Medical Assistants: Strategies for FASD Prevention (2 G)</td>
<td>Guilford E</td>
</tr>
<tr>
<td>1–3 PM</td>
<td>Teaching Community Involvement (2 G)</td>
<td>Guilford F</td>
</tr>
<tr>
<td>3:30–5:30 PM</td>
<td>Skin Cancer (2 GC)</td>
<td>Guilford D</td>
</tr>
<tr>
<td>3:30–5:30 PM</td>
<td>Hospice and the Grieving Process (2 GA)</td>
<td>Guilford E</td>
</tr>
<tr>
<td>3:30–5:30 PM</td>
<td>Leaders in Education and Practice (LEAP) Forum</td>
<td>Guilford C</td>
</tr>
<tr>
<td>5–7 PM</td>
<td>Credentials Desk Open</td>
<td>Guilford C</td>
</tr>
<tr>
<td>6–8 PM</td>
<td>Cultural Awareness in the Office (2 G)</td>
<td>Guilford D</td>
</tr>
<tr>
<td>6–8 PM</td>
<td>Update on How to Avoid Identity Theft (2 A)</td>
<td>Guilford E</td>
</tr>
<tr>
<td>6–8 PM</td>
<td>Motivational Interviewing for the Educator (2 G)</td>
<td>Guilford F</td>
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**Sunday, September 15**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>6:30–7:45 AM</td>
<td>Credentials Desk Open</td>
<td>Guilford C</td>
</tr>
<tr>
<td>7 AM</td>
<td>Continental Breakfast</td>
<td>Guilford C</td>
</tr>
<tr>
<td>7 AM–6:30 PM</td>
<td>Headquarters Open</td>
<td>Biltmore</td>
</tr>
<tr>
<td>7:30 AM–5 PM</td>
<td>Registration Open</td>
<td>Guilford C</td>
</tr>
<tr>
<td>8–9:30 AM</td>
<td>House of Delegates Convenes</td>
<td>Guilford B</td>
</tr>
<tr>
<td>9:30–11:30 AM</td>
<td>Meet the Candidates</td>
<td>Guilford B</td>
</tr>
<tr>
<td>11 AM–2 PM</td>
<td>Publishers Showcase Beverage and Dessert Break</td>
<td>Guilford F–G</td>
</tr>
<tr>
<td>11 AM–4 PM</td>
<td>Publishers Showcase</td>
<td>Guilford F–G</td>
</tr>
<tr>
<td>1 PM</td>
<td>Reference Committees: Reports, Bylaws, Resolutions</td>
<td>Guilford B</td>
</tr>
<tr>
<td>5:30–6:15 PM</td>
<td>Credentials Desk Open</td>
<td>Guilford C</td>
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<tr>
<td>6:30–10 PM</td>
<td>House of Delegates Reconvenes</td>
<td>Guilford B</td>
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**Monday, September 16**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7 AM–12:30 PM</td>
<td>Registration Open</td>
<td>Guilford C</td>
</tr>
<tr>
<td>7:30 AM–1 PM</td>
<td>Headquarters Open</td>
<td>Biltmore</td>
</tr>
<tr>
<td>8 AM–1 PM</td>
<td>Surveyor Training Workshop (Separate preregistration required)</td>
<td>Colony B</td>
</tr>
<tr>
<td>8–10 AM</td>
<td>Assisted Reproductive Technology (2 C)</td>
<td>Guilford D</td>
</tr>
<tr>
<td>8–10 AM</td>
<td>Lymphedema (2 C)</td>
<td>Guilford E</td>
</tr>
<tr>
<td>10:30 AM–12:30 PM</td>
<td>High-Fat/Low-Fat Diets (2 C)</td>
<td>Guilford D</td>
</tr>
<tr>
<td>10:30 AM–12:30 PM</td>
<td>Modifiers: When to, How to, and Why to (2 A)</td>
<td>Guilford E</td>
</tr>
<tr>
<td>1:30–3:30 PM</td>
<td>Presidents Luncheon</td>
<td>Guilford F–G</td>
</tr>
</tbody>
</table>
AGENDA OF EVENTS

Sunday, September 15, 2019

House of Delegates Agenda

8–9:30 AM
Call to Order
Deborah Novak, CMA (AAMA), Speaker of the House

Opening Ceremonies

Credentials Chair Report
Adoption of House Rules
Monica Case, CMA (AAMA), Vice Speaker of the House

Supplemental Report
Susan Hawes, CMA (AAMA), MBA, RHIT, FACMPE, President

Nominating Committee Report
Lisa Lee, CMA (AAMA), Nominating Committee Chair

Nominations from Floor
Deborah Novak, CMA (AAMA), Speaker of the House

6:30–10 PM
Call to Order
Deborah Novak, CMA (AAMA), Speaker of the House

Credentials Chair Report

Voting
Officers, Trustees, Nominating Committee

Reference Committee Reports
Reports
Bylaws
Resolutions

Good and Welfare Statements
(Note: Only 10 minutes allowed.)

Info to Know

Recordings prohibited
Audio and video recordings of the House of Delegates, Meet the Candidates, or Reference Committees are strictly prohibited.

Program content
The continuing education programs at this conference have been approved by the Continuing Education Board for continuing education units (CEUs). Granting approval in no way constitutes endorsement by the AAMA of either the program’s content or facilitator.

CEU checklists
Drop boxes for CEU checklists are located near the AAMA Registration Desk (Guilford Registration Desk 6). If the Registration Desk is closed, the drop boxes will be located at or outside AAMA Headquarters. Checklists will be accepted until 1 PM Monday, September 16. Thereafter they must be mailed or faxed to the AAMA. (Note: Following the conference, an email will be sent to attendees that includes a link to an online evaluation survey on conference CE session speakers. This will be in addition to the link that is sent for the regular conference evaluation survey.)

Join, renew, and recertify
Attendees can pay their annual membership dues and recertify their CMA (AAMA)* credential—if all their CEUs are from the AAMA—at the AAMA Registration Desk (Guilford Registration Desk 6).

Vegetarian meals
Vegetarian meals are available upon request from your server at all conference meals.

Allergy alert
As part of our reasonable efforts to accommodate the needs of all conference attendees, we respectfully request that you do not bring any nut products into the conference. Thank you for your cooperation in this matter.

Photos
Photos of attendees will be taken throughout the conference and may be used by the AAMA for promotional purposes in printed and/or electronic format.

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Friday, September 13

Transform Your Work and Classroom into a Highly Engaging Experience
Special General Session Featured by the North Carolina State Society

8–10 AM

Learn fundamental principles that successful leaders and educators can use to foster engagement in this energetic, thought-provoking, and interactive session. Employee and student engagement means creating a culture in which everyone is intellectually and emotionally tied to a meaningful vision. Engaged groups are loyal, committed, creative, and innovative. They are more productive than their disengaged counterparts and deliver high-level results while positively impacting outcomes. (2 G)

Rich Schlentz is the founder of EXTRAordinary! Inc. In his partnerships with companies, teams, and individuals, Schlentz provides the tools to create breakthrough performances. With an emphasis on relationship principles, he helps organizations develop strategies to increase employee engagement, commitment, and productivity. His area of expertise is guiding leaders to create and foster engaging cultures, which improves loyalty, creativity, innovation, and profitability.

Risk Management in the Medical Office
10:30 AM–12:30 PM

Managing risk in a medical practice is an everyday event. Learning the risks and how to mitigate them is a job for everyone in health care. Learn how to identify risks common to the health care environment, how to mitigate those risks and thereby provide better health care to patients, and how to incorporate risk management into the daily work routine. (2 GA)

Tamara Johnson, BSN, RN, CPHRM, RHIA, has over 30 years of experience in the health care industry, dedicating most of those years to patient safety in medical professional liability. She is an experienced risk management consultant, registered health information administrator, and nurse. Johnson is the director of clinical risk management and patient safety at Curi, where she oversees clinical risk management activities for the risk management department. Additionally, she leads the research and development of new work products, provides risk management services to clients, and manages member accounts while delivering exceptional customer service.

Cranial Remolding for Plagiocephaly
10:30 AM–12:30 PM

Plagiocephaly, or flat head syndrome, affects 47% of infants. Review the condition, how it begins in utero, and how cranial remolding can rectify the condition. Learn the meaning, causes, and classifications of the condition. Discover how to identify normal cranial growth measurements for babies up to 12 months old. Gain an understanding of the casting procedure for cranial remolding orthosis (CRO) and how CRO redirects head growth to improve proportion and symmetry in infants. (2 C)

Geof Tibbs, CO, completed his undergraduate degree at Auburn University in 2010 and received his orthotic certificate from California State University Dominguez Hills in 2011. He completed his residency in Huntsville, Alabama, where he worked collaboratively with a team of orthopedic surgeons and pediatric orthopedic surgeons to treat various conditions. Tibbs joined Restore POC in March 2013 and has spent the last five years specializing in the treatment of deformational plagiocephaly and craniosynostosis with cranial remolding.

Hybrid Learning: The Traditional Classroom and Online Learning
10:30 AM–12:30 PM

Hybrid learning is becoming more common in medical assisting programs. The ability to combine the online environment and traditional classroom provides a balance in course scheduling, student availability, and convenience. Hybrid learning provides the student with a program that balances educational needs and leads to successful completion of the medical assisting program. Examine the concept of hybrid learning as well as examples of courses taught in the online environment that also implement skills in the traditional classroom. Discuss the transition between faculty-taught and applied-learning processes. Understand the differences in student learning and the cost savings and expenses of hybrid courses. (2 G)

Candace Holder, EdD, serves as the vice president and chief information officer of technology services at Surry Community College in Dobson, North Carolina. She has over 25 years of experience in information technology and a diverse background in community college, public education, and business settings, with extensive experience in research, instruction, and online learning.

Dr. Holder also serves as the director for the North Carolina Community College System Virtual Learning Community Quality and Assessment Center and teaches online and hybrid courses. She has conducted numerous professional development sessions related to online instructional best practices.

Enjoy Continental Breakfasts
Friday, Saturday, and Sunday
Beginning at 7 AM in Guilford C

First-Timers and Students

Start out the conference strong. Attend a session just for you! Friday at 7:30 AM in Colony A
The Diagnosis and Treatment of Epilepsy  
1:30–3:30 PM  
Learn about the characteristics of each type of epileptic seizure, such as grand mal and petit mal, and how each is treated. Discuss diagnostic testing to determine the presence of seizures—sleep deprivation, partial sleep deprivation, ambulatory electroencephalogram (EEG), and 24-hour monitoring in an epilepsy monitoring unit. Understand the first aid needed for a person having a seizure. (2 GC)  

Andrew Evans, MD, grew up in Atlanta, Georgia. He finished his undergraduate degree at Presbyterian College and graduated medical school from the Medical College of Georgia. At Wake Forest Baptist Health, Dr. Evans completed his neurology residency and an epilepsy-neurophysiology fellowship. He now works in private practice at Novant Health Inc. in Winston-Salem, North Carolina, and is the director at Novant Health Epilepsy Monitoring Unit. In addition to his current duties, he has taught at regional epilepsy conferences, such as the J. Kiffin Penry Epilepsy MiniFellowship Program.

Rock Steady Boxing  
1:30–3:30 PM  
Exercise, especially the Rock Steady Boxing program, can help those with Parkinson disease. Receive a brief review of the disease and the challenges patients face as they learn to cope with the disease. Discover how and why Rock Steady Boxing can help patients with Parkinson disease, the key concepts of Rock Steady Boxing, and which symptoms the method will help combat. (2 GC)  

Kelly Lewis is certified by the Athletics and Fitness Association of America (previously known as the Aerobics and Fitness Association of America) and American Red Cross in CPR, automated external defibrillator (AED), and first aid. Additionally, she has training in total resistance exercises and has become a certified Rock Steady Boxing coach. In 2018 she completed advanced training to further her knowledge of Parkinson disease and helping boxers fight back. She attended East Carolina University and graduated with a degree in counseling. In 2013 she began her own business, C3 Fitness, and in January 2018 she began the Rock Steady Boxing program with just three participants—a number that has grown to 37.

CMA (AAMA) Knowledge Bowl  
Certifying Board Featured Program  
4–6 PM  
A vast range of knowledge is required to be an effective CMA (AAMA)*. This popular session is “infotainment” for medical assistants—you will have fun and learn at the same time. Compete with your colleagues to see how much you know about what you do every day, or just come and cheer the teams on! (2 GAC)  

This presentation is conducted by members of the North Carolina Society and South Carolina Society.

Saturday, September 14

Effective Marketing for the Practice Manager  
Continuing Education Board Practice Managers Featured Program  
8–10 AM  
Marketing is an essential aspect of competing in today’s health care environment. Managers need to market to not only patients but also potential employees. Each audience requires a different approach. Learn the basics of marketing, how to develop a marketing plan that works, and how to tailor marketing to different audiences. Understand the importance of follow-up and how to track the effectiveness of the marketing strategy. Learn how to use current technology and social media to enhance marketing—while protecting confidentiality—and how to determine the right mix of marketing for the practice. (2 GA)  

Marie Cole is the owner and chief marketing advisor at Spin Nest Marketing, which offers marketing strategy, creative design, and web development for various business types. Award-winning Spin Nest Marketing helps companies, including medical practices and AAMA-affiliate state societies; understand marketing challenges, and Spin Nest Marketing develops creative and planning strategies to achieve brand success for those companies.  
During her early career, Cole worked in corporate advertising and marketing before launching Spin Nest Marketing in 2008. Cole regularly speaks on panel discussions and at trade shows. Additionally, she offers seminars on various marketing topics such as medical practice marketing, small business search engine optimization, social media basics, and other branding and marketing workshops.

After You Call—Know the Protocol  
8–10 AM  
Everyone knows to call 911 in an emergency, but do you know the safety protocol after you hang up? Review planning for possible emergencies to ensure the safety of patients and employees. Learn how to implement a threat assessment for patients, visitors, and facility staff. Understand how to develop protocols for fire and other emergencies (including the use of common acronyms, such as PASS [pull, aim, squeeze, and sweep] and RACE [rescue, alarm, confine, and extinguish/evacuate]) so that employees will know how to react in an emergency. Examine the importance of continuity of operations following an emergency. Learn how to develop, write, exercise, and evaluate a plan, and discuss the 17 facilities impacted by the Centers for Medicare & Medicaid Services (CMS) Emergency Preparedness Rules. (2 GC)
Marc Thomas, EMT, is certified as a Firefighter II with over 35 years of service in a variety of areas, ranging from career and volunteer wildland firefighting to serving as a certified first responder for the athletic department at Forbush High School. He is trained in developing evacuation protocols for firefighting operations. Additionally, Thomas is a member of Forbush Fire Department, a state emergency medical technician (EMT), and a fleet safety instructor for the North Carolina Department of Transportation.

Medical Scribing as Part of the Curriculum
8–10 AM
With the rules of meaningful use in place, an increasing number of medical practices are utilizing scribes so providers can better focus on patients during the office visit. Incorporating a medical scribe course into the medical assisting program is a proactive way to keep the profession current and invaluable. Examine what a medical scribe is, what tools students need to become a scribe, and how to incorporate this material into the medical assisting program. Additionally, learn how to identify medical practices that employ scribes and explore networking strategies. (2 GA)

Jennifer Spegal, MEd, MT, CMA (AAMA), currently serves as the allied health instruction chairperson at Sinclair Community College (SCC) in Dayton, Ohio, and oversees programs for seven associate degrees and 14 certificates. The SCC medical scribe certificate program was developed in 2015 in affiliation with ABC Scribes (abcscribes.com). Spegal also served on the Medical Assisting Education Review Board (MAERB) and a Committee on Accreditation for the Commission on Accreditation of Allied Health Education Programs (CAAHEP) from 2007–2018. She currently serves as the MAERB commissioner to CAAHEP and as a CAAHEP board member.

HPV Misconceptions
10:30 AM–12:30 PM
While there is a great deal of information about the human papillomavirus (HPV) available through public sources, misinformation and misconceptions abound. Discover how to guide patients to the proper resources to help them make informed decisions. Learn about HPV, discuss some of the different types of infections linked to HPV, and review current screening recommendations from the American College of Obstetricians and Gynecologists. Review the current guidelines for abnormal Papanicolaou tests (pap smears), including follow-up and a review of related gynecology topics. (2 GC)

Todd Meisinger, MD, was born and raised in Colorado. He completed his undergraduate degree at Colorado College. He received his medical degree from Saint Louis University and finished his residency at the University of South Florida in Tampa. Dr. Meisinger enjoys all aspects of OB-GYN but has a special interest in laparoscopic and vaginal surgery. He is currently the youngest male ob-gyn physician in Greensboro, North Carolina. Dr. Meisinger is a member of the American Medical Association and the North Carolina Medical Society and is a fellow of the American College of Obstetrics and Gynecology.

Veterans Benefits and You
10:30 AM–12:30 PM
Review various veterans benefits and how to guide patients to take advantage of those benefits. Learn how to increase awareness of Veterans Service Officers. Understand the connection between the medical field and veterans benefits, and discuss how medical assistants can help patients who are veterans. (2 GA)

Chuck Knight was born in Rockingham County, North Carolina. Knight served 10 years in the U.S. Marine Corps and has since retired from the U.S. Postal Service with a little over 26 years of service. He works as the administrator of veteran affairs for Yadkin County, North Carolina, where he has worked for the past 16 years. Knight is accredited through the North Carolina Division of Veterans Affairs and the American Legion. He is a lifetime member of the Veterans of Foreign Wars Post 10346 and a member of the American Legion Post 505.

How to Teach Professionalism and Professional Communication
10:30 AM–12:30 PM
Teaching professionalism and effective professional communication to students affects patient care, safety, coworker relations, and job-advancement opportunities. Define professionalism and how to convey its importance to students. Review the different types of professional communication, examine scenarios in which professional communication is important, and explore the various mechanisms for practicing and enhancing professional communication. Discuss the importance of professionalism in the workplace and the effects of professional appearance. Learn ways to teach professionalism and discuss the challenges educators face teaching millennials. (2 G)

Ruth Patterson, EdD, was a CMA-AC (AAMA) for a family practice in Concord, North Carolina. At the Medical University of South Carolina (MUSC), Patterson taught both allied health students in a bachelor’s program and educators in an allied health education master’s program. Most recently, Patterson worked as a professor in the college of graduate studies at MUSC, working with PhD students. Patterson holds graduate degrees from University of Alabama at Birmingham and North Carolina State University in Raleigh. She has been a member of the AAMA since 1963, when North Carolina received its charter, and is active in the North Carolina and South Carolina state societies.

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**The Michigan Society of Medical Assistants supports Minchella for Vice President!**
Rheumatoid Arthritis
1–3 PM
Rheumatoid arthritis (RA) is a chronic systemic inflammatory disorder that primarily affects the joints and may result in deformed and painful joints and loss of function. Review the causes, signs, and symptoms of RA, as well as what history should be taken, how it is diagnosed and treated, the prognosis, and some of the potential extra-articular complications of RA. (2 GC)

Elizabeth Soto, PA-C, grew up in a suburb of Boston until she attended Furman University, where she got her bachelor’s degree in health studies. She worked as a certified nursing assistant at a hospital in Greenville, South Carolina, for two years before entering the Wake Forest School of Medicine physician assistant program in Winston-Salem, North Carolina. She has been working as a physician assistant at Novant Health Rheumatology & Arthritis for four years and has enjoyed giving educational talks about rheumatoid diseases to local health care providers over those years.

Communication Skills for Medical Assistants: Strategies for FASD Prevention
1–3 PM
Identify and practice communication skills that can aid in fetal alcohol spectrum disorders (FASDs) prevention, and study other behavioral health interventions. Based on the principles of motivational interviewing, discuss five commonly used strategies that serve as roadblocks to communication. Explore helpful alternatives that serve as superhighways by promoting rapport, reducing resistance, and eliciting motivation from patients. Participate in active learning and practice. (2 G)

Pam Gillen, ND, RN, CNS, CAClll, is a retired assistant professor of research with the department of nursing and a project director for the University of Colorado Denver Anschutz Medical Campus. Dr. Gillen has been trained in FASDs prevention nationwide and is one of a select few with training in the CHOICES intervention program, which uses motivational interviewing tools for improved outcomes. She is currently the director of Choices Consulting and a project consultant to two Centers for Disease Control and Prevention (CDC) projects. Dr. Gillen’s consultant work with the Medical Assistant FASD Practice Improvement Collaborative in Nevada provides curriculum development, training, and technical assistance to medical assistants across the United States.

Teaching Community Involvement
1–3 PM
Students who learn from and engage in the local community benefit from relationships with local employers and community centers. They are key to making their community better through volunteering, and they foster career-advancement opportunities by creating relationships with potential employers. Discuss the rationale for community involvement, the different types and modes of local interaction for the student, how to build relationships with community partners, and the benefits of successful and meaningful community engagement for both the student and the community. (2 G)

Rheumatoid Arthritis

Catherine Flores, MA, CMA (AAMA), MLT(ASCP), has been a medical assisting educator for more than 19 years at Central Piedmont Community College in Charlotte, North Carolina. Currently, she acts as the medical assisting program chair. Previously, Flores worked as division director for health and human services for two years before returning to teaching medical assisting. She was also on the Certifying Board of the AAMA for 14 years and the Task Force for Test Construction for 16 years. Now she serves on the Steering Committee for the Medical Assistant FASD Practice Improvement Collaborative. Flores has presented on topics such as interdisciplinary collaboration and learning, combatting FASDs, first person language, and medical assistants and students learning from other cultures. Currently, Flores assists medical assisting students with study abroad experiences.

Skin Cancer
3:30–5:30 PM
Learn to identify the most frequently diagnosed types of skin cancer and distinguish the different types of treatment methods for each. Explore preventive alternatives after diagnosis of precancerous cells. Identify the role of medical assistants in assisting with the various treatment methods. (2 GC)

Carlin B. Hollar, MD, FAAD, received her undergraduate degree from the University of North Carolina at Chapel Hill. She received her medical degree from Wake Forest School of Medicine, where she also completed her residency in dermatology. She is a fellow of the American Academy of Dermatology and a diplomate of the American Board of Dermatology. She has been employed at Central Carolina Dermatology Clinics Inc. since 2007. The practice has offices in High Point, Lexington, and Kernersville.

Hospice and the Grieving Process
3:30–5:30 PM
The participation of a hospice in the end-of-life process provides proven support and comfort for family and friends, and it helps complete the grieving process. Study hospice protocols for end-of-life support as well as support options for family and friends after life has ended, including when there is a sudden death without hospice support. (2 GA)

Saundra Yates, MDiv, is a bereavement coordinator and chaplain with Mountain Valley Hospice & Palliative Care in Mount Airy, North Carolina. Before joining Mountain Valley Hospice, Yates held a similar position with Hospice of Rockingham County and with Hospice of Virginia. Yates graduated from William Carey University with a bachelor’s degree in religion. She received her Master of Divinity degree from Baptist Theological Seminary at Richmond in 1993 and earned certification as a national bereavement facilitator. She has also been endorsed as a chaplain by the Northern American Mission Board of the Southern Baptist Convention.
Cultural Awareness in the Office

6–8 PM

Cultural and religious beliefs and traditions have the potential to hinder patient examinations, create obstacles, and lead to misunderstandings when health care professionals are uninformed. Gain familiarity with various religions and cultures as well as their corresponding traditions to improve your ability to put patients at ease. (2 G)

Catherine Flores, MA, CMA (AAMA), MLT(ASCP) (See Teaching Community Involvement, Saturday, 1–3 PM)

Update on How to Avoid Identity Theft

6–8 PM

Identity theft is a serious problem that is occurring more frequently and even reaching into the workplace. Learn how to be proactive and avoid mistakes that can lead to identity theft. Discuss unsafe computer use and other strategies that can help safeguard important identity information. (2 A)

Detective Sergeant Philip Dale Nix is the current supervisor of the Greensboro Police Department’s Family Victims Unit. Sgt. Nix has been with the Greensboro Police Department since September 1998 and has worked throughout the department as a patrol officer, police training officer, detective in fraud and financial crime investigations, patrol corporal, and patrol sergeant. He has a Bachelor of Arts degree from the University of North Carolina at Greensboro. Sgt. Nix is a certified instructor with the state of North Carolina. He has received his department’s Superior Service Bar and Certificate of Merit. He has also been awarded the Greensboro Merchant Association’s Crime Prevention Award, the NC State Credit Union Scholarship, and an Advanced Law Enforcement certification.

Motivational Interviewing for the Educator

6–8 PM

Faculty and educators may need to provide additional coaching on appropriate behavior to students. Motivational interviewing is a collaborative, goal-oriented method of communication that pays particular attention to the language of change. Learn how to use this communication technique with students to facilitate positive behavior. A measure of student success is also a measure of the educator’s success. (2 G)

Pam Gillen, ND, RN, CNS, CACIII, (See Communication Skills for Medical Assistants: Strategies for FASD Prevention, Saturday, 1–3 PM)

Be courteous to guest speakers and fellow attendees
Conduct conversations in the hallways or lobbies.

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To help you celebrate the profession at the heart of health care, visit the AAMA Store online to order a MARWeek packet, which includes the following items:

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Monday, September 16

Assisted Reproductive Technology
8–10 AM

The current state of in vitro fertilization (IVF) technology varies according to the clinical setting. Advances in the laboratory and patient assessment have helped many people have children. Review the IVF cycle as well as the menstrual cycle, ovarian stimulation, and the retrieval process. Understand the insemination and fertilization processes and what takes place during embryo culture and development. Learn about the embryo selection, cryopreservation process, and cell division. Discuss implantation improvements. (2 C)

Jeffrey Deaton, MD, is an associate professor and medical director of the Center for Fertility, Endocrine, and Menopause at Wake Forest University School of Medicine. He completed both undergraduate and medical school at Vanderbilt University, which was followed by an ob-gyn residency at the University of Connecticut. He felt led to the field of reproductive endocrinology and infertility (REI) due to its unique blend of science, ethics, and emotional support of women and couples as they build their families. Upon completion of his fellowship in REI at the University of Vermont in 1990, Wake Forest recruited him to begin the in vitro fertilization program, where he served as founder and director until 2006. Dr. Deaton then built and directed a successful private practice REI program in Guilford County as part of the University of North Carolina. In 2016 he rejoined Wake Forest.

Lymphedema
8–10 AM

Lymphedema can be a difficult condition for patients to combat, and medical assistants who understand the condition can best assist patients. Review which precautions to take with patients who are at risk for lymphedema. Identify the signs, symptoms, and risk factors, and explore how medical assistants can implement changes in the medical practice to help patients with lymphedema. (2 C)

Stephanie Rehm, DPT, GCS, NCS, CLT, brings over 30 years of physical therapy experience in lymphedema, geriatrics, and neurology. She is certified in geriatrics and neurology by the American Physical Therapy Association and became a certified lymphedema therapist through the Norton School of Lymphatic Therapy in 2014. Additionally, she obtained her head and neck lymphedema training through the Norton School in 2016. She presented on lymphedema for the Forsyth-Stokes-Davie Chapter of Medical Assistants and at the 17th Annual Pink Ribbon Talks hosted by Cancer Services.

High-Fat/Low-Fat Diets
10:30 AM–12:30 PM

There is so much information on what diet types are recommended that it is hard to determine how to eat! For instance, studies show that low-fat diets are no more effective for weight management than other diets. So, what materials are appropriate for patient education for those with specific medical issues? Where can the medical assistant find reliable resources for educational use? Explore the different types of diets that are recommended for specific patients and why. Examine possible contraindications for each diet. (2 C)

The Gathering

The Gathering is a support event for members who have experienced cancer. We will meet Monday, September 16, at 9 AM in the President’s suite. If you wish to participate, contact Mary Dyer, CMA-A (AAMA).

Prior to the conference, you may send an email to Kathy Langley at klangley@aama-ntl.org. At the conference, contact Mary Dyer directly through the hotel switchboard.

Julie Lanford, MPH, RD, CSO, LDN, is the wellness director for Cancer Services, a nonprofit in Winston-Salem, North Carolina. She is a registered dietitian, licensed nutritionist, and board-certified specialist in oncology nutrition. Lanford developed www.CancerDietitian.com, a healthy living website that translates evidence-based nutrition guidelines into consumer-friendly messages for everyday life.

Lanford received a Bachelor of Science in biology from North Carolina State University and a master’s degree in public health nutrition from the University of North Carolina at Chapel Hill. Her professional experience includes nearly three years as an outpatient oncology dietitian and a nutrition educator for diabetes, cholesterol, and weight management.

Modifiers: When to, How to, and Why to
10:30 AM–12:30 PM

Accuracy of coding is highly influenced by the proper use of modifiers. Claims may be delayed or even denied if modifiers are misused, which can raise the risk of audits. Review descriptions and explanations of the modifiers. Discuss all modifier types (evaluation and management [E/M], Healthcare Common Procedure Coding System [HCPCS], surgical, procedural, laboratory, and anesthesia) which are at a higher risk of audit. Examine examples of each modifier used correctly and the most common modifier mistakes. (2 A)

Nina Watson, CMA (AAMA), CPC, CCS, is an experienced coder with more than 40 years of experience in coding. Currently, she works at SAIC as a coding trainer for the Travis Air Force Base. Watson has served on the AAMA Board of Trustees and is a past AAMA president.

Presidents Luncheon

Join us for this grand finale event! Monday at 1:30 PM in the Guilford F–G
Cengage is the education and technology company built for learners. Cengage is the education and technology company built for learners.

Tables 1–4
Elsevier
Elsevier Education empowers higher learning institutions and educators with exceptional content, learning technology, and assessment tools that help transform today’s students into tomorrow’s health care professionals.

Table 5
University of Nevada, Reno/Medical Assistant FASD Practice Improvement Collaborative
The Medical Assistant FASD Practice Improvement Collaborative has partnered with the AAMA to provide education and skill-based training to CMAs (AAMA) on preventing alcohol-exposed pregnancies.

Table 6
McGraw-Hill Education
McGraw-Hill Education believes in unlocking the potential of every learner by working with faculty and institutions to provide flexible solutions that help students succeed.

Table 7
MICA Information Systems Inc.
MICA Information Systems Inc. provides certified electronic health record (EHR) software and professional medical billing services to medical practices. They establish personal relationships with their clients and provide premium services and support.

Tables 8–10
Cengage
Cengage is the education and technology company built for learners. The company serves higher education, K–12, professional, library, and workforce training markets worldwide. Cengage creates learning experiences that build confidence and momentum toward the future that students want. Visit them at https://www.cengage.com.

Table 11
dōTERRA Essential Oils
Since 2008 dōTERRA Essential Oils have provided people with the health-promoting benefits of essential oils. Their oils are free of synthetics, toxins, and fillers. They are third-party tested and harvested in their natural environment.

Table 12
TrueLearn
TrueLearn is an online application offering students and over 600 residency programs access to TrueLearn SmartBanks, which leverage evidence-based learning science with review questions about medical certification and licensure exams. Programs can enhance overall outcomes with early measuring and tracking of readiness for exams.

Table 13
Excelsior College
Excelsior College is a regionally accredited, nonprofit distance-learning institution that removes obstacles to the educational goals of adult learners through generous credit acceptance, such as CMA (AAMA) certification.

Table 14
CAE
CAE provides patient simulation equipment for medical assisting education, servicing educators at community colleges, and career technical education schools.

Table 15
Pearson
Pearson is devoted to creating effective, accessible solutions that provide boundless opportunities for learners at every stage of their journey.

Table 16
Trajecsys
Trajecsys is a leader in the management of tracking, recording, and reporting of clinical record keeping in a web-based environment.

Table 17
Aspen University
Aspen University offers up to 27 credits toward a Bachelor of Science in health care administration to CMAs (AAMA), which is completed entirely online. Tuition is low, and flexible payments are available.

Table 18
UNC Health Care
UNC Health Care delivers the highest quality care to patients across North Carolina. They are looking for talented, passionate medical professionals to join them, and they provide a variety of career opportunities for professional development and growth.

Table 19
Duke Health
Duke Health encompasses three hospitals and serves as the largest primary care network in the greater Triangle area of North Carolina. They provide family medicine, internal medicine, pediatrics, and population health in over 30 locations.

Table 20
Cone Health Medical Group
Cone Health Medical Group is a physician-led network of specialty and primary care physicians and health care professionals at nearly 100 locations across North Carolina’s Piedmont Triad. They offer primary care medical services, including family medicine, internal medicine, obstetrics and gynecology, pediatrics, and urgent care. Specialty care is also available at many locations.

Table 21
Medical Assistants Resources and Training on Immunization
(MARTi) is an online resource for medical assistants. This group provides the latest immunization-related information, as well as listings of training and education resources and continuing education opportunities. Funding for MARTi is provided through a cooperative agreement between the Centers for Disease Control and Prevention (CDC) and the Association for Prevention Teaching and Research.

Table 22–23
F.A. Davis
F.A. Davis is an independent publisher dedicated to providing innovative educational solutions for health science students, educators, and practitioners.

Table 24
Centers for Disease Control and Prevention
The Centers for Disease Control and Prevention (CDC) Division of Laboratory Systems (DLS) has a portfolio of clinical laboratory-related standard setting and research initiatives. They strive to improve quality through regulatory and nonregulatory approaches in collaboration with many government, laboratory, and health care partners.

Table 25
Platinum Educational Group
The online clinical tracking and reporting software created by the Platinum Educational Group is designed for allied health programs.

Table 26
Paradigm Education Solutions
Paradigm Education Solutions is a leading provider of courseware in computer technology, health careers, and business technology.

Table 27
Baylor Scott & White Health
Through innovation, education, and care delivery, Baylor Scott & White Health strives to provide an exceptional customer experience while working to make health care more convenient and affordable.
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