



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

FSMA Fall Seminar "UNITED WE BUILD A BETTER FUTURE"

November 9, 2019

**Embassy Suites by Hilton Fort Myers-Estero
10450 Corkscrew Commons Drive
Estero, Florida 33928
239-949-4222**

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| 7:00 am-7:30 am | Registration Desk Open
Continental Breakfast |
| 7:30 am-8:15 am | Welcome- FSMA President Marsha Benedict, MSA, CMA-A (AAMA)

Introduction by Education Chair Judy Seymour, CMA (AAMA)
Deniece Jozefiak, CMA (AAMA) |
| 8:15 am-9:15 am
1.0 | Elder Abuse
Sherry Young, Elder Abuse Prevention Coordinator/Area
Agency on Aging in South West Florida
Let's not forget about our elderly population. Elderly are
forgotten and abused more than we know about. It's not just
physical abuse-there is emotional and financial abuse as well. |
| 9:15 am- 9:30 am | Break |
| 9:30 am-11:00 am
1.5 | Telephone Etiquette
Margaret Sabine, CMA (AAMA), LPN, BA-Medical Assistant
Instructor Southern Tech College
Do you answer the phone properly? Are you professional
when you do? How do you handle a disgruntled patient on the
phone? |
| 11:00 am-12:00 pm
1.0 | Hypnotherapy
Teresa Keating, CCTHt
Learn what affects the mind. Use of hypnosis can help with
Self Esteem, Weight Control, Stress Management, Smoking
Cessation and Developing New Healthy Habits. |
| 12:15 pm-1:15 pm | Lunch |

1:30-2:30 pm 1.0	OSHA Updates Victoria Cunningham, BS/Human Resource Department Family Health Centers of South West Florida OSHA is not just about work place injuries. How you talk to employees and patients ? Beware inappropriate action and speech can be referred to as sexual harassment and bullying.
2:30 pm–2:45 pm	Break
2:45 pm-3:45 pm 1.0	Vaccine Updates Marie George, RN Lee County Health Dept. Are your children up to date on their vaccines? What does the school require? Are your patients current with vaccines? Who should and should not receive certain vaccines? Why should you get the annual Flu Vaccine?
3:45 pm-4:00 pm	Break
4:00 pm-5:00 pm 1.0	Sickle Cell Anemia Nicole S. Wilson, BA Out Reach Coordinator Lee County What is Sickle Cell Anemia? Who is at risk? What has changed over the years? Do you screen your patients for Sickle Cell?
5:00 pm-5:15 pm	Time to turn in your CEU checklist and survey form
5:30 pm-6:00 pm	Committee Meetings and FSMA Executive Board Meeting <u>ALL are welcome to attend. WE value your input.</u>

The Executive board agenda will be posted and available on the website one week prior.

- **Be an active participant in your organization.**
- **Meet your committee chairs.**
- **Do you have a great speaker for a future seminar?**
- **Volunteer to work with FSMA Marketing and Communications Chair?**
- **Help with the registration desk?**
- **Students- we are working on your page on the website now- what do YOU want to see there?**

Enjoy your evening and meet NEW Credentialed MEDICAL ASSISTANTS-Health Care's most versatile employee!!

6.5 CEU's subject of approval by AAMA. Topics subject to change without notice.

Thank you to South West and Central Gulf Coast chapter teamwork in organizing this conference.