would like to thank

Patty Licurs, CMA (AAMA), CPC

for her service as the
2021–2022 AAMA President
Welcome
AAMA President Patty Licurs, CMA (AAMA), CPC, welcomes you. Also, view the list of contributors and conference committee members.

Officers & Trustees
See the members of the AAMA Board of Trustees.

Volunteer Leaders & On-Site Staff
Review a list of the dedicated volunteer leaders and staff who contribute to the success of the AAMA.

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

CE Sessions & Speakers
Peruse descriptions of the sessions and information about our distinguished conference speakers.

Exhibitors Hall
Get a sneak preview of the exhibitors at this year’s Exhibitors Hall.

Sponsors
Learn more about this year’s sponsors!

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 Credentials Desk and Sunday near the AAMA Help Desk.

Become an ABHES Evaluator
For more information visit https://www.abhes.org/evaluators/

Scan the QR code to complete the Evaluator Application

ABHES Accrediting Bureau of Health Education Schools

Help us help the profession!
On behalf of the AAMA Board of Trustees (BOT) and myself, welcome to Myrtle Beach for the 66th AAMA Annual Conference. I am especially excited to welcome you to my home state of South Carolina (or, as some of us South Carolinians like to say, “South Cackalacky”). Myrtle Beach is well known for its beaches, southern hospitality, seafood, shopping, and especially beach music. I hope you will have some time to experience what the beach has to offer. I can offer some suggestions on where to eat nearby if you need any.

The conference has a full schedule of CE sessions, meetings, and fun for you during the next few days. If this is your first conference, I invite you to attend the First-Timers and Students Reception on Friday morning, where you will meet the members of the BOT as well as the Continuing Education Board and Certifying Board chairs. Following the First-Timers and Students Reception, there will be an open BOT meeting, which all AAMA members are invited to attend.

There is an Awards and Welcome Celebration Friday evening, which is always a fun event to see our state societies and members rewarded for their hard work. There will be food and music, so everyone gets a chance to dance, mingle, and have a good time.

We also welcome everyone to attend the AAMA House of Delegates (HOD) on Saturday, which is where the business of the AAMA is conducted and is a great learning experience for AAMA members. Please also visit our variety of vendors at the Exhibitors Hall between the HOD sessions. We have invited all types of vendors to appeal to everyone attending the conference, so please make the time to visit their booths.

Sunday is a full day of education, including the popular CMA (AAMA®) Knowledge Bowl, sponsored by the Certifying Board and presented by members of the North Carolina and South Carolina state societies. Rounding out Sunday evening is the Presidents Banquet, during which Deborah Novak, CMA (AAMA), will be installed as the new AAMA President.

Monday ends our conference with a morning of continuing education sessions and the AAMA Committees, Strategy Teams, and Task Forces Meeting in the afternoon. If you have volunteered to serve on one of these AAMA groups, please attend the afternoon meeting and connect with the chair and other committee, task force, and strategy team members with whom you will serve.

The BOT and I are happy you are here and hope you will enjoy all the AAMA Annual Conference has to offer.

Patty Licurs, CMA (AAMA), CPC
2021–2022 AAMA President

Conference Education Committee

Chair: Deborah White, CMA (AAMA)
Crissy Taylor, CMA (AAMA)
Sandra Williams, CMA (AAMA)
Jackie Harris, CMA (AAMA)
Denise Kirby, CMA (AAMA)

State Leaders
The Board of Trustees welcomes state and chapter leaders at the State Leaders session.
(Sunday, 1 PM, Oleander Ballroom)

Special Contributors
The AAMA thanks the following state societies, chapters, and individuals for their generous contributions toward educational support:

- Illinois
- Montana
- Ohio
- South Dakota
- Virginia
- Diana Rogers

Patty Licurs, CMA (AAMA), CPC
2021–2022 AAMA President
You inspire students to grow and evolve. Now it’s your turn to be inspired.

One place to start is affordable access to learning for every student. Meeting students’ needs for lower costs. Making sure all students have the materials they need to succeed on the first day. Helping faculty shift to new models. And staying ahead of what’s next.

SHARE THE FUN!
Tag us: #AAMA2022
and #AAMA2022Conference

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Vice Speaker of the House
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Jane Seelig, CMA-A (AAMA)
Sandra Williams, CMA (AAMA)
The Texas Society of Medical Assistants proudly supports the election of

Sherry Bogar, CMA (AAMA), CN-BC,

for Vice Speaker of the House
Committees

Awards
Chair: Aimee Wicker, CMA (AAMA), PCMH CCE
Rebecca Eldridge, CMA (AAMA)
Shelley Gingrich, CMA (AAMA)
Donna Gibbins, CMA (AAMA)

Annual Conference
Chair: Debby Houston, CMA (AAMA), CPC
Jennifer Begley, CMA (AAMA)
Monica Case, CMA (AAMA)
Donna Gibbins, CMA (AAMA)
Deborah Novak, CMA (AAMA)
Deborah White, CMA (AAMA), MS/HPE
Sandra Williams, CMA (AAMA)

Bylaws and Resolutions
Chair: Rebecca Eldridge, CMA (AAMA)
Shelley Gingrich, CMA (AAMA)
Candace Miller, CMA (AAMA)
Jane Seelig, CMA-A (AAMA)
Virginia Thomas, CMA (AAMA)

Career Professional Development
Chair: Aimee Wicker, CMA (AAMA), PCMH CCE
Sherry Bogar, CMA (AAMA), CN-BC
Monica Case, CMA (AAMA)
Deborah Novak, CMA (AAMA)
Jane Seelig, CMA-A (AAMA)
Virginia Thomas, CMA (AAMA)

Documents
Chair: Jane Seelig, CMA-A (AAMA)
Rebecca Eldridge, CMA (AAMA)
Shelley Gingrich, CMA (AAMA)
Virginia Thomas, CMA (AAMA)

Editorial Advisory
Chair: Shelley Gingrich, CMA (AAMA)
Lisa Connelly, CMA (AAMA)
Claire Houghton, CMA (AAMA)
Rhonda Lazette, CMA (AAMA), MHA
Meagan Parker, CMA (AAMA), MHA, CHC
Paula Schubert, CMA (AAMA), CPT

HOD Minutes
Chair: Deborah Novak, CMA (AAMA)
Monica Case, CMA (AAMA)
Virginia Thomas, CMA (AAMA)
Aimee Wicker, CMA (AAMA), PCMH CCE

Maxine Williams Scholarship
Chair: Deborah Novak, CMA (AAMA)
Natasha Geno, CMA (AAMA), ATS
Sandra Williams, CMA (AAMA)

Nominating
Chair: Debby Houston, CMA (AAMA), CPC

VOLUNTEER LEADERS & ON-SITE STAFF

Social Media
Chair: Sherry Bogar, CMA (AAMA), CN-BC
Paula Cooke, CMA (AAMA)
Rebecca Eldridge, CMA (AAMA)
Casie Hamilton, CMA (AAMA)
Kathleen (Denise) Kirby, CMA (AAMA)
Angela McCarter, CMA (AAMA), LRT

Strategic Issues Planning
Chair: Virginia Thomas, CMA (AAMA)
Sherry Bogar, CMA (AAMA), CN-BC
Candace Miller, CMA (AAMA)
Aimee Wicker, CMA (AAMA), PCMH CCE
Sandra Williams, CMA (AAMA)

Strategy Teams
Leadership Development
Chair: Deborah Novak, CMA (AAMA)
Sherry Bogar, CMA (AAMA), CN-BC
Mary Gambrell, CMA (AAMA)
Natasha Geno, CMA (AAMA), ATS
Robert Kribele, CMA (AAMA), BS
Rhonda May, CMA (AAMA)
Tonya Milam, CMA (AAMA)
Francie Mooney, CMA (AAMA), ATA, PBT(ASCP)
Paula Purdy, CMA (AAMA)
Virginia Thomas, CMA (AAMA)

Marketing
Chair: Monica Case, CMA (AAMA)
Sherry Bogar, CMA (AAMA), CN-BC
Donna Gibbins, CMA (AAMA)
Deniece Jozefiak, CMA (AAMA)
Lori Rager, CMA (AAMA), COC, CPC, CPB (AAPC)
Brian Stimpson Sr., CMA (AAMA)
Emily Wagoner, CMA (AAMA), CNA, CPR

Membership Development
Chair: Sandra Williams, CMA (AAMA)
Judie Alessi, CMA (AAMA), AHT, GXM0, RMA(AMT), AHI(AMT), CBCS (NHA)
Sherry Bogar, CMA (AAMA), CN-BC
Patricia Clark, CMA (AAMA)
Julie Fogt, CMA (AAMA)
Summer O’Neal, CMA (AAMA)
Linda Prince, CMA (AAMA), COA, OCT-C
Jane Seelig, CMA-A (AAMA)

Task Forces
Advisory
Chair: Deborah Novak, CMA (AAMA)
Monica Case, CMA (AAMA)
Julie Flaatten, CMA (AAMA), RN, CPC
Susan Hawes, CMA (AAMA), MBA, RHIT, FACMPE
Debby Houston, CMA (AAMA), CPC
Loxie Kistler, CMA (AAMA), EdD, BSN, RN

Lisa Lee, CMA (AAMA)
Patty Licurs, CMA (AAMA), CPC
Paula Purdy, CMA (AAMA)
Betty Springer, CMA-C (AAMA)
Aimee Wicker, CMA (AAMA), PCMH CCE

Partnership
Chair: Monica Case, CMA (AAMA)
Natasha Geno, CMA (AAMA), ATS
Debby Houston, CMA (AAMA), CPC
Deborah Novak, CMA (AAMA)
Aimee Wicker, CMA (AAMA), PCMH CCE

Other Boards & Task Forces
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Chair: Shirley Sawyer, CMA (AAMA), CPC
First Vice Chair: Amber Greer, CMA (AAMA), BS
Jennifer Begley, CMA (AAMA)
Nicole Burgess, CMA (AAMA), MBA, HCAB
Kimberly Doerflinger, CMA (AAMA), MBA
Susan Hawes, CMA (AAMA), MBA, RHIT, FACMPE
Rachel Houston, CMA (AAMA), MPS
Clare Ley, CMA (AAMA)
Jolene Penning, CMA (AAMA), BS, PBT(ASCP)

Assessment-Based Certificate Task Force
Chair: Kimberly Doerflinger, CMA (AAMA), MBA
Amber Greer, CMA (AAMA), BS
Rachel Houston, CMA (AAMA), MPS
Clare Ley, CMA (AAMA)

Conference CE Sessions Task Force
Chair: Jennifer Begley, CMA (AAMA)
First Vice Chair: Susan Hawes, CMA (AAMA), MBA, RHIT, FACMPE
Connie Bartholomew, CMA (AAMA), BA
Shelly Beasley, CMA (AAMA)
Maria Kilby, CMA (AAMA)
Rachel Ozburn, CMA (AAMA)
Linda Prince, CMA (AAMA), COA, OCT-C
Brian Stimpson Sr., CMA (AAMA)
Erin Teuton, CMA (AAMA), MBA
Sarah Vereb, CMA (AAMA)
Mark Zaragoza, CMA (AAMA), EMT-B

Leaders in Education and Practice Task Force
Chair: Rachel Houston, CMA (AAMA), MPS
First Vice Chair: Kimberly Doerflinger, CMA (AAMA), MBA
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Amber Greer, CMA (AAMA), BS
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Denise Lash, CMA (AAMA), MedPHE
Rhonda May, CMA (AAMA)
Francie Mooney, CMA (AAMA), ATA, PBT(ASCP)
Barbara Parker, CMA-AC (AAMA), CCS-P, CPC
Deborah White, CMA (AAMA), NS/HPE

Myrtle Beach, South Carolina
Practice Managers Task Force

Chair: Clare Ley, CMA (AAMA)
First Vice Chair: Linda Virczthum, CMA (AAMA)
Nicole Burgess, CMA (AAMA), MBA, HCAB
Ramara Chavez, CMA (AAMA)
Julie Fogt, CMA (AAMA)
Melody Littrell, CMA (AAMA)
Leslie Pecty, CMA (AAMA), BS
Terri Slinker, CMA (AAMA), CPC

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Chair: Vicki Sokolnik, CMA (AAMA)
First Vice Chair: Carolyn Fuller, CMA (AAMA), ATA, CPC
Second Vice Chair: Diane Vander Ploeg, CMA (AAMA), MS
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Melinda Garcia, CMA (AAMA), AS
Beth Jaeger, SPHR, SHRM-SCP, Public Member
Johan Limbourg, CMA (AAMA)
Charles Reed, MD
Joanne Rodrigues, CMA (AAMA), AS

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Chair: Joanne Rodrigues, CMA (AAMA), AS
Vice Chair: Johan Limbourg, CMA (AAMA)
Liason: Vicki Sokolnik, CMA (AAMA)
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Cameron Smith, CMA (AAMA), PBT (ASCP)
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Diane Vander Ploeg, CMA (AAMA), MS
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1957 * Maxine Williams, CMA-A (AAMA) (KS)
1958 * Mary Kinn, CMA-A (AAMA), CPS (CA)
1959 * Lucille Swearingen (OK)
1960 * Marian Little (IA)
1961 Bettye 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 Hoynes, 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)
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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 Reikin, 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 (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), MBA (TX)
1995 Cheryl Vineyard, CMA (AAMA), CPC, BUS (NM)
1996 Ima Backstrom, CMA (AAMA) (AR)
1997 Carol Clapp, CMA, CMA-AC (AAMA), EMT, CPC (TN)
1997 * 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) (NY)
2006 Mary Dyer, CMA-A (AAMA) (TX)
2007 Rebecca Walker, CMA (AAMA), CPC (NC)
2008 Linda Brown (NJ)
2009 Kathryn Panagiotaos, CMA (AAMA) (FL)
2010 Boni Brunzt, CMA-A (AAMA) (CO)
2011 Betty Springer, CMA-C (AAMA) (FL)
2012 Ann Naegele, 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)
2019 Susan Hawes, CMA (AAMA), MBA, RHIT, FACMPE (ME)
2020 Debby Houston, CMA (AAMA), CPC (VA)
2021 Debby Houston, CMA (AAMA), CPC (VA)
2022 Patty Licurs, CMA (AAMA), CPC (SC)
* Deceased

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

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Communications Director and Managing Editor of CMA Today
Miranda Sanks-Korenchan
Marketing Director
Gina Lang
Public Relations and Marketing Manager
Francesca Llanos
Social Media and Marketing Manager
Felicia Eldridge
Assistant Operations Director and Certification Operations Manager
Lee Rumpel
Administrative Assistant
Deb Rumpel

MAERB On-Site Staff

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

**CEU Category Codes**
- **G** = General
- **A** = Administrative
- **C** = Clinical

<table>
<thead>
<tr>
<th>Thursday, October 20</th>
<th>6–9 PM</th>
<th>AAMA Help Desk Open <em>(Pick up registration packets here.)</em></th>
<th>Group Registration Alcove</th>
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</thead>
<tbody>
<tr>
<td>Friday, October 21</td>
<td>7 AM</td>
<td>Continental Breakfast <em>(Sponsored by Intermountain Healthcare)</em></td>
<td>Blue Restaurant &amp; Lounge</td>
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<td></td>
<td>7 AM–5:30 PM</td>
<td>Headquarters Open</td>
<td>Group Office</td>
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<td>7 AM–5:30 PM</td>
<td>AAMA Help Desk Open <em>(Pick up registration packets here.)</em></td>
<td>Group Registration Alcove</td>
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<tr>
<td></td>
<td>7:30–8:30 AM</td>
<td>First-Timers and Students Reception</td>
<td>Tides 1–2</td>
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<tr>
<td></td>
<td>8–10 AM</td>
<td>HIV and AIDS: Epidemiology, Screening, and Provider—Patient Communication <em>(2 GC)</em></td>
<td>Atlantic 4</td>
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<tr>
<td></td>
<td>8–10 AM</td>
<td>CHRONIC Care Act <em>(2 GA)</em></td>
<td>Atlantic 1–3</td>
</tr>
<tr>
<td></td>
<td>8–10 AM</td>
<td>Student Assessment Techniques <em>(2 G)</em></td>
<td>Atlantic 5</td>
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<td>9:00 AM–NOON</td>
<td>Board of Trustees, Endowment Meetings</td>
<td>Oleander B</td>
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<td></td>
<td>10:30 AM–12:30 PM</td>
<td>Leaders in Education and Practice (LEAP) Forum</td>
<td>Atlantic 1–3</td>
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<tr>
<td></td>
<td>10:30 AM–12:30 PM</td>
<td>Burning Up While Burning Out: Burnout Prevention and Compassion Fatigue Awareness <em>(2 GC)</em></td>
<td>Atlantic 5</td>
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<tr>
<td></td>
<td>10:30 AM–12:30 PM</td>
<td>Health Equity: We All Have a Role to Play <em>(2 G)</em></td>
<td>Atlantic 4</td>
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<tr>
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<td>1:30–3:30 PM</td>
<td>Venipuncture: More Than Just Drawing Blood <em>(2 C)</em></td>
<td>Atlantic 5</td>
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<tr>
<td></td>
<td>1:30–3:30 PM</td>
<td>Flipped and Blended Classes <em>(2 G)</em></td>
<td>Atlantic 1–3</td>
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<td></td>
<td>4–5 PM</td>
<td>Credentials Desk Open</td>
<td>North Hall</td>
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<td></td>
<td>7–10 PM</td>
<td>Welcome and Awards Celebration</td>
<td>Atlantic Ballroom</td>
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<td>Saturday, October 22</td>
<td>6:30–7:30 AM</td>
<td>Credentials Desk Open</td>
<td>North Hall</td>
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<td></td>
<td>7 AM</td>
<td>Continental Breakfast</td>
<td>Blue Restaurant &amp; Lounge</td>
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<td>7 AM–6:30 PM</td>
<td>Headquarters Open</td>
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<td>7:30 AM–5 PM</td>
<td>AAMA Help Desk Open</td>
<td>Group Registration Alcove</td>
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<td></td>
<td>8–9:30 AM</td>
<td>House of Delegates</td>
<td>Atlantic 4–8</td>
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<td></td>
<td>9:30–11:30 AM</td>
<td>Meet the Candidates</td>
<td>Atlantic 4–8</td>
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<td>9 AM–4 PM</td>
<td>Exhibitors Hall</td>
<td>Atlantic 1–3 and Tides 2</td>
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<tr>
<td></td>
<td>1:30–3 PM</td>
<td>Reference Committees: Reports, Bylaws, Resolutions</td>
<td>Atlantic 4–8</td>
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<tr>
<td></td>
<td>5:30–6:15 PM</td>
<td>Credentials Desk Open</td>
<td>North Hall</td>
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<td></td>
<td>6:30–10 PM</td>
<td>House of Delegates Reconvenes</td>
<td>Atlantic 4–8</td>
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# Sunday, October 23

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7 AM</td>
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<td>Headquarters Open</td>
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<tr>
<td>7:30 AM–6 PM</td>
<td>AAMA Help Desk Open</td>
<td>Group Registration Alcove</td>
</tr>
<tr>
<td>8 AM–12 PM</td>
<td>Exhibitors Hall</td>
<td>Atlantic 1–3 and Tides 2</td>
</tr>
<tr>
<td>8–10 AM</td>
<td><strong>Methods to Boost Quality Improvement in Health Care</strong> (2 GA)</td>
<td>Atlantic 4</td>
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<td></td>
<td><em>(Continuing Education Board Practice Managers Task Force–Featured Program)</em></td>
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<tr>
<td>8–10 AM</td>
<td>Team Building (2 G)</td>
<td>Atlantic 5</td>
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<tr>
<td>8–10 AM</td>
<td>Strategies to Create Engaging Online Courses (2 G)</td>
<td>Atlantic 6–8</td>
</tr>
<tr>
<td>10:30 AM–12:30 PM</td>
<td><strong>CMA (AAMA)® Knowledge Bowl</strong> (2 GAC)</td>
<td>Oleander Ballroom</td>
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<tr>
<td></td>
<td><em>(Certifying Board Featured Program and General Session)</em></td>
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<tr>
<td>1–3 PM</td>
<td>Spirometry: It Might Take Your Breath Away (2 C)</td>
<td>Atlantic 4</td>
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<tr>
<td>1–3 PM</td>
<td>The Importance of Communication (2 GA)</td>
<td>Atlantic 5</td>
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<td>1–3 PM</td>
<td>Implementing Culturally Responsive Teaching (2 G)</td>
<td>Atlantic 6–8</td>
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<tr>
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<td>State Leaders (Open to all state and chapter officers)</td>
<td>Oleander Ballroom</td>
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<tr>
<td>3:30–5:30 PM</td>
<td>Medical Assisting Education Review Board (MAERB) Forum</td>
<td>Oleander Ballroom</td>
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<tr>
<td>3:30–5:30 PM</td>
<td><strong>Outpatient Prospective Payment System (OPPS) Changes for 2023</strong> (2 A)</td>
<td>Atlantic 6–8</td>
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<tr>
<td>3:30–5:30 PM</td>
<td>Elder Abuse and Neglect (2 A)</td>
<td>Atlantic 5</td>
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<tr>
<td>6:30–7:30 PM</td>
<td>Mix and Mingle</td>
<td>North/East Hall</td>
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<tr>
<td>7:30–10 PM</td>
<td>Presidents Banquet (Cocktail attire is the dress code for this event.)</td>
<td>Atlantic Ballroom</td>
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# Monday, October 24

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Venue</th>
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</thead>
<tbody>
<tr>
<td>7 AM–12:30 PM</td>
<td>AAMA Help Desk Open</td>
<td>Group Registration Alcove</td>
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<tr>
<td>7:30 AM–1 PM</td>
<td>Headquarters Open</td>
<td>Group Office</td>
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<tr>
<td>8–10 AM</td>
<td><strong>Effectively Handling Confrontation and Other Uncomfortable Situations</strong> (2 G)</td>
<td>Oleander A</td>
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<tr>
<td>8–10 AM</td>
<td>The Power of an Effective Training Protocol (2 GA)</td>
<td>Oleander B</td>
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<tr>
<td>10:30 AM–12:30 PM</td>
<td><strong>Pediatric Abuse</strong> (2 GAC)</td>
<td>Oleander A</td>
</tr>
<tr>
<td>10:30 AM–12:30 PM</td>
<td><strong>Teaching Diversity in the Classroom</strong> (2 G)</td>
<td>Oleander B</td>
</tr>
<tr>
<td>1:30–3:30 PM</td>
<td>AAMA Committees, Strategy Teams, and Task Forces Meeting</td>
<td>Osprey</td>
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</tbody>
</table>

Room assignments may be subject to change on-site. Check the daily newsletter for changes.
AGENDA OF EVENTS

Saturday, October 22, 2022

House of Delegates Agenda

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

Opening Ceremonies

Credentials Chair Report

Adoption of House Rules
Aimee Wicker, CMA (AAMA), PCMH CCE, Vice Speaker of the House

Supplemental Report
Patty Licurs, CMA (AAMA), CPC, President

Nominating Committee Report
Debby Housen, CMA (AAMA), CPC, Nominating Committee Chair

Nominations from Floor
Monica Case, CMA (AAMA), Speaker of the House

6:30–10 PM
Call to Order
Monica Case, 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 Help Desk. If the Help Desk is closed, the drop boxes will be located at or outside AAMA Headquarters. Checklists will be accepted until 1 PM Monday, Oct. 24. 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 Help Desk.

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 peanut 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.

The Gathering
The Gathering is a support event for AAMA members and conference attendees who have experienced cancer. We will meet Sunday, Oct. 23, at 1 PM 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 Continuing Education and Membership Manager Nick Mickowski at NMickowski@aama-ntl.org. At the conference, contact Mary Dyer directly through the hotel switchboard.

Myrtle Beach, South Carolina
Exposure to alcohol before birth can cause physical, behavioral, and intellectual disabilities, known as fetal alcohol spectrum disorders (FASDs). FASDs are preventable if a developing baby is not exposed to alcohol. Medical assistants can play an important role in preventing FASDs by identifying women at risk for an alcohol-exposed pregnancy and helping patients learn more about the risks of alcohol use during pregnancy.

**FASD Primer for Healthcare Professionals**
Provides information about prevention, identification, referral, and treatment of FASDs.

**Preventing Alcohol-Exposed Pregnancies**
Describes two evidence-based approaches that healthcare professionals can use to help prevent alcohol-exposed pregnancies.

**Communication Skills and Strategies for FASD Prevention**
Based on the principles of motivational interviewing, identify and practice communication strategies that can aid in prevention of FASDs.

For more information about these online courses, training opportunities for medical assistants, and hard copies of posters and toolkits visit fasdmapic.org/products/

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**Connect with us:**

Call: 775-784-6265  |  Visit our website: fasdmapic.org  |  E-mail: fasd@casat.org  |  Follow us on Twitter: @MtnPlnsFASDPIC

**Funding for the Medical Assistant FASD PIC** provided by the Centers for Disease Control and Prevention (#5 NU01DD001132-04-00)
HIV and AIDS: Epidemiology, Screening, and Provider-Patient Communication
8–10 AM
More than 1 million people in the U.S. have HIV, a virus that weakens the immune system, according to the Centers for Disease Control and Prevention (CDC). Learn about HIV, including epidemiology, transmission, how the virus replicates in the body, and provider-patient communication for people living with HIV. Review relevant community resources and HIV screening guidelines by the CDC and other national organizations. (2 GC)

Monique Brown, PhD, MPH, is an assistant professor in the epidemiology and biostatistics department in the Arnold School of Public Health at the University of South Carolina. She is also a faculty affiliate in the South Carolina SmartState Center for Healthcare Quality, the Rural and Minority Health Research Center, and the Office for the Study of Aging. Her research focuses on the epidemiology of HIV and clinical HIV studies. Dr. Brown has published work on psychosocial factors among people living with HIV and clinical HIV research.

CHRONIC Care Act
8–10 AM
The Creating High-Quality Results and Outcomes Necessary to Improve Chronic (CHRONIC) Care Act was passed by the Senate in September 2017 to improve chronic care in the home. The bill expands the Independence at Home program, which delivers comprehensive primary care services to the homes of Medicare beneficiaries with multiple chronic conditions. Beginning in the 2020 plan year, the Medicare Advantage plan may provide certain supplemental benefits to chronically ill enrollees, including covering certain telehealth benefits. Learn about the changes made to Medicare in 2020 and the Connected Care initiative. Discuss what chronic care management is and how providers can be reimbursed for services per month. (2 GA)

Christine Maggi, APRN

Student Assessment Techniques
8–10 AM
Educators are often asked to provide information and data about how they are assessing student learning within their courses and program to improve student, faculty, and course performance. Assessment techniques include cognitive, psychomotor, and affective domain areas. Learn definitions and examples of how to assess student learning. Distinguish between formative and summative assessment techniques. Describe the assessment planning process to ensure the implementation of effective and fair assessments. Analyze data collected from focal assessments and develop strategies for improving student performance. Discuss the value of assessment as it relates to improving teaching and classroom activities. (2 G)

Angela Belnap, DHPE, CMA (AAMA), is an experienced educator, curriculum developer, and faculty development mentor. She takes pride in providing the best training possible for both students and educators teaching the next generation. Dr. Belnap has degrees in medical assisting, leadership, administration, and education to support her roles. Dr. Belnap’s goals are to help educators be the best they can be and train the best health care professionals possible.

Enjoy Continental Breakfasts
Friday, Saturday, and Sunday
Beginning at 7 AM in the Blue Restaurant & Lounge
Health Equity: We All Have a Role to Play  
10:30 AM–12:30 PM

The CDC reports that the average U.S. life expectancy is 77 years. However, life expectancy estimates show racial and ethnic disparities. This disturbing reality will remain unchanged without the advancement of health equity—or fair and just opportunities to attain the highest level of health care possible, which requires the removal of barriers such as poverty, discrimination, and their consequences. Define health equity as well as cultural and linguistic competence. Discover how to create environments that value inclusion and health equity. Understand the social determinants of health and their impact on health equity, and differentiate between health equity and health disparities. (2 G)

Melinda Gore, MA, is an author, dual-certified wellness coach, and diversity, inclusion, and equity consultant. Her boutique coaching practice, Her Wealth Is Health, helps women of color prioritize healthy living while growing and leading successful businesses and brands. Gore holds a master’s degree in corporate training and development and a Bachelor of Science degree in exercise physiology. She has spent more than 20 years educating others on how to improve their quality of life with healthy habits. Her career trajectory is unique and inclusive of wellness, diversity, inclusion, and health equity. Gore is driven by a love of learning and closing the gap on optimal quality of life for all.

Physical Therapy First: A First Line of Defense for Pain, Recovery, and Injury Prevention  
1:30–3:30 PM

Physical therapy is a cost-efficient treatment option that allows patients to participate in their recovery. This treatment may also help expedite recovery time and avoid surgery costs and the risk of opioid or pain medication addiction. Gain a general overview of physical therapy, including the statistically supported benefits of referring patients to physical therapy before any other treatment methods. Compare physical therapy to alternate treatment options, and identify patients who may be good candidates for physical therapy. Discuss the initial evaluation and treatment process during physical therapy. (2 GC)

Paul Hecker, PT, DPT, OCS, is a managing partner and co-owner of Elite Integrated Therapy Centers, an independent physical therapy office in South Carolina. After graduating from Furman University and gaining his Master of Science degree in physical therapy at the University of Mobile, Hecker gained experience practicing in Virginia, New York, and South Carolina before opening Elite Integrated Therapy Centers in 2006. Hecker and his office’s co-owner have since built their practice on three basic guidelines: clinical excellence, compassionate care, and amazing customer service. Following those guidelines, Hecker continued to pursue higher education, earning his Doctorate of Physical Therapy in 2015.

Venipuncture: More Than Just Drawing Blood  
1:30–3:30 PM

Venipuncture theory and technique is essential knowledge for medical assistants and required education for CMAs (AAMA). Sharpen your skills by learning proper venipuncture procedure, including the correct order of a draw and proper processing of specimens after collection. Discuss venipuncture collection equipment and the selection of the appropriate collection system for patients. Review tips for assisting with safe and accurate collection. (2 C)

Jami Page, BSMT(ASCP), MHS, received her bachelor’s degree in microbiology in 1988 and continued to the Medical University of South Carolina for her laboratory studies, receiving her bachelor’s degree in medical technology along with certification from the National Credentialing Agency for Laboratory Personnel and the American Society for Clinical Pathology. She began her career as a generalist with the Charleston VA Medical Center and was assigned phlebotomy duty for afternoon ambulatory patients. After switching to a supervisory position with the Medical Associates of the Lowcountry and then serving as director of laboratory services, Page became an adjunct instructor for Trident Technical College in 2003 with a concentration in basic phlebotomy. She is presently a laboratory manager with Roper St. Francis Healthcare and has continued as an adjunct with Trident Technical College.

Flipped and Blended Classes  
1:30–3:30 PM

A successful flipped and blended class can benefit both educators and students. Gain an overview of this format, including how to flip and blend your own class, create mini lectures and quizzes, and verify that the materials have been learned. Explore the Dean Vaughn Total Retention System and the application of an engaging, interactive, and effective medical terminology course that parallels flipped and blended classroom styles. Discuss resources that support this model, and learn how to use “audionyms” for retention. Understand the benefits of associative learning and its relationship to flipped and blended classroom models. (2 G)

Crystal Driesen, CMA (AAMA), RMA(AMT), RHIA (AHIMA), has over 15 years of experience in the health care field, including eight years as a registered medical assistant. She most recently became CMA (AAMA) certified. Driesen has served as the medical assisting program director at Aiken Technical College since December 2017. In spring 2019, Driesen was part of a beta launch program for the Dean Vaughn Total Retention System. After observing the success of her medical assisting students, she implemented the curriculum within her program. In summer 2021, Driesen officially launched the new medical terminology curriculum for her campus with outstanding feedback from students.

Badges Are a Must

You must wear your conference badge at all CE sessions and food events. This requirement is in place to ensure that the limited space available is enjoyed by conference registrants rather than non-registrants.

Attend the Welcome and Awards Celebration!

Friday at 7:00 PM in the Atlantic Ballroom
**SUNDAY, OCTOBER 23**

**Methods to Boost Quality Improvement in Health Care**
Continuing Education Board Practice Managers Task Force–Featured Program

**8–10 AM**

Review the importance of quality improvement in health care—as well as its history—and various quality management methods, especially the plan-do-study-act (PDSA) and lean methodologies. Discover tools used in quality improvement and the data analysis tools that can be used with each methodology. (2 GA)

*Heather Tudor, DrPH, MBA, RHIA, CCRP,* earned her bachelor’s in health services administration and Master of Business Administration from Eastern Kentucky University and her Doctor of Public Health in health management and policy from the University of Kentucky. She holds postgraduate certificates, including one on improving health care value, from the University of Kentucky. Dr. Tudor’s career has included clinical research, predominantly on various malignancies, and research study coordination. Now, she has a tenure-track assistant professor position at Eastern Kentucky University in its health services administration program. Her latest course load includes health care quality management and organization, health services research methods, and clinical information management.

**Team Building**

**8–10 AM**

Whether a practice includes 10 or 200 people, a collaborative staff contributes to greater success for an organization. Effective team building means more engaged employees, which is also good for practice culture. Practice managers, medical assistants, physician assistants, providers, and other staff should work together as a united front to build trust, mitigate conflict, encourage communication, and increase collaboration. Identify the qualities that factor into the success of a team and team members. Discuss strategies such as mentoring, team building activities, and celebrating peers’ success. (2 G)

*Erica Albritton, DHA, MHA, CMA (AAMA), AHI,* is the medical assisting program director at Midlands Technical College. She has been in career education for the last 12 years, medical assisting for 19 years, and health care for 25 years. She earned her associate degree in medical assisting and went on to complete a Bachelor of Science degree in health care management and a Master of Health Care Administration. Albritton considers herself a lifelong learner and completed her doctoral degree in health care administration in May 2022. She has built her career servicing others, whether in a clinical setting or the classroom.

**Strategies to Create Engaging Online Courses**

**8–10 AM**

With online learning being increasingly in demand, educators must be able to adapt their programs to better engage their medical assisting students. Learn how to increase engagement in your online courses, learning groups, and course materials. Discover both how a social presence affects students’ online engagement and strategies that increase social presence in the online classroom. Understand educational theory as it relates to allied health courses, and identify desired learning outcomes. Review tools and techniques used to create an engaging online environment. (2 G)

*Michele Mantooth, MSc, MLS(ASCP)CGCM,* graduated with a Bachelor of Science degree in medical technology in 1990 and a Master of Science degree in health professions education in 1998 from the Medical University of South Carolina (MUSC). She worked in outpatient and satellite laboratories at MUSC for 18 years, earning her specialty certification in cytogenetics and serving as the manager for MUSC’s hospital phlebotomy services. Over the last 14 years, she has taught medical laboratory skills to medical assisting and medical laboratory technician students. She is the medical laboratory technology program director for Trident Technical College and the chair for the Environmental, Health, Safety and Security Council at the college. She holds microcredentials in creating an inclusive and supportive online learning environment, promoting active learning online, and designing student-centered courses from the Association of College and University Educators and the American Council on Education.

**CMA (AAMA) ® Knowledge Bowl**
Certifying Board–Featured Program and General Session

**10:30 AM–12:30 PM**

A vast range of knowledge is required to be an effective CMA (AAMA). This popular session is infotainment for medical assistants, as 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 and South Carolina state societies.

**Presidents Banquet**

Usher in the new association year at this inaugural event and salute your state leaders during the Parade of Presidents.
Sunday at 7:30 PM in the Atlantic Ballroom
Spirometry: It Might Take Your Breath Away
1–3 AM

Spirometry, the most common breathing test, is an essential lung test for disease diagnosis and maintenance. Learn the procedures for obtaining a spirometry, troubleshooting techniques, patient instructions for obtaining an accurate test, and interpretation strategies. Define the normal expected values and medical abbreviations used in respiratory testing. Review spirometry acceptability and reproducibility based on American Thoracic Society standards, oxygen titration testing for insurance qualification, and action plans for chronic obstructive pulmonary disease and asthma based on spirometry results. (2 C)

Karen Simmons, BSRT, RRT-NPS, RPFT, is a respiratory therapist who has been practicing for more than 25 years. She is currently the respiratory care program director at Trident Technical College. Simmons is a registered pulmonary function technologist and worked in pulmonary diagnostics at the Medical University of South Carolina for six years. In her early career, she worked in the neonatal intensive care unit for more than 10 years. Simmons was previously the southeast regional manager for SleepMed, where she oversaw respiratory therapists in five states. She has spoken about pulmonary diagnostics at the South Carolina Society for Respiratory Care Annual Conference twice and at numerous local conferences. She was a featured speaker at the South Carolina Society of Medical Assistants conference in 2021. Simmons’s areas of interest include teaching, pulmonary function testing, asthma, and amyotrophic lateral sclerosis.

The Importance of Communication
1–3 PM

In the workplace, successful communication is essential for work to be done accurately and efficiently. To be a successful manager and have your business run smoothly, you must be able to effectively and clearly communicate with your team. Define communication, and discuss how to effectively communicate via different types of written and oral communication. (2 GA)

Erica Albritton, DHA, MHA, CMA (AAMA), AHI (See Team Building, Sunday, 8–10 AM)

Implementing Culturally Responsive Learning
1–3 PM

Culturally responsive teaching is a pillar in creating a positive and engaging classroom experience. Implementing students’ cultural references in all aspects of learning helps to engage and transform student perspectives. Review the definition of culturally responsive teaching, examples, and its value in medical assisting education. Discuss four components required for culturally responsive teaching. Examine your own practices and reflect on how you might incorporate culturally responsive teaching in your teaching. (2 G)

Michelle Mantooth, MSce, MLS(ASCP)CGCM (See Strategies to Create Engaging Online Courses, Sunday, 8–10 AM)

Outpatient Prospective Payment System (OPPS) Changes for 2023
3:30–5:30 PM

Each year, changes published in the Federal Register affect coding and billing of medical services. New codes may be added, and some changes may affect the reporting and documentation of services or whether the service can be reported at all. Learn about billing changes and updates included in the Federal Register that may affect coding and billing practices and documentation requirements for new or existing Current Procedural Terminology (CPT) or Healthcare Common Procedure Coding System (HCPCS) codes. Review new codes that have been proposed for 2023. (2 A)

Donna McGowan, CPC, CRC, is the hospital chargemaster coordinator for Lexington Medical Center, where she adds outpatient/ambulatory procedures to the chargemasters for various departments. This includes researching the procedures and codes used to ensure that the codes are being applied appropriately and that the documentation supports the procedures. She celebrated her ninth anniversary at Lexington Medical Center in May 2022. Palmetto Health Patient Financial Services previously employed her as a coding analyst for four years, where she was tasked with reviewing accounts for coding accuracy and correct application of modifiers. Before that, McGowan was employed at Southeastern Neurosurgical and Spine as a coder and was a CMA (AAMA) for over 25 years. She previously served as the president of the South Carolina Society of Medical Assistants and the Capital Coders chapter of AAPC. McGowan currently serves as vice president of Capital Coders.

Elder Abuse and Neglect
3:30–5:30 PM

Each year, up to 5 million older Americans are abused, neglected, or financially exploited. Referred to as elder abuse, this issue is increasingly being recognized as a global health concern and social problem. Many risk factors place older adults at risk for abuse. Developing appropriate screenings and strategies to mitigate elder abuse must be the focus of resources and education to help this vulnerable population. Examine types of abuse among older adults and the physical and mental signs of abuse. Identify resources for assisting abused or neglected older adults, and learn about the long-term effects of abuse. (2 A)

Tomika Williams, PhD, AGNP-C, CDP, is a dually certified adult-gerontology nurse practitioner in primary care and certified dementia practitioner with 18 years of advanced clinical practice experience in various care settings, including inpatient rehabilitation, long-term care, and occupational health. Additionally, Dr. Williams is an adjunct professor, sought-after speaker (sharing her clinical expertise in the care of older adults), published author, and entrepreneur. Her research and scholarship interest areas include long-term care, gerontology, health promotion, and social justice issues in health care.

Effectively Handling Confrontation and Other Uncomfortable Situations
8–10 AM

While conflict is sometimes unavoidable, a well-informed approach can give individuals opportunities to learn and discover ways to manage such situations in the future. Choosing the right place, time, and words can help individuals handle conflict rationally and effectively. Debunk common myths about conflict. Learn how to better understand all perspectives, disagree firmly but tactfully, and eliminate problematic phrases and words. Discuss what to do when challenged, quick-thinking strategies, and role-playing. (2 G)

Lacy F. Consolini, CMCO, CMOM, RMA, CHP, CSCS, started in health care as a receptionist 29 years ago. Three years later, Consolini worked in a clinical role
and moved into senior management roles. Consolini obtained numerous certifications to enhance her understanding and ability to lead and grow in health care. She is most passionate about supporting others by continuing to serve on advisory boards and committees and supporting each management role with a clinical presence. Her biggest accomplishment is having the opportunity to present to groups of people to support their journeys.

The Power of an Effective Training Protocol
8–10 AM

Many industries share the inability, a lack of effective processes, and the shortage of financial means to provide effective training to new employees. A lack of training can lead to low employee morale, high turnover, an increase in training costs, decreased productivity, and heightened negativity and stress. Important factors for overcoming these challenges are effective training plans, leaders to manage the training plan, and mentors who want to be trainers. Learn how to create an environment that demonstrates strong leadership and fosters motivation, successful outcomes, and positive reinforcement. Identify opportunities for training plans, and examine a variety of training plans for different positions. (2 GA)

Angela Belnap, DHPE, CMA (AAMA) (See Student Assessment Techniques, Friday, 8–10 AM)

Pediatric Abuse
10:30 AM–12:30 PM

Child abuse is prominent and often goes ignored or undetected. More than a thousand children die each year from abuse or neglect. Thus, health care professionals must be prepared to react quickly and professionally and follow appropriate procedures. Health care professionals who work directly with pediatric patients, such as medical assistants, should be trained in how to spot the possible signs of abuse. Learn how to recognize the signs of abuse and make an immediate report. Discuss challenging child abuse cases in pediatric practices. (2 GAC)

Carrie Busch, MD, MSCR, is a South Carolina native who received her doctorate from Texas A&M University. She completed her residency in general pediatrics at the Medical University of South Carolina (MUSC) and remained at MUSC to complete a dual Pediatric Emergency Medicine and Child Abuse Pediatrics Fellowship. She was the first fellow in the nation to complete both trainings in a combined setting. During her fellowship, she also completed a master’s degree in clinical research, and her current interests include quality improvement and trauma. Dr. Busch is currently a dually appointed assistant professor working in both pediatric emergency medicine and child abuse pediatrics at MUSC. She holds board certifications in general pediatrics, child abuse pediatrics, and pediatric emergency medicine. She also serves as the quality improvement director for the MUSC pediatric emergency department.

Teaching Diversity in the Classroom
10:30 AM–12:30 PM

A challenge that most health care educators face is discussing and teaching the importance of diversity in health care. Promoting diversity and practicing it in the curriculum can influence the development and assessment of students. Define diversity and equality in health care. Discuss approaches and theories for teaching diversity and the foundations for diversity in curriculum, including learning outcomes. Review key terminology and concepts used in curriculum diversity. (2 G)

Rachel Houston, CMA (AAMA), MPS, is the quality enhancement plan (QEP) director, an associate professor, and the program chair of the medical assistant and the community health and wellness programs at Cabarrus College of Health Sciences. She has undergraduate degrees in medical assisting and psychology and a master’s degree in the psychology of leadership. She is currently completing the final year of her doctoral program at Campbell University, where her research is focused on equity in rural and mental health. In addition to teaching, Houston has also previously chaired the diversity education committee, a component of her institution’s completed cultural competence QEP.
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With the Medical Assisting profession growing by 18% through 2030*, we know that providing your students with expert-authored content and innovative learning technology is vital to their success. We’re right here with you to bring the next generation of Medical Assistants to practice!

Scan to browse our Medical Office curriculum catalog.
Join us at the Elsevier table to learn more about our Medical Assisting program!


Please join Paul Hecker, PT, DPT, OCS as he discusses Physical Therapy First
Friday, October 21st from 1:30pm to 3:30pm
elitetherapycenters.com

Physical Therapy First
Utilizing Physical Therapy Treatments as a First Line of Defense for Pain, Recovery, and Injury Prevention
EXHIBITORS HALL

Open Saturday (9 AM to 4 PM) and Sunday (8 AM to 12 PM)

Accrediting Bureau of Health Education Schools
The Accrediting Bureau of Health Education Schools (ABHES) conducts both institutional and specialized programmatic accreditation. The U.S. secretary of education recognizes ABHES as a specialized, national accrediting body determined to be a reliable authority on the quality of training offered by the educational institutions and programs it accredits. Its approved and recognized scope includes degree and non-degree granting private, postsecondary institutions offering educational programs predominantly in allied health and the programmatic accreditation of public and private medical assistant, medical laboratory technology, and surgical technology programs.

Ameenah’s Bath Boutique
Ameenah’s Bath Boutique offers handmade soaps, body butters, sugar scrubs, foaming bath soap, and wax melts.

Cengage Group
Cengage Group provides quality digital products and services to millions of students, equipping them with the skills and competencies needed to advance their careers and improve their lives.

Center for Phlebotomy Education
The Center for Phlebotomy Education is a well-known resource of educational materials and products for those who manage, teach, or perform blood collections.

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.

Elite Integrated Therapy Centers
Elite Integrated Therapy Centers, an Elite Therapy Solutions affiliate, is a privately owned physical, occupational, and speech therapy provider in South Carolina.

Elsevier
Elsevier 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.

Everside Health
Everside Health is a national direct primary care provider, operating health centers located at or near the facilities of its employer and unions.

Excelsior University
Excelsior University is an accredited, not-for-profit distance learning institution founded in 1971 focused on providing educational opportunities to adult learners. Through an educational partnership with the AAMA, Excelsior offers tuition and fee discounts to AAMA members and their spouses or domestic partners.

F.A. Davis
Headquartered in Philadelphia, the city of its 1979 founding, F.A. Davis is an independent, family-owned publisher of innovative teaching and learning solutions for the health sciences. For more information, visit https://www.fadavis.com.

Intermountain Healthcare
Intermountain Healthcare is a not-for-profit health system based in Salt Lake City, Utah, and the largest health care provider in the Intermountain West.

Jones & Bartlett Learning
Jones & Bartlett Learning is a world-leading provider of instructional, assessment, and learning-performance management solutions for the secondary education, post-secondary education, and professional markets. Its educational programs and services improve learning outcomes and enhance student achievement by combining authoritative content with innovative, proven, and engaging technology applications.

Jordan Essentials
Jordan Essentials offers healthy, everyday essentials infused with magnesium. These affordable, made-in-the-USA, nontoxic, botanical products aim to promote healthy skin and nourishment from the outside in!

Lacey Llama Creations
Lacey Llama Creations offers vinyl and sublimated hand decor and gifts such as porch signs, lamps, wood signs, gift sets, magnetic badge reels, Christmas decor, blankets, wine glass and bag sets, and more!

Mary Kay
Mary Kay is the No. 1 cosmetic company in the United States.

McGraw Hill
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The Indiana Society of Medical Assistants is all abuzz, supporting Pamela L. Neu, CMA (AAMA), MBA, for Trustee.
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