



FLORIDA SOCIETY OF MEDICAL ASSISTANTS, INC

2011 GENERAL ASSEMBLY PACKET

58TH FSMA ANNUAL CONVENTION

LIGHTING THE WAY THROUGH FSMA

HOLIDAY INN SELECT

ORLANDO, FLORIDA

APRIL 28-May 1, 2011



FLORIDA SOCIETY OF MEDICAL ASSISTANTS, INC

2011 GENERAL ASSEMBLY PACKET

58TH FSMA ANNUAL CONVENTION

LIGHTING THE WAY THROUGH FSMA

HOLIDAY INN SELECT

ORLANDO, FLORIDA

APRIL 28-May 1, 2011



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

67th Annual Conference Agenda Red Lion Hotel Buena Vista South May 1 and 2, 2020

Friday, May 1, 2020

| | |
|-----------------------|--|
| 1:00pm –2:00pm | Registration desk open |
| 2:00pm-2:30pm | FSMA Pre-Conference Board Meeting |
| 2:30pm-3:00pm | Reference Committee Meeting |
| 3:30pm-4:00pm | Orientation for General Assembly (If you've never attended a General Assembly please join us for this meeting to familiarize yourself with its procedures.) Registration Desk open Credentials Desk open |
| 4:00pm | General Assembly |

Saturday, May 2, 2020

| | |
|----------------------|---|
| 7:00am-7:45am | Registration Desk Open Country Store opens |
| 7:45am-8:15am | Welcome & Introduction- Marsha Benedict, CMA-A (AAMA) FSMA President |

Monica Case, CMA (AAMA) **AAMA Vice Speaker of the House 2018-2020**

Monica will give us an update on what's new at AAMA. This is your opportunity to let AAMA know what they can do to improve your career as a medical assistant. Have your questions ready!

| | |
|------------------------|--------------|
| 8:15am – 8:30am | Break |
|------------------------|--------------|

| | |
|---|--|
| 8:30 am – 10:30am 2 AG | Cultural and Linguistic Competence Lauren Josephs, PhD, LMHC, NCC, Visionary Vanguard Group, Inc., Research and Behavioral Science, Orlando, FL |
|---|--|

Dr. Josephs will be discussing the rationale and evidence for cultural and linguistic competence; identify best practices to support culturally responsive services; discuss how to work effectively with individuals with limited English proficiency; delineate federal and accreditation requirements regarding culturally responsive services. Get ready for an interactive session including case studies, videos, and group and individual activities.

10:30 – 10:45am

Break

10:45am – 12:45pm

2 ACG

Human Trafficking

Desiree D. Jamieson – Millan, M. Sc., R.N., CCMA

MD Now Urgent Care, Sunrise, FL

Manager of Training and Development

Some of the topics to be discussed: The United Nations definition of human trafficking, trafficking versus smuggling, who are the victims and where do they come from, types of trafficking, who are the traffickers, coercive tactics used by traffickers, assessment and evaluation of at-risk individuals, performing the physical exam, documentation, meeting the needs of trafficked individuals, reporting to and communicating with law enforcement and child protection authorities.

12:45pm - 2:15pm

**Celebration Luncheon, Installation of FSMA Officers for 2020 – 2021,
FSMA Awards**

2:15pm – 3:15pm

1 A

Coding Game 2020

Get ready for some brain storming on ICD codes – good refresher on how to determine the most specific code. We'll form teams – have fun with post-it notes (you'll have to come to see what that means!) – members of the winning team will receive prizes.

3:15pm-5:15pm

2 AG

Sexual Assault Awareness and Prevention Training

Education Coordinator, Victim Service Center of Central FL

You'll be provided with the skills to understand, recognize, and prevent sexual assault; define and understand the scope of sexual assault; gain knowledge on how our culture contributes to victimization; define the steps to healing for primary and secondary victims; recognize the warning signs of sexual assault across different age groups.

5:15pm-5:30pm

Time to wrap up the day – please turn in your CEU checklists and survey forms and then take time to speak with one of our Committee Chairs – education, membership, bylaws, marketing and communication, FSMA website, FSMA Facebook, meeting coordinator, registration – volunteer your time and expertise – thank you!

5:30pm FSMA Executive Board Meeting

You're all welcome to attend. Be an active participant in your organization. WE are looking forward to your input!

7 CEUs have been approved by AAMA: A – Administrative; C - clinical; G – general.

Topics subject to change.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

67th Annual Conference Agenda Red Lion Hotel Buena Vista South May 1 and 2, 2020

Friday, May 1, 2020

| | |
|-----------------------|--|
| 1:00pm –2:00pm | Registration desk open |
| 2:00pm-2:30pm | FSMA Pre-Conference Board Meeting |
| 2:30pm-3:00pm | Reference Committee Meeting |
| 3:30pm-4:00pm | Orientation for General Assembly (If you've never attended a General Assembly please join us for this meeting to familiarize yourself with its procedures.) Registration Desk open Credentials Desk open |
| 4:00pm | General Assembly |

Saturday, May 2, 2020

| | |
|----------------------|---|
| 7:00am-7:45am | Registration Desk Open Country Store opens |
| 7:45am-8:15am | Welcome & Introduction- Marsha Benedict, CMA-A (AAMA) FSMA President |

Monica Case, CMA (AAMA) **AAMA Vice Speaker of the House 2018-2020**

Monica will give us an update on what's new at AAMA. This is your opportunity to let AAMA know what they can do to improve your career as a medical assistant. Have your questions ready!

| | |
|------------------------|--------------|
| 8:15am – 8:30am | Break |
|------------------------|--------------|

| | |
|---|--|
| 8:30 am – 10:30am 2 AG | Cultural and Linguistic Competence Lauren Josephs, PhD, LMHC, NCC, Visionary Vanguard Group, Inc., Research and Behavioral Science, Orlando, FL |
|---|--|

Dr. Josephs will be discussing the rationale and evidence for cultural and linguistic competence; identify best practices to support culturally responsive services; discuss how to work effectively with individuals with limited English proficiency; delineate federal and accreditation requirements regarding culturally responsive services. Get ready for an interactive session including case studies, videos, and group and individual activities.

10:30 – 10:45am

Break

10:45am – 12:45pm

2 ACG

Human Trafficking

Desiree D. Jamieson – Millan, M. Sc., R.N., CCMA

MD Now Urgent Care, Sunrise, FL

Manager of Training and Development

Some of the topics to be discussed: The United Nations definition of human trafficking, trafficking versus smuggling, who are the victims and where do they come from, types of trafficking, who are the traffickers, coercive tactics used by traffickers, assessment and evaluation of at-risk individuals, performing the physical exam, documentation, meeting the needs of trafficked individuals, reporting to and communicating with law enforcement and child protection authorities.

12:45pm - 2:15pm

**Celebration Luncheon, Installation of FSMA Officers for 2020 – 2021,
FSMA Awards**

2:15pm – 3:15pm

1 A

Coding Game 2020

Get ready for some brain storming on ICD codes – good refresher on how to determine the most specific code. We'll form teams – have fun with post-it notes (you'll have to come to see what that means!) – members of the winning team will receive prizes.

3:15pm-5:15pm

2 AG

Sexual Assault Awareness and Prevention Training

Education Coordinator, Victim Service Center of Central FL

You'll be provided with the skills to understand, recognize, and prevent sexual assault; define and understand the scope of sexual assault; gain knowledge on how our culture contributes to victimization; define the steps to healing for primary and secondary victims; recognize the warning signs of sexual assault across different age groups.

5:15pm-5:30pm

Time to wrap up the day – please turn in your CEU checklists and survey forms and then take time to speak with one of our Committee Chairs – education, membership, bylaws, marketing and communication, FSMA website, FSMA Facebook, meeting coordinator, registration – volunteer your time and expertise – thank you!

5:30pm FSMA Executive Board Meeting

You're all welcome to attend. Be an active participant in your organization. WE are looking forward to your input!

7 CEUs have been approved by AAMA: A – Administrative; C - clinical; G – general.

Topics subject to change.

FLORIDA SOCIETY OF MEDICAL ASSISTANTS

A GUIDE FOR ELIGIBLE VOTING MEMBERS AT THE FSMA ANNUAL MEETING

REVISED 5/3/2008

CREDENTIALS:

Credential check in # 1:

The Credential Committee is located near the Registration Desk. The Credentials Desk is open only as specified in your program booklet. The Credentials Committee will verify that you are an eligible voting member as of 12/31 of the year preceding the Annual Meeting of FSMA. Honorary members are not eligible to vote. Eligible voting members will receive a colored index card to use during all voting sessions. Please place your name on the card. This is in case it is lost, it can be returned to the eligible voting member.

There will be no proxy votes allowed at the General Assembly.

Subsequent Credential Checks:

Be prepared to show your credentials card at subsequent credentials verification points at the entrance to all of the General Assembly sessions and for voting.

Only the members that are seated at the close of the first session of the General Assembly will be eligible to vote at the second session of the General Assembly.

BALLOTING PROCEDURES IN THE GENERAL ASSEMBLY

All voting will take place in the General Assembly.

Ballots will include the names of **ALL** candidates, including names of those nominated from the floor.

A majority of votes is necessary for election.

The Tellers distribute ballots. Do not engage in conversation with the Tellers.

Only eligible voting members that are seated during the General Assembly session are eligible to vote.

Spoiled ballots are returned to the Tellers, who will then issue a new ballot.

Pencil marked ballots are acceptable.

Be sure any correction(s) on the ballot is legible.

After marking your ballot, fold it once. Ballots folded together will be rejected.

Ballot boxes are passed by the Tellers to collect the ballots.

Place your ballot in the ballot box. Do not hand to the Tellers.

When all the voting is completed the Tellers will retire to count the votes. The business of the General Assembly will continue until the Chair of the Tellers indicates that the report of the Tellers is ready for announcement by the chair.

STANDING VOTE OR SHOW OF HANDS

When the Speaker calls for a standing vote or show of hands vote, the Tellers appointed will be asked to make the count. Please stand and remain standing (with colored index card in hand) or raise your hand and keep it up until the Tellers have counted you. Then be seated or lower your hand.

FLORIDA SOCIETY OF MEDICAL ASSISTANTS

HOW THE FSMA REFERENCE COMMITTEES OPERATE AND WHY YOU SHOULD ATTEND

- Reference Committees shall hold hearings to consider all reports, proposed bylaw changes and resolutions and all issues that are germane to those that are scheduled for presentation to the General Assembly. The Reference Committee will report to the General Assembly with recommendations based on the consensus of opinions expressed by those attending the hearings. The time and room assigned to the Reference Committee will be published in the official program for the Annual Meeting.
- The Reference Committee is composed of active members of the FSMA who are appointed by the Speaker of the General Assembly.
- Each Reference Committee is provided suitable space and time in which to hold an open hearing to discuss items that have been referred to the Committee.
- The members attending each Reference Committee Meeting will be given ample opportunity to present views on all issues germane to the subject areas assigned to each specific Reference Committee.
- The Chair of the Reference Committee is the final authority on the range of topics and the amount of time taken in discussion. No parliamentary authority is present for the Reference Committee Meetings so that members can engage in completely free discussion. Each member shall be limited to two minutes of debate on each question with debate on each being limited to fifteen minutes. A member may not speak a second time on the same question if one who has not spoken asks for the floor and no member shall speak more than twice on the same question.
- The Chair, in presenting each topic of discussion, will ensure that the membership has a full appreciation for the issue calling for additional information as needed among committee members.
- Every voting member should feel free to enter into discussion to express questions or concerns. The Chair will make every effort to make all members feel that their voices have been heard and the entire committee will render an objective report to the General Assembly based on discussion at the Reference Committee Meeting.

FLORIDA SOCIETY OF MEDICAL ASSISTANTS

NOW THAT I AM AN ELIGIBLE VOTING MEMBER-WHAT DO I DO?

Appointed by Speaker of the General Assembly

Governing Body -----General Assembly-----Credential Chair
Page
Tellers
Timekeeper
Sergeant-At-Arms
Reference Committees

- All eligible voting members must be in good standing. Dues must be paid by December 31st preceding the General Assembly.
- All eligible voting members voting during the General Assembly will serve from the opening of the General Assembly of that year until the subsequent Annual Meeting of FSMA.
- All members of the General Assembly shall check in with credentials and be verified as eligible to vote in the General Assembly.
- The General Assembly may transact business by mail, e-mail and/or fax, but in all such cases the affirmative vote of the majority of the eligible voting members shall be necessary for a decision.

As an eligible voting member of the state society:

- Be thoroughly familiar with the current FSMA Bylaws (which can be found on fsmaonline.org) and Roberts Rules of Order Newly Revised.
- Read and study the General Assembly Rules and all reports (which will be posted on the FSMA website) so that you will be informed on all issues to be presented in the General Assembly.
- A voting member decides those matters brought before the General Assembly which could include state policies, bylaw amendments, resolutions, elections of Executive Council Members and Delegates/Alternates to AAMA, (**Remember that student members are not permitted to be a delegate/alternate to the AAMA HOD**) as well as other business that comes before the General Assembly.
- Discuss all items with your chapter officers and as many members as possible.

- Be prepared to vote for Executive Council Members during the annual election. Become familiar with these individuals and those nominated from the floor by talking with other members and chapter members and especially by speaking to the candidates themselves. Examine their qualifications and contributions to the society rather than only considering popularity.
- Time of debate is to be limited and is stated in the General Assembly Rules.
- Members should speak clearly, stating your name and chapter so that the Minutes Committee will record the correct information.
- If a lengthy or complicated motion is to be made by a member or an item discussed in advanced, the member should prepare it in writing and give a copy to the Speaker of the General Assembly and the Minutes Committee at the time the motion is being made. (A page will take it to the appropriate person)
- The member would go to the microphone, wait to be recognized by the Speaker and state, "Madam, Speaker, I move"
- The member should completely state the motion and not, "I so move....."
- The member making the motion may speak to the motion first, if desired. But others must be allowed to speak before the member making the motion may speak again.
- All members planning on voting during the General Assembly should attend the Reference Committee Meetings to listen to the discussion, perhaps enter into it. The member should listen carefully during the General Assembly when the decisions of the Reference Committee are read as recommendations for acceptance or rejection by the members.
- You should become familiar with the hotel facilities in advance. Learn where the nearest restrooms are, where the voting will take place, where the General Assembly will be held, etc. in order to avoid being late or having to rush around prior to the meeting.
- Members should maintain a positive, impartial, cooperative and pleasant attitude about the association and the business to be considered.
- Members should be attentive and orderly during the sessions of the General Assembly, considerate of each other and enthusiastic about AAMA/FSMA.

ADDITIONAL TIPS

- To listen and think objectively are the two most important duties you have as a voting member. Consider all issues for the good of the entire association, not just from the standpoint of one individual or chapter. It is your duty to report back to your members of your local chapter. You should remember to keep an open mind. Base your decisions on the deliberations of the General Assembly and not on a preconceived opinion.
- Parliamentary procedure is designed to let a majority accomplish its ultimate goal within a reasonable time. Be prepared to express your views and then be gracious if your opinion does not prevail. Learn to abide by majority rule; this is the basis of our democracy.
- Reference Committees are for everyone. These committee meetings provide an opportunity for all members to express opinions and hear the opinions of others. Everyone is urged to attend these meetings, but you as a voting member are obligated to do so.

FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Rules of the General Assembly

I. General Assembly

The governing body of the Florida Society shall be the General Assembly, which shall have the authority to determine the professional policies of the society and the power to amend the Bylaws, act upon such business as may be presented and conduct the annual election of the Executive Council Members, Delegates and Alternates to AAMA.

II. Voting Body

The voting body of the FSMA General Assembly shall consist of all eligible members in good standing of FSMA.

III. Seating of the Eligible Voting Member

The voting body shall be seated in the front of the room. They shall be in their seats **five minutes** before the opening of the business meeting. To facilitate the work of the General Assembly, they will occupy the same seat until final adjournment. No member may leave a session without good cause. No officer or voting member shall be absent from a session without just cause. If an eligible member must leave a session, he/she must surrender their voting card. When that member returns they can receive the card back providing there is not a vote in progress on the floor.

IV. Discussion

When you wish to speak in the General Assembly, approach the nearest microphone, wait to be recognized by the Chair, state your name and your chapter, and continue your comments. Speak clearly into the microphone so your comments may be heard by the delegation. All remarks and discussion will be directed to the Chair. The Chair shall be addressed as "Madam Speaker".

The Chair with the majority vote of voting members may grant the right to the floor to the non eligible voting member. A member who has been assigned the floor shall be interrupted only for a parliamentary cause. It is out of order to be standing when another member has the floor.

When two or more members rise at about the same time to obtain the floor, all other things being equal, the member who rises first after the floor has been yielded and addresses the Chair is entitled to the floor.

Each member shall be limited to two minutes of debate on each question with debate on each being limited to ten minutes. Additional time may be obtained by a two-thirds (2/3) vote of the voting members. A member may not speak a second time on the same question if one who has not spoken asks for the floor and no member shall speak more than twice on the same question except by two-thirds (2/3) vote of the voting members present and voting.

V. Voting

Orders of the day for the session of the convention will be shown in the official convention program and when once adopted by a majority vote, cannot be deviated from except by a two-thirds (2/3) vote of the General Assembly.

VI. Motions

Motions may be introduced and voted upon ONLY by members of the voting body. It is encouraged that all main motions that are lengthy or involved be presented to the Minutes Committee in writing and signed by the member making the motion before the close of the business session at which the motion was stated.

VII. Point of Information

When a member does not understand the questions and needs clarification they should rise to a "Point of Information".

VIII. Appointments

The Speaker of the General Assembly shall appoint a Credentials Chair, Reference Committee Chair, Tellers, Sergeant-At-Arms, Timekeeper and Pages.

FLORIDA SOCIETY OF MEDICAL ASSISTANTS

A GUIDE FOR ELIGIBLE VOTING MEMBERS AT THE FSMA ANNUAL MEETING

REVISED 5/3/2008

CREDENTIALS:

Credential check in # 1:

The Credential Committee is located near the Registration Desk. The Credentials Desk is open only as specified in your program booklet. The Credentials Committee will verify that you are an eligible voting member as of 12/31 of the year preceding the Annual Meeting of FSMA. Honorary members are not eligible to vote. Eligible voting members will receive a colored index card to use during all voting sessions. Please place your name on the card. This is in case it is lost, it can be returned to the eligible voting member.

There will be no proxy votes allowed at the General Assembly.

Subsequent Credential Checks:

Be prepared to show your credentials card at subsequent credentials verification points at the entrance to all of the General Assembly sessions and for voting.

Only the members that are seated at the close of the first session of the General Assembly will be eligible to vote at the second session of the General Assembly.

BALLOTING PROCEDURES IN THE GENERAL ASSEMBLY

All voting will take place in the General Assembly.

Ballots will include the names of **ALL** candidates, including names of those nominated from the floor.

A majority of votes is necessary for election.

The Tellers distribute ballots. Do not engage in conversation with the Tellers.

Only eligible voting members that are seated during the General Assembly session are eligible to vote.

Spoiled ballots are returned to the Tellers, who will then issue a new ballot.

Pencil marked ballots are acceptable.

Be sure any correction(s) on the ballot is legible.

After marking your ballot, fold it once. Ballots folded together will be rejected.

Ballot boxes are passed by the Tellers to collect the ballots.

Place your ballot in the ballot box. Do not hand to the Tellers.

When all the voting is completed the Tellers will retire to count the votes. The business of the General Assembly will continue until the Chair of the Tellers indicates that the report of the Tellers is ready for announcement by the chair.

STANDING VOTE OR SHOW OF HANDS

When the Speaker calls for a standing vote or show of hands vote, the Tellers appointed will be asked to make the count. Please stand and remain standing (with colored index card in hand) or raise your hand and keep it up until the Tellers have counted you. Then be seated or lower your hand.

FLORIDA SOCIETY OF MEDICAL ASSISTANTS

HOW THE FSMA REFERENCE COMMITTEES OPERATE AND WHY YOU SHOULD ATTEND

- Reference Committees shall hold hearings to consider all reports, proposed bylaw changes and resolutions and all issues that are germane to those that are scheduled for presentation to the General Assembly. The Reference Committee will report to the General Assembly with recommendations based on the consensus of opinions expressed by those attending the hearings. The time and room assigned to the Reference Committee will be published in the official program for the Annual Meeting.
- The Reference Committee is composed of active members of the FSMA who are appointed by the Speaker of the General Assembly.
- Each Reference Committee is provided suitable space and time in which to hold an open hearing to discuss items that have been referred to the Committee.
- The members attending each Reference Committee Meeting will be given ample opportunity to present views on all issues germane to the subject areas assigned to each specific Reference Committee.
- The Chair of the Reference Committee is the final authority on the range of topics and the amount of time taken in discussion. No parliamentary authority is present for the Reference Committee Meetings so that members can engage in completely free discussion. Each member shall be limited to two minutes of debate on each question with debate on each being limited to fifteen minutes. A member may not speak a second time on the same question if one who has not spoken asks for the floor and no member shall speak more than twice on the same question.
- The Chair, in presenting each topic of discussion, will ensure that the membership has a full appreciation for the issue calling for additional information as needed among committee members.
- Every voting member should feel free to enter into discussion to express questions or concerns. The Chair will make every effort to make all members feel that their voices have been heard and the entire committee will render an objective report to the General Assembly based on discussion at the Reference Committee Meeting.

FLORIDA SOCIETY OF MEDICAL ASSISTANTS

NOW THAT I AM AN ELIGIBLE VOTING MEMBER-WHAT DO I DO?

Appointed by Speaker of the General Assembly

Governing Body -----General Assembly-----Credential Chair
Page
Tellers
Timekeeper
Sergeant-At-Arms
Reference Committees

- All eligible voting members must be in good standing. Dues must be paid by December 31st preceding the General Assembly.
- All eligible voting members voting during the General Assembly will serve from the opening of the General Assembly of that year until the subsequent Annual Meeting of FSMA.
- All members of the General Assembly shall check in with credentials and be verified as eligible to vote in the General Assembly.
- The General Assembly may transact business by mail, e-mail and/or fax, but in all such cases the affirmative vote of the majority of the eligible voting members shall be necessary for a decision.

As an eligible voting member of the state society:

- Be thoroughly familiar with the current FSMA Bylaws (which can be found on fsmaonline.org) and Roberts Rules of Order Newly Revised.
- Read and study the General Assembly Rules and all reports (which will be posted on the FSMA website) so that you will be informed on all issues to be presented in the General Assembly.
- A voting member decides those matters brought before the General Assembly which could include state policies, bylaw amendments, resolutions, elections of Executive Council Members and Delegates/Alternates to AAMA, (**Remember that student members are not permitted to be a delegate/alternate to the AAMA HOD**) as well as other business that comes before the General Assembly.
- Discuss all items with your chapter officers and as many members as possible.

- Be prepared to vote for Executive Council Members during the annual election. Become familiar with these individuals and those nominated from the floor by talking with other members and chapter members and especially by speaking to the candidates themselves. Examine their qualifications and contributions to the society rather than only considering popularity.
- Time of debate is to be limited and is stated in the General Assembly Rules.
- Members should speak clearly, stating your name and chapter so that the Minutes Committee will record the correct information.
- If a lengthy or complicated motion is to be made by a member or an item discussed in advanced, the member should prepare it in writing and give a copy to the Speaker of the General Assembly and the Minutes Committee at the time the motion is being made. (A page will take it to the appropriate person)
- The member would go to the microphone, wait to be recognized by the Speaker and state, "Madam, Speaker, I move"
- The member should completely state the motion and not, "I so move....."
- The member making the motion may speak to the motion first, if desired. But others must be allowed to speak before the member making the motion may speak again.
- All members planning on voting during the General Assembly should attend the Reference Committee Meetings to listen to the discussion, perhaps enter into it. The member should listen carefully during the General Assembly when the decisions of the Reference Committee are read as recommendations for acceptance or rejection by the members.
- You should become familiar with the hotel facilities in advance. Learn where the nearest restrooms are, where the voting will take place, where the General Assembly will be held, etc. in order to avoid being late or having to rush around prior to the meeting.
- Members should maintain a positive, impartial, cooperative and pleasant attitude about the association and the business to be considered.
- Members should be attentive and orderly during the sessions of the General Assembly, considerate of each other and enthusiastic about AAMA/FSMA.

ADDITIONAL TIPS

- To listen and think objectively are the two most important duties you have as a voting member. Consider all issues for the good of the entire association, not just from the standpoint of one individual or chapter. It is your duty to report back to your members of your local chapter. You should remember to keep an open mind. Base your decisions on the deliberations of the General Assembly and not on a preconceived opinion.
- Parliamentary procedure is designed to let a majority accomplish its ultimate goal within a reasonable time. Be prepared to express your views and then be gracious if your opinion does not prevail. Learn to abide by majority rule; this is the basis of our democracy.
- Reference Committees are for everyone. These committee meetings provide an opportunity for all members to express opinions and hear the opinions of others. Everyone is urged to attend these meetings, but you as a voting member are obligated to do so.

FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Rules of the General Assembly

I. General Assembly

The governing body of the Florida Society shall be the General Assembly, which shall have the authority to determine the professional policies of the society and the power to amend the Bylaws, act upon such business as may be presented and conduct the annual election of the Executive Council Members, Delegates and Alternates to AAMA.

II. Voting Body

The voting body of the FSMA General Assembly shall consist of all eligible members in good standing of FSMA.

III. Seating of the Eligible Voting Member

The voting body shall be seated in the front of the room. They shall be in their seats **five minutes** before the opening of the business meeting. To facilitate the work of the General Assembly, they will occupy the same seat until final adjournment. No member may leave a session without good cause. No officer or voting member shall be absent from a session without just cause. If an eligible member must leave a session, he/she must surrender their voting card. When that member returns they can receive the card back providing there is not a vote in progress on the floor.

IV. Discussion

When you wish to speak in the General Assembly, approach the nearest microphone, wait to be recognized by the Chair, state your name and your chapter, and continue your comments. Speak clearly into the microphone so your comments may be heard by the delegation. All remarks and discussion will be directed to the Chair. The Chair shall be addressed as "Madam Speaker".

The Chair with the majority vote of voting members may grant the right to the floor to the non eligible voting member. A member who has been assigned the floor shall be interrupted only for a parliamentary cause. It is out of order to be standing when another member has the floor.

When two or more members rise at about the same time to obtain the floor, all other things being equal, the member who rises first after the floor has been yielded and addresses the Chair is entitled to the floor.

Each member shall be limited to two minutes of debate on each question with debate on each being limited to ten minutes. Additional time may be obtained by a two-thirds (2/3) vote of the voting members. A member may not speak a second time on the same question if one who has not spoken asks for the floor and no member shall speak more than twice on the same question except by two-thirds (2/3) vote of the voting members present and voting.

V. Voting

Orders of the day for the session of the convention will be shown in the official convention program and when once adopted by a majority vote, cannot be deviated from except by a two-thirds (2/3) vote of the General Assembly.

VI. Motions

Motions may be introduced and voted upon ONLY by members of the voting body. It is encouraged that all main motions that are lengthy or involved be presented to the Minutes Committee in writing and signed by the member making the motion before the close of the business session at which the motion was stated.

VII. Point of Information

When a member does not understand the questions and needs clarification they should rise to a "Point of Information".

VIII. Appointments

The Speaker of the General Assembly shall appoint a Credentials Chair, Reference Committee Chair, Tellers, Sergeant-At-Arms, Timekeeper and Pages.



Florida Society of Medical Assistants, Inc.

To: Deniece Josefiak CMA (AAMA)
Speaker of the General Assembly

Titiana Kordic, CMA (AAMA)
Vice Speaker of the General Assembly

From: Marsha Benedict MSA, CMA-A (AAMA)
FSMA President's Report

May through October 2019

Responded to many online requests for information regarding certification, membership, CEU's and MA right to practice in Florida.

Confirmed job descriptions with the new liaison board members. Sent thank you notes to Dr. Schillinger and Dr. Foy for agreeing to be on the FSMA Liaison Board. Special Thank You to Dr. Schillinger for attending the General Assembly.

Attended Virtual Advisory Meeting of the Medical Assistant Program at Rasmussen College, Land O' Lakes Campus near Hudsonville, FL.

Confirmed FSMA Fall 2021 Conference with the North Florida Chapter to be held at Keiser University; 1800 Business Park; Daytona, FL on Saturday 30, 2021.

Signed Contract for Annual 2021 and 2022 with Holiday Inn Resort; 13351 State Road 535; Orlando Florida.

Shared AAMA June board of trustees meeting highlights with the FSMA executive board.

Requested all Chapter Presidents as an introduction to send:

Chapter name, Picture of Chapter President (Jpeg) with contact information; list of officers; meeting dates and locations to Loxie Kistler CMA (AAMA) for a CC to be sent to individual chapters.

Chapters were requested to update their website information with web master Mary Lou Allison CMA-C(AAMA).

Delegates to AAMA Conference in Greensboro gathered information to handout at the conference, took Mickey mouse ears and tee shirts to wear during the slide-show presentation developed by Mary Lou Allison CMA-C(AAMA). Thank you for the wonderful invitational presentation.

Sent the executive board and email requesting permission spend \$1500-\$2000 for professional consultation in preparation of online registration and use of Pay Pal.

Unanimous approval of the online registration fee and the Web Master was given permission to proceed.

Conducted with the treasurer and web master a sample registration with new PayPal system. All a go.

47
48 Approved Fall 2020 Agenda and Registration.
49

50 Prepared a Welcome and updates of future conferences to be placed on the screen at the Fall Conference.
51

52 Hotel approved to Fairfield Inn Daytona for the January 2021 Conference.
53

54 Due to an Achilles Tear and Surgery unable to attend the AAMA Conference in Greensboro. Pictures were sent
55 from the Delegates that were posted on the FSMA Website. FSMA was well represented with 4 delegates and
56 along with Leticia Velez that recently moved from Arizona to join Florida Society.
57

58 Congratulations to FSMA Loxie Kistler CMA (AAMA) and Mary Lou Allison CMA-C (AAMA) for being
59 awarded from AAMA an Excel Award for Marketing, Promotion and Recruitment. This quite a feat and many
60 hours of work. Statistics had to be shown to receive this award. Betty Springer CMA(AAMA) started the
61 Constant Contact and Loxie continued the process the past couple of years. Over the years FSMA was able to
62 show statistics that granted this award. Thank you to all involved in this process.
63

64 Updated Sample Evaluation and Checklist for conferences were placed on the website under sample forms.
65

66 Invitation to the Fall Conference was sent to the Liaison Group.
67

68 Call to order sent for Fall Meeting and reports sent to be filed on FSMA website.
69

70 Shared Don Balasa's presentation on the pilot program for certification with the executive board and other
71 members.
72

73 Called and sent Florida Schools information on New Pilot program and shared any emails for CC.
74

75 October 2019 through February 2020
76

77 Continued to work with the AAMA CEB and FSMA Adhoc Committee confirming speakers and gathering
78 information for the AAMA Annual Conference in Orlando September 11-14, 2020.
79

80 Confirmed a Hotel for the LEAP session of AAMA to be held Thursday September 10, 2020.
81

82 FSMA Fall 2021 Conference with the North Florida Chapter to be held at Keiser University; 1800 Business
83 Park; Daytona, Fl on Saturday 30, 2021 has been canceled. Conversation is ongoing with Coco Campus
84 Eastern Florida State University to hold the conference on their campus.
85

86 Fairfield Inn Daytona for the January 2021 Conference cancelled our reservations due to event at Daytona.
87 Seeking a new hotel if Eastern Florida State University approves use of their campus in Coco. January 2021
88 Conference Pending currently.
89

90 Traveled with Mary Lou Allison CMA-C (AAMA) to West Palm campus of South Eastern College (Keiser) to
91 meet with Brian Dickens Program Director regarding holding South East Chapter meetings on his campus. A
92 survey was discussed and further developed to be sent out to all South East Chapter members and graduates,
93 extern sites, advisory board members and students of South Eastern Campus (Keiser). Results are pending.
94

95 Corresponded with Monica Case CMA (AAMA), Florida AAMA Representative.
96

97 The FSMA Board of Directors were polled regarding the continuation of the Constant Learning and Constant
98 Contact. The final vote was to discontinue the Constant Learning and Continue the Constant Contact. Linda

Vitzum has volunteered to send the blasts for FSMA and Chapters. Mary Lou Allison CMA-C (AAMA) has volunteered along with her webmaster position to keep all the emails up to date.

Shared all correspondence from AAMA with the FSMA Board of Directors throughout the year.

Invitation was sent to the FSMA Liaison Representatives to attend the Annual General Assembly.

Prepared a new form that is mandatory for all Program Planners to send to Constant Contact and the Web Master when a request is made to send a blast or place a conference on the website calendar. The form can be found on the website under documents.

Information was shared with the executive board that FSMA membership as of 8/31/2019 was 866 and our delegate representatives to the AAMA 2020 House of Delegates would be four (4).

All Executive Board Members were asked to send their proxy information for the President and Secretary prior to the Pre -General Assembly Executive Board meeting and Post General Assembly Executive Board meeting.

Due to the Corona Virus an administrative emergency was declared by the Executive Board via email to include the cancellation of the FSMA Annual Conference May 1-2, 2020.

Thank you to Loxie Kistler, Linda Vitzum and Mary Lou Allison that worked with your President (after confirming with Don Balasa) a means to conduct voting for our officers, delegates to AAMA and two important bylaws changes. An eblast was prepared to Notice all members eligible to vote that an additional eblast will be sent with Survey Monkey attached (like a ballot) for everyone to vote on the issues. Following one week, the tally will be given to the Speaker of the House, Deniece Jozefiak who will prepare an eblast and report to be posted on the website in lieu of an annual GA minutes.

Corresponded with AAMA and AAMA Representative regarding canceling the Conference.

Thank you goes out to all Board of Directors, members of FSMA that has made this year a successful and eventful year.

UNITED WE BUILD A BETTER FUTURE.



Florida Society of Medical Assistants, Inc.

To: Deniece Josefiak CMA (AAMA)
Speaker of the General Assembly

Titiana Kordic, CMA (AAMA)
Vice Speaker of the General Assembly

From: Marsha Benedict MSA, CMA-A (AAMA)
FSMA President's Report

May through October 2019

Responded to many online requests for information regarding certification, membership, CEU's and MA right to practice in Florida.

Confirmed job descriptions with the new liaison board members. Sent thank you notes to Dr. Schillinger and Dr. Foy for agreeing to be on the FSMA Liaison Board. Special Thank You to Dr. Schillinger for attending the General Assembly.

Attended Virtual Advisory Meeting of the Medical Assistant Program at Rasmussen College, Land O' Lakes Campus near Hudsonville, FL.

Confirmed FSMA Fall 2021 Conference with the North Florida Chapter to be held at Keiser University; 1800 Business Park; Daytona, FL on Saturday 30, 2021.

Signed Contract for Annual 2021 and 2022 with Holiday Inn Resort; 13351 State Road 535; Orlando Florida.

Shared AAMA June board of trustees meeting highlights with the FSMA executive board.

Requested all Chapter Presidents as an introduction to send:

Chapter name, Picture of Chapter President (Jpeg) with contact information; list of officers; meeting dates and locations to Loxie Kistler CMA (AAMA) for a CC to be sent to individual chapters.

Chapters were requested to update their website information with web master Mary Lou Allison CMA-C(AAMA).

Delegates to AAMA Conference in Greensboro gathered information to handout at the conference, took Mickey mouse ears and tee shirts to wear during the slide-show presentation developed by Mary Lou Allison CMA-C(AAMA). Thank you for the wonderful invitational presentation.

Sent the executive board and email requesting permission spend \$1500-\$2000 for professional consultation in preparation of online registration and use of Pay Pal.

Unanimous approval of the online registration fee and the Web Master was given permission to proceed.

Conducted with the treasurer and web master a sample registration with new PayPal system. All a go.

47
48 Approved Fall 2020 Agenda and Registration.
49

50 Prepared a Welcome and updates of future conferences to be placed on the screen at the Fall Conference.
51

52 Hotel approved to Fairfield Inn Daytona for the January 2021 Conference.
53

54 Due to an Achilles Tear and Surgery unable to attend the AAMA Conference in Greensboro. Pictures were sent
55 from the Delegates that were posted on the FSMA Website. FSMA was well represented with 4 delegates and
56 along with Leticia Velez that recently moved from Arizona to join Florida Society.
57

58 Congratulations to FSMA Loxie Kistler CMA (AAMA) and Mary Lou Allison CMA-C (AAMA) for being
59 awarded from AAMA an Excel Award for Marketing, Promotion and Recruitment. This quite a feat and many
60 hours of work. Statistics had to be shown to receive this award. Betty Springer CMA(AAMA) started the
61 Constant Contact and Loxie continued the process the past couple of years. Over the years FSMA was able to
62 show statistics that granted this award. Thank you to all involved in this process.
63

64 Updated Sample Evaluation and Checklist for conferences were placed on the website under sample forms.
65

66 Invitation to the Fall Conference was sent to the Liaison Group.
67

68 Call to order sent for Fall Meeting and reports sent to be filed on FSMA website.
69

70 Shared Don Balasa's presentation on the pilot program for certification with the executive board and other
71 members.
72

73 Called and sent Florida Schools information on New Pilot program and shared any emails for CC.
74

75 October 2019 through February 2020
76

77 Continued to work with the AAMA CEB and FSMA Adhoc Committee confirming speakers and gathering
78 information for the AAMA Annual Conference in Orlando September 11-14, 2020.
79

80 Confirmed a Hotel for the LEAP session of AAMA to be held Thursday September 10, 2020.
81

82 FSMA Fall 2021 Conference with the North Florida Chapter to be held at Keiser University; 1800 Business
83 Park; Daytona, Fl on Saturday 30, 2021 has been canceled. Conversation is ongoing with Coco Campus
84 Eastern Florida State University to hold the conference on their campus.
85

86 Fairfield Inn Daytona for the January 2021 Conference cancelled our reservations due to event at Daytona.
87 Seeking a new hotel if Eastern Florida State University approves use of their campus in Coco. January 2021
88 Conference Pending currently.
89

90 Traveled with Mary Lou Allison CMA-C (AAMA) to West Palm campus of South Eastern College (Keiser) to
91 meet with Brian Dickens Program Director regarding holding South East Chapter meetings on his campus. A
92 survey was discussed and further developed to be sent out to all South East Chapter members and graduates,
93 extern sites, advisory board members and students of South Eastern Campus (Keiser). Results are pending.
94

95 Corresponded with Monica Case CMA (AAMA), Florida AAMA Representative.
96

97 The FSMA Board of Directors were polled regarding the continuation of the Constant Learning and Constant
98 Contact. The final vote was to discontinue the Constant Learning and Continue the Constant Contact. Linda

Vitzum has volunteered to send the blasts for FSMA and Chapters. Mary Lou Allison CMA-C (AAMA) has volunteered along with her webmaster position to keep all the emails up to date.

Shared all correspondence from AAMA with the FSMA Board of Directors throughout the year.

Invitation was sent to the FSMA Liaison Representatives to attend the Annual General Assembly.

Prepared a new form that is mandatory for all Program Planners to send to Constant Contact and the Web Master when a request is made to send a blast or place a conference on the website calendar. The form can be found on the website under documents.

Information was shared with the executive board that FSMA membership as of 8/31/2019 was 866 and our delegate representatives to the AAMA 2020 House of Delegates would be four (4).

All Executive Board Members were asked to send their proxy information for the President and Secretary prior to the Pre -General Assembly Executive Board meeting and Post General Assembly Executive Board meeting.

Due to the Corona Virus an administrative emergency was declared by the Executive Board via email to include the cancellation of the FSMA Annual Conference May 1-2, 2020.

Thank you to Loxie Kistler, Linda Vitzum and Mary Lou Allison that worked with your President (after confirming with Don Balasa) a means to conduct voting for our officers, delegates to AAMA and two important bylaws changes. An eblast was prepared to Notice all members eligible to vote that an additional eblast will be sent with Survey Monkey attached (like a ballot) for everyone to vote on the issues. Following one week, the tally will be given to the Speaker of the House, Deniece Jozefiak who will prepare an eblast and report to be posted on the website in lieu of an annual GA minutes.

Corresponded with AAMA and AAMA Representative regarding canceling the Conference.

Thank you goes out to all Board of Directors, members of FSMA that has made this year a successful and eventful year.

UNITED WE BUILD A BETTER FUTURE.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date: March 1st, 2020

To: Marsha Benedict, MSA CMA-A (AAMA)
President FSMA

From: Loxie Kistler, Ed.D. M.S. B.S.N. RN CMA (AAMA)
FSMA Vice President

RE: May, 2020 FSMA Annual Conference Executive Council Meeting Report

This officer has carried out the duties of FSMA Vice President as outlined in the FSMA Policy and Procedure Manual. This officer has been available to the Executive Council and all members via email and phone as needed as well as serving in the capacity of Nominating Chair.

This officer participated in the AAMA Continuing Education Board (CEB), ABC Task Force and Leadership in Education and Practice (LEAP) initiatives and attended Chicago meetings and many weekly conference calls regarding the development of the ABC-Pediatrics and the ABC-Educators.

In collaboration with FSMA President Marsha Benedict continued planning for education for the 2020 AAMA Conference in Orlando.

Collaborated with the AAMA, CEB, Marsha Benedict and Mary Lou Allison in planning a 4 AAMA CEU LEAP Workshop on September 10th, 2020 in collaboration with the 2020 AAMA Conference in Orlando.

Assisted with securing meeting space for the September 10th, 2020 LEAP Workshop. Secured 2 presenters for the Workshop.

Developed marketing tools and registration form for the September 10th, 2020 LEAP Workshop in collaboration with AAMA MARCOM Group.

Participated in the online vote regarding the continuation of Constant Contact and Constant Learning.

It is a pleasure to continue to serve the FSMA.

Respectfully submitted,

Loxie Kistler, Ed.D. M.S. B.S.N. RN CMA (AAMA)
FSMA Vice President



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date: March 1st, 2020

To: Marsha Benedict, MSA CMA-A (AAMA)
President FSMA

From: Loxie Kistler, Ed.D. M.S. B.S.N. RN CMA (AAMA)
FSMA Vice President

RE: May, 2020 FSMA Annual Conference Executive Council Meeting Report

This officer has carried out the duties of FSMA Vice President as outlined in the FSMA Policy and Procedure Manual. This officer has been available to the Executive Council and all members via email and phone as needed as well as serving in the capacity of Nominating Chair.

This officer participated in the AAMA Continuing Education Board (CEB), ABC Task Force and Leadership in Education and Practice (LEAP) initiatives and attended Chicago meetings and many weekly conference calls regarding the development of the ABC-Pediatrics and the ABC-Educators.

In collaboration with FSMA President Marsha Benedict continued planning for education for the 2020 AAMA Conference in Orlando.

Collaborated with the AAMA, CEB, Marsha Benedict and Mary Lou Allison in planning a 4 AAMA CEU LEAP Workshop on September 10th, 2020 in collaboration with the 2020 AAMA Conference in Orlando.

Assisted with securing meeting space for the September 10th, 2020 LEAP Workshop. Secured 2 presenters for the Workshop.

Developed marketing tools and registration form for the September 10th, 2020 LEAP Workshop in collaboration with AAMA MARCOM Group.

Participated in the online vote regarding the continuation of Constant Contact and Constant Learning.

It is a pleasure to continue to serve the FSMA.

Respectfully submitted,

Loxie Kistler, Ed.D. M.S. B.S.N. RN CMA (AAMA)
FSMA Vice President

1



Florida Society of Medical Assistants, Inc.

2 February 22, 2020

3

4 TO: Deniece Jozefiak, CMA (AAMA)
5 Speaker of the General Assembly

6

7 Tatiana Kordic, CMA (AAMA)
8 Vice Speaker of the General Assembly

9

10 FROM: Mary Morris, CMA (AAMA)
11 FSMA Secretary 2019-2020

12

13 RE: Annual Report May 2020

14

15 This officer has seen to the duties of FSMA Secretary as outlined in the FSMA Policy and
16 Procedure Manual. This officer has been available to the executive council and all members
17 via email and phone as needed. The task of having the minutes to the President for review by
18 four weeks post meeting has been met.

19

20 The April 26, 2019 Annual Pre Conference meeting minutes were typed up and emailed to
21 President Marsha Benedict, CMA-A (AAMA) and Loxie Kistler, CMA (AAMA) on 5/11/19 for
22 review. The April 27, 2019 Annual Post Conference meeting minutes were emailed to
23 President Marsha Benedict, CMA-A (AAMA) and Vice President Loxie Kistler, CMA (AAMA) on
24 5/26/19 for review.

25

26 After review by the above persons and corrections being made, both Pre and Post Conference
27 minutes were sent to Mary Lou on 6/1/19 for inclusion on the FSMA website.

28

29 The November 9, 2019 fall seminar meeting minutes were emailed to the President and Vice
30 President to review on 12/8/19. Changes to the minutes as recommended were done and sent
31 back to the President and Vice President for final review.

32

33 The taped recording of all minutes is reviewed prior to the final minutes being sent to the
34 FSMA President and Vice President to ensure the accuracy of the minutes as written.

35

36 All of the minutes have been placed on the FSMA web site, in a timely manner, for all
37 members to view prior to each meeting.

38

39

PAGE 2 Annual Secretary Report 2020

This officer was asked to be Minutes chair for the FSMA General Assembly April 26, 2019. These minutes were emailed to the Speaker and Vice Speaker on 6/15/19 for review and corrections made as directed by Speaker Fortin.

This officer also had the pleasure of attending the AAMA National Conference in Greensboro, North Carolina September 13-16, 2019 as a delegate.

It has been a pleasure for this officer to serve as your FSMA Secretary this past year.

1



Florida Society of Medical Assistants, Inc.

2 February 22, 2020

3

4 TO: Deniece Jozefiak, CMA (AAMA)
5 Speaker of the General Assembly

6

7 Tatiana Kordic, CMA (AAMA)
8 Vice Speaker of the General Assembly

9

10 FROM: Mary Morris, CMA (AAMA)
11 FSMA Secretary 2019-2020

12

13 RE: Annual Report May 2020

14

15 This officer has seen to the duties of FSMA Secretary as outlined in the FSMA Policy and
16 Procedure Manual. This officer has been available to the executive council and all members
17 via email and phone as needed. The task of having the minutes to the President for review by
18 four weeks post meeting has been met.

19

20 The April 26, 2019 Annual Pre Conference meeting minutes were typed up and emailed to
21 President Marsha Benedict, CMA-A (AAMA) and Loxie Kistler, CMA (AAMA) on 5/11/19 for
22 review. The April 27, 2019 Annual Post Conference meeting minutes were emailed to
23 President Marsha Benedict, CMA-A (AAMA) and Vice President Loxie Kistler, CMA (AAMA) on
24 5/26/19 for review.

25

26 After review by the above persons and corrections being made, both Pre and Post Conference
27 minutes were sent to Mary Lou on 6/1/19 for inclusion on the FSMA website.

28

29 The November 9, 2019 fall seminar meeting minutes were emailed to the President and Vice
30 President to review on 12/8/19. Changes to the minutes as recommended were done and sent
31 back to the President and Vice President for final review.

32

33 The taped recording of all minutes is reviewed prior to the final minutes being sent to the
34 FSMA President and Vice President to ensure the accuracy of the minutes as written.

35

36 All of the minutes have been placed on the FSMA web site, in a timely manner, for all
37 members to view prior to each meeting.

38

39

PAGE 2 Annual Secretary Report 2020

This officer was asked to be Minutes chair for the FSMA General Assembly April 26, 2019. These minutes were emailed to the Speaker and Vice Speaker on 6/15/19 for review and corrections made as directed by Speaker Fortin.

This officer also had the pleasure of attending the AAMA National Conference in Greensboro, North Carolina September 13-16, 2019 as a delegate.

It has been a pleasure for this officer to serve as your FSMA Secretary this past year.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date 3.10.2020

To: Deniece Jozefiak, CMA (AAMA) Speaker of the General Assembly
Titiana Kordic, CMA(AAMA) Vice Speaker of the General Assembly

From: Mary Lou Allison, CMA-C (AAMA)

Re: Treasurer Report

All financial data is in order. The FSMA bank accounts are at Bank of America. The Treasurer and the FSMA President have the information necessary to access online banking.

All bank statements have been reconciled and saved in a file maintained by the Treasurer. IRS Form 990-N was filed electronically in a timely manner.

The FSMA Executive Council has been provided with up to date and accurate computer-generated reports regarding the Society's financial position. Any questions asked by Executive Council members have been answered.

The online Registration Process is functioning properly.

Thank you for the opportunity to serve the FSMA in this capacity.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date 3.10.2020

To: Deniece Jozefiak, CMA (AAMA) Speaker of the General Assembly
Titiana Kordic, CMA(AAMA) Vice Speaker of the General Assembly

From: Mary Lou Allison, CMA-C (AAMA)

Re: Treasurer Report

All financial data is in order. The FSMA bank accounts are at Bank of America. The Treasurer and the FSMA President have the information necessary to access online banking.

All bank statements have been reconciled and saved in a file maintained by the Treasurer. IRS Form 990-N was filed electronically in a timely manner.

The FSMA Executive Council has been provided with up to date and accurate computer-generated reports regarding the Society's financial position. Any questions asked by Executive Council members have been answered.

The online Registration Process is functioning properly.

Thank you for the opportunity to serve the FSMA in this capacity.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date: May 1, 2020

To: Deniece Jozefiak, CMA (AAMA)
FSMA Speaker of the General Assembly

Tatiana Kordic, CMA (AAMA)
FSMA Vice Speaker of the General Assembly

This officer has responded to all e-mails and correspondences in a timely fashion.

This officer has been working closely with Tatiana Kordic, CMA (AAMA), Vice Speaker of the General Assembly to fill committee positions for the General Assembly.

At this time Tatiana Kordic, CMA (AAMA), will not be attending the General Assembly.

The FSMA Speaker will be holding a 30-minute meeting before the Reference Committee Hearings to speak to voting members of the General Assembly regarding Parliamentary procedures.

This officer would like to thank those in advance on those volunteering to help during the FSMA General Assembly.

This officer asks that all those attending the General Assembly to please print the packet that Mary Lou Allison, CMA-C (AAMA) will post on the website. Also please read the packet as there are proposed Bylaw changes to be voted on. Please review the beginning of the packet to go over Robert's Rules and how to vote during the general Assembly.

Remember to use the motion sheets in the packet if you wish to make a motion. It makes it easier for the Minutes Chair.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date: May 1, 2020

To: Deniece Jozefiak, CMA (AAMA)
FSMA Speaker of the General Assembly

Tatiana Kordic, CMA (AAMA)
FSMA Vice Speaker of the General Assembly

This officer has responded to all e-mails and correspondences in a timely fashion.

This officer has been working closely with Tatiana Kordic, CMA (AAMA), Vice Speaker of the General Assembly to fill committee positions for the General Assembly.

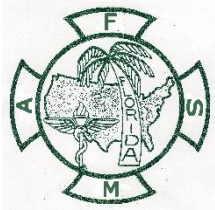
At this time Tatiana Kordic, CMA (AAMA), will not be attending the General Assembly.

The FSMA Speaker will be holding a 30-minute meeting before the Reference Committee Hearings to speak to voting members of the General Assembly regarding Parliamentary procedures.

This officer would like to thank those in advance on those volunteering to help during the FSMA General Assembly.

This officer asks that all those attending the General Assembly to please print the packet that Mary Lou Allison, CMA-C (AAMA) will post on the website. Also please read the packet as there are proposed Bylaw changes to be voted on. Please review the beginning of the packet to go over Robert's Rules and how to vote during the general Assembly.

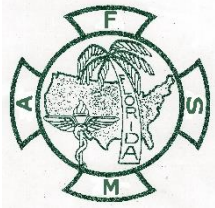
Remember to use the motion sheets in the packet if you wish to make a motion. It makes it easier for the Minutes Chair.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

1
2
3 Date: February 29, 2020
4
5
6 To: Deniece Jozefiak, CMA (AAMA)
7 FSMA Speaker of the General Assembly
8
9
10 From: Tatiana Kordic, CMA (AAMA)
11 FSMA Vice Speaker of the General Assembly
12
13 This officer has responded to e-mails and correspondences in a timely manner.
14
15 This officer has communicated with Deniece Jozefiak, CMA (AAMA), Speaker of the General
16 Assembly.
17
18 This officer has discussed the coordination plan of 2020 General Assembly with Deniece Jozefiak,
19 CMA (AAMA), Speaker of the General Assembly.
20
21 This officer has been working closely with Loxie Kistler, CMA (AAMA), Vice-President of the
22 General Assembly and President of North Florida Chapter.
23
24 The North Florida Chapter of Medical Assistants has been doing online CEUs during the whole year.
25 The Chapter has enlarged the area with counties and added more members from its participating
26 areas.
27 Online CEUs for North Florida Chapter have been found on FSMA website.
28 The North Florida Chapter has regularly posted information for its members through emails, Beacon
29 Chapter newsletter, Facebook and Instagram accounts. The chapter worked in collaboration with
30 Baptist Primary Care, located in Jacksonville, Florida.
31 The North Florida Chapter has been discussing the possibility of having the summer Chapter
32 meeting, besides online CEUs.
33 The North Florida Chapter has tried to engage new members and speakers for future seminars and
34 FSMA conferences via emails, social media and directly in person.
35
36 The officer would like to thank Loxie Kistler for all her faithful help, hard work and absolute
37 dedication with making the newsletters, meetings/seminars organization and taking care of
38 marketing and CEUs for FSMA.
39 Personal thanks to Deniece Jozefiak for mentoring the officer in preparation of the General
40 Assembly.
41
42 This officer would like to thank those in advance on those volunteering to help during the General
43 Assembly.
44
45 Thank you very much for the opportunity to serve you as Vice Speaker for 2019-2020.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

1
2
3 Date: February 29, 2020
4
5
6 To: Deniece Jozefiak, CMA (AAMA)
7 FSMA Speaker of the General Assembly
8
9
10 From: Tatiana Kordic, CMA (AAMA)
11 FSMA Vice Speaker of the General Assembly
12
13 This officer has responded to e-mails and correspondences in a timely manner.
14
15 This officer has communicated with Deniece Jozefiak, CMA (AAMA), Speaker of the General
16 Assembly.
17
18 This officer has discussed the coordination plan of 2020 General Assembly with Deniece Jozefiak,
19 CMA (AAMA), Speaker of the General Assembly.
20
21 This officer has been working closely with Loxie Kistler, CMA (AAMA), Vice-President of the
22 General Assembly and President of North Florida Chapter.
23
24 The North Florida Chapter of Medical Assistants has been doing online CEUs during the whole year.
25 The Chapter has enlarged the area with counties and added more members from its participating
26 areas.
27 Online CEUs for North Florida Chapter have been found on FSMA website.
28 The North Florida Chapter has regularly posted information for its members through emails, Beacon
29 Chapter newsletter, Facebook and Instagram accounts. The chapter worked in collaboration with
30 Baptist Primary Care, located in Jacksonville, Florida.
31 The North Florida Chapter has been discussing the possibility of having the summer Chapter
32 meeting, besides online CEUs.
33 The North Florida Chapter has tried to engage new members and speakers for future seminars and
34 FSMA conferences via emails, social media and directly in person.
35
36 The officer would like to thank Loxie Kistler for all her faithful help, hard work and absolute
37 dedication with making the newsletters, meetings/seminars organization and taking care of
38 marketing and CEUs for FSMA.
39 Personal thanks to Deniece Jozefiak for mentoring the officer in preparation of the General
40 Assembly.
41
42 This officer would like to thank those in advance on those volunteering to help during the General
43 Assembly.
44
45 Thank you very much for the opportunity to serve you as Vice Speaker for 2019-2020.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

1

2

3 March 1, 2020

4

5

6 To: Deniece Jozefiak, CMA (AAMA)

7 Speaker of the General Assembly

8

9 To: Tatiana Kordic, CMA (AAMA)

10 Vice-Speaker of the General Assembly

11

12 From: Judith Seymour, CMA (AAMA)

13 Immediate Past President

14

15 This officer has been available to the FSMA Board Members. Unfortunately this officer
16 was unable to attend the Fall FSMA Board Meeting.

17

18 This office has responded to email communication.

19

20 It has been a pleasure to serve FSMA in this capacity.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

1

2

3 March 1, 2020

4

5

6 To: Deniece Jozefiak, CMA (AAMA)

7 Speaker of the General Assembly

8

9 To: Tatiana Kordic, CMA (AAMA)

10 Vice-Speaker of the General Assembly

11

12 From: Judith Seymour, CMA (AAMA)

13 Immediate Past President

14

15 This officer has been available to the FSMA Board Members. Unfortunately this officer
16 was unable to attend the Fall FSMA Board Meeting.

17

18 This office has responded to email communication.

19

20 It has been a pleasure to serve FSMA in this capacity.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date 3.10.2020

To: Deniece Jozefiak, CMA (AAMA) Speaker of the General Assembly
Titiana Kordic, CMA(AAMA) Vice Speaker of the General Assembly

From: Mary Lou Allison, CMA-C (AAMA)

Re: BUDGET & FINANCE COMMITTEE Report

The Budget is in order, and no over budget items have been presented to this committee.

Thank you for the opportunity to serve the FSMA in this capacity.

FSMA AS OF 3.21.2020

| | |
|----------------|----------|
| TOTAL EXPENSES | 11375.34 |
|----------------|----------|

| | |
|--------------|----------|
| TOTAL INCOME | 14753.67 |
|--------------|----------|

INCLUDED IN TOTAL EXPENSES AND INCOME (ABOVE)

FUND TRANSFER FOR SPECIAL PROJECTS

| | |
|---|------|
| FIGMENT DESIGN (Registration Developer) | 1800 |
|---|------|

| | |
|-------------------|-----|
| FIX FSMA COMPUTER | 205 |
|-------------------|-----|

| | |
|------------------------|------|
| TOTAL SPECIAL PROJECTS | 2005 |
|------------------------|------|

MEETING PROFIT/LOSS

| | |
|-------------|---------|
| FALL INCOME | 2428.36 |
|-------------|---------|

| | |
|--------------|----------|
| FALL EXPENSE | -3495.34 |
|--------------|----------|

| | |
|---------|---------|
| SPEAKER | -450.00 |
|---------|---------|

| | |
|-------|----------|
| TOTAL | -1517.34 |
|-------|----------|



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date 3.10.2020

To: Deniece Jozefiak, CMA (AAMA) Speaker of the General Assembly
Titiana Kordic, CMA(AAMA) Vice Speaker of the General Assembly

From: Mary Lou Allison, CMA-C (AAMA)

Re: BUDGET & FINANCE COMMITTEE Report

The Budget is in order, and no over budget items have been presented to this committee.

Thank you for the opportunity to serve the FSMA in this capacity.

FSMA AS OF 3.21.2020

| | |
|----------------|----------|
| TOTAL EXPENSES | 11375.34 |
|----------------|----------|

| | |
|--------------|----------|
| TOTAL INCOME | 14753.67 |
|--------------|----------|

INCLUDED IN TOTAL EXPENSES AND INCOME (ABOVE)

FUND TRANSFER FOR SPECIAL PROJECTS

| | |
|---|------|
| FIGMENT DESIGN (Registration Developer) | 1800 |
|---|------|

| | |
|-------------------|-----|
| FIX FSMA COMPUTER | 205 |
|-------------------|-----|

| | |
|------------------------|------|
| TOTAL SPECIAL PROJECTS | 2005 |
|------------------------|------|

MEETING PROFIT/LOSS

| | |
|-------------|---------|
| FALL INCOME | 2428.36 |
|-------------|---------|

| | |
|--------------|----------|
| FALL EXPENSE | -3495.34 |
|--------------|----------|

| | |
|---------|---------|
| SPEAKER | -450.00 |
|---------|---------|

| | |
|-------|----------|
| TOTAL | -1517.34 |
|-------|----------|



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date: March 7, 2020

To: Deniece Jozefiak, CMA(AAMA), Speaker of the General Assembly

From: Heidi Fortin, CMA (AAMA), Bylaws/Policy and Procedures Chair

RE: Bylaws/Policy and Procedure Report for 67th General Assembly at Red Lion Hotel Buena Vista South May 1, 2020

At the Fall Executive meeting discussion regarding 196 Article XVII: 197 Judicial Council was discussed to have clear understanding of what the Judicial Council represents to be voted on at the 2020 General Assembly. There was concern in a Past President agreeing to serve for 3 years. More explanation is needed as to why a Judicial Council is necessary/needed.

Proposed Wording: 196 Article XVII: 197 Judicial Council

A. The Judicial Council shall consist of three Past President of the FSMA whose membership is active.

1. Annually, with approval of the Executive Council, the President shall appoint the most immediate Past President to serve for a term of three years. This member serves as chair.

2. No member shall serve more than two terms, but a member appointed to serve an unexpired term shall not be regarded as having served a term unless serving three or more years.

B. The judicial power of FSMA shall be vested in the Judicial Council, whose decisions shall be final.

C. The Council shall have jurisdiction in all questions involving:

1. membership as provided in the Bylaws
2. controversies arising in the interpretation of these Bylaws
3. the code of Ethics of the FSMA

D. The Judicial Council shall:

1. meet or consult upon the call of the Chair; consultation by mail, phone or electronic means shall be permitted among members of the Council provided the rights of the appellant are not prejudiced.
2. submit an annual report to the General Assembly

Rationale: Incorporate a body of experienced past Presidents as a resource for the executive board in reviewing matters or controversies arising related in the interpretation among the executive board members as provided in the Bylaws and Code of Ethics of the FSMA.

The second Bylaw change to be voted on during the 67th FSMA General Assembly 2020 is Article V- Officers.

Proposed Bylaw change:

ARTICLE V-OFFICERS

SECTION 1. THE ELECTED OFFICERS OF THIS CHAPTER SHALL BE:

- A. PRESIDENT, PRESIDENT-ELECT, SECRETARY, TREASURER AND IMMEDIATE PAST PRESIDENT.

PROPOSED CHANGE PRESIDENT-ELECT TO VICE PRESIDENT
RATIONALE TO BE IN BALANCE WITH FSMA

SECTION 1.1 DUTIES OF OFFICERS

B; DUTIES OF THE PRESIDENT ELECT (CHANGE TO VICE PRESIDENT)

1. TO ASSIST THE PRESIDENT IN THEIR DUTIES THROUGHOUT THE YEAR, SHALL ASSUME DUTIES OF THE PRESIDENT IN THE ABSENCE OF THE PRESIDENT. SHALL ASSUME THE OFFICE OF THE PRESIDENT AT THE CLOSE OF THE INSTALLATION BANQUET

PROPOSED CHANGE; MAY ASSUME THE OFFICE OF PRESIDENT AT THE CLOSE OF YEAR. (SPRING PRIOR TO FSMA ANNUAL MEETING)

RATIONAL: THERE ARE TIMES WHEN THE PERSON IS NOT READY TO MOVE UP OR CANNOT FOR PERSONAL REASONS. THIS LEAVES IN PLACE THE PRESIDENT TO CONTINUE WITH THE DUTIES OF THE CHAPTER. ANOTHER MEMBER MAY ALSO RUN FOR THE POSITION IF THEY WISH. THIS WILL ALSO CO-EXIST WITH FSMA

The updated Bylaws and Standing Rules are posted on the FSMA website.

This officer appreciates the opportunity to serve the Florida Society of Medical Assistants for 2019-2020.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date: March 7, 2020

To: Deniece Jozefiak, CMA(AAMA), Speaker of the General Assembly

From: Heidi Fortin, CMA (AAMA), Bylaws/Policy and Procedures Chair

RE: Bylaws/Policy and Procedure Report for 67th General Assembly at Red Lion Hotel Buena Vista South May 1, 2020

At the Fall Executive meeting discussion regarding 196 Article XVII: 197 Judicial Council was discussed to have clear understanding of what the Judicial Council represents to be voted on at the 2020 General Assembly. There was concern in a Past President agreeing to serve for 3 years. More explanation is needed as to why a Judicial Council is necessary/needed.

Proposed Wording: 196 Article XVII: 197 Judicial Council

A. The Judicial Council shall consist of three Past President of the FSMA whose membership is active.

1. Annually, with approval of the Executive Council, the President shall appoint the most immediate Past President to serve for a term of three years. This member serves as chair.

2. No member shall serve more than two terms, but a member appointed to serve an unexpired term shall not be regarded as having served a term unless serving three or more years.

B. The judicial power of FSMA shall be vested in the Judicial Council, whose decisions shall be final.

C. The Council shall have jurisdiction in all questions involving:

1. membership as provided in the Bylaws
2. controversies arising in the interpretation of these Bylaws
3. the code of Ethics of the FSMA

D. The Judicial Council shall:

1. meet or consult upon the call of the Chair; consultation by mail, phone or electronic means shall be permitted among members of the Council provided the rights of the appellant are not prejudiced.
2. submit an annual report to the General Assembly

Rationale: Incorporate a body of experienced past Presidents as a resource for the executive board in reviewing matters or controversies arising related in the interpretation among the executive board members as provided in the Bylaws and Code of Ethics of the FSMA.

The second Bylaw change to be voted on during the 67th FSMA General Assembly 2020 is Article V- Officers.

Proposed Bylaw change:

ARTICLE V-OFFICERS

SECTION 1. THE ELECTED OFFICERS OF THIS CHAPTER SHALL BE:

- A. PRESIDENT, PRESIDENT-ELECT, SECRETARY, TREASURER AND IMMEDIATE PAST PRESIDENT.

PROPOSED CHANGE PRESIDENT-ELECT TO VICE PRESIDENT
RATIONALE TO BE IN BALANCE WITH FSMA

SECTION 1.1 DUTIES OF OFFICERS

B; DUTIES OF THE PRESIDENT ELECT (CHANGE TO VICE PRESIDENT)

1. TO ASSIST THE PRESIDENT IN THEIR DUTIES THROUGHOUT THE YEAR, SHALL ASSUME DUTIES OF THE PRESIDENT IN THE ABSENCE OF THE PRESIDENT. SHALL ASSUME THE OFFICE OF THE PRESIDENT AT THE CLOSE OF THE INSTALLATION BANQUET

PROPOSED CHANGE; MAY ASSUME THE OFFICE OF PRESIDENT AT THE CLOSE OF YEAR. (SPRING PRIOR TO FSMA ANNUAL MEETING)

RATIONAL: THERE ARE TIMES WHEN THE PERSON IS NOT READY TO MOVE UP OR CANNOT FOR PERSONAL REASONS. THIS LEAVES IN PLACE THE PRESIDENT TO CONTINUE WITH THE DUTIES OF THE CHAPTER. ANOTHER MEMBER MAY ALSO RUN FOR THE POSITION IF THEY WISH. THIS WILL ALSO CO-EXIST WITH FSMA

The updated Bylaws and Standing Rules are posted on the FSMA website.

This officer appreciates the opportunity to serve the Florida Society of Medical Assistants for 2019-2020.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date: March 1st, 2010

To: Marsha Benedict, MSA CMA-A (AAMA)
President FSMA

From: Loxie Kistler, Ed.D. M.S. B.S.N. RN CMA (AAMA)
Communications and Community Outreach Chairperson 2019-2020 Term

Leticia Velez, CMA (AAMA)
Member

RE: May, 2020 FSMA Annual Conference Executive Council Meeting Report

This chair communicated to FSMA members and external stakeholders through Constant Contact.

Communication continues with chapter presidents, webmaster Mary Lou Allison and President Marsha Benedict.

Monthly CEU events and upcoming seminars were communicated to both active and non-renew members via Constant Contact after communication with chapter presidents. Reminders of CEU events were sent as eblasts for the following chapters: North Florida, Treasure Coast, Central Gulf Coast, Brevard, Central Florida and South West. Notifications were distributed 1 month and 2 weeks before monthly events and 6 weeks, 1 month and 2 weeks prior for seminars.

This chair sent Save the Date eblasts to current and non-renewed members and schools on various topics such as: career opportunities, the 2020 FSMA Annual Conference and the 2020 AAMA Conference in Orlando. Save the Date eblasts were distributed to members, non-renew members and schools regarding the 2020 September 10th LEAP and Florida Workshop.

Eblasts were sent to all members regarding Consent to Serve Forms for officers, committee chairs and committee members on 9/23/19, 1/19/2020, 2/17/2020 at the request of President Marsha Benedict and Nominating Chair Judy Seymour.

Lists of active and non-renew FSMA members were updated. Emails that "bounce" back in CC were contacted with a correct email requested.

Special thanks to Christine Giri Membership Chair for distributing updated AAMA lists of new members and newly certified members. Email lists within Constant Contact are updated as new AAMA lists are distributed.

36 Eblasts are distributed listing new members, new CMA (AAMA) and recertification according to
37 chapter of membership. All the above are placed in a distribution list for that month as well as their
38 corresponding chapter.

39 Eblast reminders to submit AAMA dues prior to December 31st were sent to all members and non-renew
40 members on 11/14/19 and 12/2/19.

41 This Committee chair sent via email step by step directions to chapter Presidents on the process to apply
42 for program approval and submit names for CEU placement on a transcript through the AAMA website.
43 President Marsha Benedict submitted a list of Presidents and educators who required access to the two
44 areas on the AAMA website.

45 The AAMA now requires an 80% score for success on modules. The score was increased to 80% for the
46 FSMA online modules also.

47 Data is collected from each participant. Each is asked to list their AAMA current membership number
48 and Florida chapter. Trends noted include:

49 Many (near 25%) do not know the name of the Florida chapter. They are instructed to view their
50 membership card, see the chapter listing and to visit the FSMA website, look for the chapter and make
51 contact with their leadership.

52 Many do not know what the membership number is. They attempt to use their social security number.
53 They are instructed to view the AAMA membership card.

54 Several non-members complete the modules. They are emailed with information on how to join the
55 AAMA and to earn the CEUs.

56 Out of state medical assistants complete the modules. They are emailed that the modules are for Florida
57 AAMA members only.

58 Some score very low on the quizzes-20, 30, 40 or 50. Possible explanation is the slides are not read but
59 moved through very quickly to reach the quiz. The attendee then signs in with another email and takes
60 the quiz again earning a passing grade. This process is skewing the data on number completed and
61 which chapter is encouraging members to take the modules.

62 Included in this Committee is the online learning opportunity known as Constant Learning. In January
63 of 2020, Perils of Medication Errors was removed from the FSMA website and replaced with The
64 CDC's Latest on TB (1 CGA) and Patient's Pain, Opioids and the Medical Assistant (1 CG). Due to the
65 small percentage of FSMA members taking advantage of the CEU modules online, a vote was taken of
66 the Executive Council to discontinue this activity on April 1st, 2020. Notice was sent via eblast to all
67 current FSMA members.

68 An email of completion listing the date, title of the module, amount and type of CEU, and a disclaimer
69 that the CEU will be placed on the AAMA transcript within 7 days is sent to the participant within 3
70 days.

71 As of July 1st, 2019 all online completed modules are entered directly through the AAMA CEU
72 Attendance option on the AAMA website and entered immediately on the transcript. This is completed
73 within 3 days of completion.

74 As of July 1st, 2019, all modules submitted for AAMA approval are sent through the AAMA website
75 online option for Program Approval. The approval is returned within 3 to 5 days of submission. All are
76 submitted at least 30 days in advance as per protocol.

77 Number of free online CEUs awarded to Florida AAMA members are as follows: (since Nov 1)

78 November 2019: 111

79 December 2019: 59

80 January 2020: 164

81 February 2020: 65

82 Total: 399

83 Open and read rates on Constant Contact eblasts sent range between 15 and 38%. Notice of new free
84 online CEUs reach as high as 60%. Industry average among Constant Contact users is 15 to 20%.
85 Bounce back emails for FSMA users is < 1% with industry average at 9% for Constant Contact users.

86 This chair maintained the budgetary guidelines established for Constant Contact and practiced security
87 measures as holder of the rosters housed within Constant Contact.

88 In collaboration with Mary Lou Allison, an exploratory survey was distributed among Southeast Chapter
89 current and non-renew members regarding the possibility of holding a 3 to 4 CEU seminar on a
90 Saturday. The location will be within the Southeast Chapter category at a school/college. The survey
91 was loaded on Survey Monkey and distributed among members. Updates were forwarded to Mary Lou
92 Allison weekly.

93 At the time of this report, the transition of Constant Contact is being collaborated with Mary Lou
94 Allison.

95 It has been a pleasure to continue to serve the FSMA in this capacity.

96 Respectfully submitted,

97 Loxie Kistler, Ed.D. M.S. B.S.N. RN CMA (AAMA)
98 Communications and Community Outreach Chairperson
99

100

101



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date: March 1st, 2010

To: Marsha Benedict, MSA CMA-A (AAMA)
President FSMA

From: Loxie Kistler, Ed.D. M.S. B.S.N. RN CMA (AAMA)
Communications and Community Outreach Chairperson 2019-2020 Term

Leticia Velez, CMA (AAMA)
Member

RE: May, 2020 FSMA Annual Conference Executive Council Meeting Report

This chair communicated to FSMA members and external stakeholders through Constant Contact.

Communication continues with chapter presidents, webmaster Mary Lou Allison and President Marsha Benedict.

Monthly CEU events and upcoming seminars were communicated to both active and non-renew members via Constant Contact after communication with chapter presidents. Reminders of CEU events were sent as eblasts for the following chapters: North Florida, Treasure Coast, Central Gulf Coast, Brevard, Central Florida and South West. Notifications were distributed 1 month and 2 weeks before monthly events and 6 weeks, 1 month and 2 weeks prior for seminars.

This chair sent Save the Date eblasts to current and non-renewed members and schools on various topics such as: career opportunities, the 2020 FSMA Annual Conference and the 2020 AAMA Conference in Orlando. Save the Date eblasts were distributed to members, non-renew members and schools regarding the 2020 September 10th LEAP and Florida Workshop.

Eblasts were sent to all members regarding Consent to Serve Forms for officers, committee chairs and committee members on 9/23/19, 1/19/2020, 2/17/2020 at the request of President Marsha Benedict and Nominating Chair Judy Seymour.

Lists of active and non-renew FSMA members were updated. Emails that "bounce" back in CC were contacted with a correct email requested.

Special thanks to Christine Giri Membership Chair for distributing updated AAMA lists of new members and newly certified members. Email lists within Constant Contact are updated as new AAMA lists are distributed.

36 Eblasts are distributed listing new members, new CMA (AAMA) and recertification according to
37 chapter of membership. All the above are placed in a distribution list for that month as well as their
38 corresponding chapter.

39 Eblast reminders to submit AAMA dues prior to December 31st were sent to all members and non-renew
40 members on 11/14/19 and 12/2/19.

41 This Committee chair sent via email step by step directions to chapter Presidents on the process to apply
42 for program approval and submit names for CEU placement on a transcript through the AAMA website.
43 President Marsha Benedict submitted a list of Presidents and educators who required access to the two
44 areas on the AAMA website.

45 The AAMA now requires an 80% score for success on modules. The score was increased to 80% for the
46 FSMA online modules also.

47 Data is collected from each participant. Each is asked to list their AAMA current membership number
48 and Florida chapter. Trends noted include:

49 Many (near 25%) do not know the name of the Florida chapter. They are instructed to view their
50 membership card, see the chapter listing and to visit the FSMA website, look for the chapter and make
51 contact with their leadership.

52 Many do not know what the membership number is. They attempt to use their social security number.
53 They are instructed to view the AAMA membership card.

54 Several non-members complete the modules. They are emailed with information on how to join the
55 AAMA and to earn the CEUs.

56 Out of state medical assistants complete the modules. They are emailed that the modules are for Florida
57 AAMA members only.

58 Some score very low on the quizzes-20, 30, 40 or 50. Possible explanation is the slides are not read but
59 moved through very quickly to reach the quiz. The attendee then signs in with another email and takes
60 the quiz again earning a passing grade. This process is skewing the data on number completed and
61 which chapter is encouraging members to take the modules.

62 Included in this Committee is the online learning opportunity known as Constant Learning. In January
63 of 2020, Perils of Medication Errors was removed from the FSMA website and replaced with The
64 CDC's Latest on TB (1 CGA) and Patient's Pain, Opioids and the Medical Assistant (1 CG). Due to the
65 small percentage of FSMA members taking advantage of the CEU modules online, a vote was taken of
66 the Executive Council to discontinue this activity on April 1st, 2020. Notice was sent via eblast to all
67 current FSMA members.

68 An email of completion listing the date, title of the module, amount and type of CEU, and a disclaimer
69 that the CEU will be placed on the AAMA transcript within 7 days is sent to the participant within 3
70 days.

71 As of July 1st, 2019 all online completed modules are entered directly through the AAMA CEU
72 Attendance option on the AAMA website and entered immediately on the transcript. This is completed
73 within 3 days of completion.

74 As of July 1st, 2019, all modules submitted for AAMA approval are sent through the AAMA website
75 online option for Program Approval. The approval is returned within 3 to 5 days of submission. All are
76 submitted at least 30 days in advance as per protocol.

77 Number of free online CEUs awarded to Florida AAMA members are as follows: (since Nov 1)

78 November 2019: 111

79 December 2019: 59

80 January 2020: 164

81 February 2020: 65

82 Total: 399

83 Open and read rates on Constant Contact eblasts sent range between 15 and 38%. Notice of new free
84 online CEUs reach as high as 60%. Industry average among Constant Contact users is 15 to 20%.
85 Bounce back emails for FSMA users is < 1% with industry average at 9% for Constant Contact users.

86 This chair maintained the budgetary guidelines established for Constant Contact and practiced security
87 measures as holder of the rosters housed within Constant Contact.

88 In collaboration with Mary Lou Allison, an exploratory survey was distributed among Southeast Chapter
89 current and non-renew members regarding the possibility of holding a 3 to 4 CEU seminar on a
90 Saturday. The location will be within the Southeast Chapter category at a school/college. The survey
91 was loaded on Survey Monkey and distributed among members. Updates were forwarded to Mary Lou
92 Allison weekly.

93 At the time of this report, the transition of Constant Contact is being collaborated with Mary Lou
94 Allison.

95 It has been a pleasure to continue to serve the FSMA in this capacity.

96 Respectfully submitted,

97 Loxie Kistler, Ed.D. M.S. B.S.N. RN CMA (AAMA)
98 Communications and Community Outreach Chairperson
99

100

101



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date: February 29, 2020

To: Deniece Jozefiak, CMA (AAMA) - Speaker of the General Assembly
Tatiana Kordic, CMA (AAMA) – Vice Speaker of the General Assembly

From: Maria Wiegelmann, CMA (AAMA)
FSMA Education Chair

AAMA has approved 7 CEUs for the 2020 FSMA Annual Meeting:

Cultural and Linguistic Competence 2 Administrative or General CEUs

Human Trafficking 2 Administrative, Clinical or General CEUs

Coding Game FSMA 2020 1 Administrative CEU

Sexual Assault Awareness and Prevention Training 2 Administrative or General CEUs

Attendees have been asking for administrative CEUs and will be able to earn 7 administrative CEUs at this conference if they choose.

Please let us know if you have a speaker to recommend for a future seminar.

Thank you for the opportunity to serve as your Education Chair. I look forward to welcoming you to FSMA's 67th Annual Meeting.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date: February 29, 2020

To: Deniece Jozefiak, CMA (AAMA) - Speaker of the General Assembly
Tatiana Kordic, CMA (AAMA) – Vice Speaker of the General Assembly

From: Maria Wiegelmann, CMA (AAMA)
FSMA Education Chair

AAMA has approved 7 CEUs for the 2020 FSMA Annual Meeting:

Cultural and Linguistic Competence 2 Administrative or General CEUs

Human Trafficking 2 Administrative, Clinical or General CEUs

Coding Game FSMA 2020 1 Administrative CEU

Sexual Assault Awareness and Prevention Training 2 Administrative or General CEUs

Attendees have been asking for administrative CEUs and will be able to earn 7 administrative CEUs at this conference if they choose.

Please let us know if you have a speaker to recommend for a future seminar.

Thank you for the opportunity to serve as your Education Chair. I look forward to welcoming you to FSMA's 67th Annual Meeting.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

1 Date: November 9, 2019

2
3
4 To: Marsha Benedict, CMA-A (AAMA)
5 FSMA President
6 FSMA Executive Board

7
8 From: Deniece Jozefiak, CMA (AAMA)
9 Education Co-Chair

10
11 This Committee Co-Chair with the help of members from the South West Chapter, Judy
12 Seymour, CMA (AAMA), Vilma Matias, CMA (AAMA), Alice Daniels, CMA (AAMA) and myself,
13 obtained speakers for the FSMA November 9, 2019 seminar. There is a total of 6.5 CEU's being
14 offered.

15 This Co-Chair sent in the approval for all CEU's and approval was obtained. This Co-Chair did
16 the agenda and the evaluation forms for the seminar.

17 Co-Chair, Christine Giri, CMA (AAMA) from the Central Gulf Chapter will be doing the folders for
18 the seminar. We will work as a group at the registration desk the morning of the seminar.

19 Great TEAM work by the members on the West Coast of Florida.

20
21 Deniece Jozefiak, CMA (AAMA)

22 FSMA Education Co-Chair

23



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

1 Date: November 9, 2019

2
3
4 To: Marsha Benedict, CMA-A (AAMA)
5 FSMA President
6 FSMA Executive Board

7
8 From: Deniece Jozefiak, CMA (AAMA)
9 Education Co-Chair

10
11 This Committee Co-Chair with the help of members from the South West Chapter, Judy
12 Seymour, CMA (AAMA), Vilma Matias, CMA (AAMA), Alice Daniels, CMA (AAMA) and myself,
13 obtained speakers for the FSMA November 9, 2019 seminar. There is a total of 6.5 CEU's being
14 offered.

15 This Co-Chair sent in the approval for all CEU's and approval was obtained. This Co-Chair did
16 the agenda and the evaluation forms for the seminar.

17 Co-Chair, Christine Giri, CMA (AAMA) from the Central Gulf Chapter will be doing the folders for
18 the seminar. We will work as a group at the registration desk the morning of the seminar.

19 Great TEAM work by the members on the West Coast of Florida.

20
21 Deniece Jozefiak, CMA (AAMA)

22 FSMA Education Co-Chair

23



Florida Society of Medical Assistants, Inc.

To: Deniece Josefiak CMA (AAMA)
Speaker of the General Assembly

Titiana Kordic, CMA (AAMA)
Vice Speaker of the General Assembly

From: Marsha Benedict MSA, CMA-A (AAMA)
FSMA Meeting Coordinator Chair

2019 Fall Conference held November 9, 2019 at the Embassy Suites by Hilton 10450 Corkscrew Commons Drive, Estero, FL near Fort Meyers, FL 239-949-4222. Room rate is \$129.00.

2020 Annual Conference will be held May 1-2, 2020 at the Red Lion Buena Vista South; 5150 West Orlo Bronson Memorial Hwy, Kissimmee, FL 407-997-2800 (Florida Society of Medical Assistants) Room rate \$107.00; 2 free breakfasts; waived resort fee, no charge for education rooms; free parking. Deadline for booking 4/10/2020.

2020 Annual Conference will be held May 1-2, 2020 and at the Red Lion Buena Vista South; 5150 West Orlo Bronson Memorial Hwy, Kissimmee, FL 407-997-2800 (Florida Society of Medical Assistants) Room rate \$107.00; 2 free breakfasts; waived resort fee, no charge for education rooms; free parking. Deadline for booking 4/10/2020.

2021 January 30 will replace our Fall conference since our Fall date would be so close to the 2020 AAMA Conference. Rooms had been reserved at the Fairfield Inn & Suites Marriott Daytona Beach; but due to an event taking place in Daytona, our reservation was canceled. Currently looking for Hotel Space near Eastern Florida State College. Decision is pending regarding holding the conference at Eastern Florida State College in Coco..

2021 and 2022 Annual Conference will be held at the Holiday Inn Resort; Orlando FL 32821; 13351 State Road 535. April 16-18, 2021 and April 29-May 1, 2022.

I would like to thank the South West Chapter and Central Gulf Chapter for making the Fall, 2019 Conference a success and the Central Florida Chapter, North Florida Chapter and Brevard Chapter for working together to make the Annual Meeting a success.

United we make a great team.

It has been another good year for FSMA networking. We always look forward to new registrants for our meetings and where they are coming from as well as meeting again and getting to know our ongoing members. The topics for Education are always interesting knowing there is always

44 “something” to learn from each one". The packets for Registration are consistent and informative so
45 look back and remind us of what we are accomplishing and what more we can do for our organization.
46
47 Thank you to Loxie for developing all the Constant Contact emails and Mary Lou for posting all
48 FSMA conferences on the web site. Thank you to Linda Vitzum and Mary Lou for stepping up to the
49 plate to continue the Constant Contact next year.
50
51 Thank you to all who worked diligently to provide excellent education.



Florida Society of Medical Assistants, Inc.

To: Deniece Josefiak CMA (AAMA)
Speaker of the General Assembly

Titiana Kordic, CMA (AAMA)
Vice Speaker of the General Assembly

From: Marsha Benedict MSA, CMA-A (AAMA)
FSMA Meeting Coordinator Chair

2019 Fall Conference held November 9, 2019 at the Embassy Suites by Hilton 10450 Corkscrew Commons Drive, Estero, FL near Fort Meyers, FL 239-949-4222. Room rate is \$129.00.

2020 Annual Conference will be held May 1-2, 2020 at the Red Lion Buena Vista South; 5150 West Orlo Bronson Memorial Hwy, Kissimmee, FL 407-997-2800 (Florida Society of Medical Assistants) Room rate \$107.00; 2 free breakfasts; waived resort fee, no charge for education rooms; free parking. Deadline for booking 4/10/2020.

2020 Annual Conference will be held May 1-2, 2020 and at the Red Lion Buena Vista South; 5150 West Orlo Bronson Memorial Hwy, Kissimmee, FL 407-997-2800 (Florida Society of Medical Assistants) Room rate \$107.00; 2 free breakfasts; waived resort fee, no charge for education rooms; free parking. Deadline for booking 4/10/2020.

2021 January 30 will replace our Fall conference since our Fall date would be so close to the 2020 AAMA Conference. Rooms had been reserved at the Fairfield Inn & Suites Marriott Daytona Beach; but due to an event taking place in Daytona, our reservation was canceled. Currently looking for Hotel Space near Eastern Florida State College. Decision is pending regarding holding the conference at Eastern Florida State College in Coco..

2021 and 2022 Annual Conference will be held at the Holiday Inn Resort; Orlando FL 32821; 13351 State Road 535. April 16-18, 2021 and April 29-May 1, 2022.

I would like to thank the South West Chapter and Central Gulf Chapter for making the Fall, 2019 Conference a success and the Central Florida Chapter, North Florida Chapter and Brevard Chapter for working together to make the Annual Meeting a success.

United we make a great team.

It has been another good year for FSMA networking. We always look forward to new registrants for our meetings and where they are coming from as well as meeting again and getting to know our ongoing members. The topics for Education are always interesting knowing there is always

44 “something” to learn from each one". The packets for Registration are consistent and informative so
45 look back and remind us of what we are accomplishing and what more we can do for our organization.
46
47 Thank you to Loxie for developing all the Constant Contact emails and Mary Lou for posting all
48 FSMA conferences on the web site. Thank you to Linda Vitzum and Mary Lou for stepping up to the
49 plate to continue the Constant Contact next year.
50
51 Thank you to all who worked diligently to provide excellent education.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

To: Deniece Jozefiak, CMA (AAMA)
Speaker of the General Assembly

Date: March 1, 2020

From: Christine Giri, CMA (AAMA)
FSMA Membership & Certification

Membership as of 3/1/2020 = 899

687 -Active members, 91- Associate, 107 - Students , 5- Affiliate, 5- Sustaining

| | |
|--------------------|-----|
| Brevard | 70 |
| Central Gulf Coast | 107 |
| Central Florida | 236 |
| Mid Gulf | 60 |
| North Florida | 113 |
| Southeast | 133 |
| Southwest | 110 |
| Treasure Coast | 70 |

❖ New Members sent to Chapter Presidents, Communications Chairperson, and FSMA

President

- ❖ New CMAs and Re-certified CMAs sent to Chapter President, Communications Chair, and FSMA President
- ❖ Chapter Presidents may obtain the complete chapter roster from the AAMA website under “my account” page.

Jan - Dec 2019 Certification & prior year for comparison

| 2019 | | Active | Non Members | Students | Sustaining |
|---------------------|------------|------------|-------------|-----------|------------|
| New CMA | 129 | 6 | 87 | 36 | N/A |
| Re Certified | 355 | 244 | 105 | 5 | 1 |

2018

| | | | | |
|----------------|------------|-----|-----|----|
| New CMA | 174 | 10 | 124 | 40 |
| Recertified | 233 | 174 | 31 | |

| New Members | | Active | Associate | Students | Affiliate |
|-------------|------------|-----------|-----------|-----------|-----------|
| 2019 | 185 | 82 | 54 | 45 | 4 |
| 2018 | 196 | 65 | 38 | 88 | 5 |



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

To: Deniece Jozefiak, CMA (AAMA)
Speaker of the General Assembly

Date: March 1, 2020

From: Christine Giri, CMA (AAMA)
FSMA Membership & Certification

Membership as of 3/1/2020 = 899

687 -Active members, 91- Associate, 107 - Students , 5- Affiliate, 5- Sustaining

| | |
|--------------------|-----|
| Brevard | 70 |
| Central Gulf Coast | 107 |
| Central Florida | 236 |
| Mid Gulf | 60 |
| North Florida | 113 |
| Southeast | 133 |
| Southwest | 110 |
| Treasure Coast | 70 |

❖ New Members sent to Chapter Presidents, Communications Chairperson, and FSMA

President

- ❖ New CMAs and Re-certified CMAs sent to Chapter President, Communications Chair, and FSMA President
- ❖ Chapter Presidents may obtain the complete chapter roster from the AAMA website under “my account” page.

Jan - Dec 2019 Certification & prior year for comparison

| 2019 | | Active | Non Members | Students | Sustaining |
|---------------------|------------|------------|-------------|-----------|------------|
| New CMA | 129 | 6 | 87 | 36 | N/A |
| Re Certified | 355 | 244 | 105 | 5 | 1 |

2018

| | | | | |
|----------------|------------|-----|-----|----|
| New CMA | 174 | 10 | 124 | 40 |
| Recertified | 233 | 174 | 31 | |

| New Members | | Active | Associate | Students | Affiliate |
|-------------|------------|-----------|-----------|-----------|-----------|
| 2019 | 185 | 82 | 54 | 45 | 4 |
| 2018 | 196 | 65 | 38 | 88 | 5 |



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

March 1, 2020

To: Deniece Jozefiak, CMA (AAMA)
Speaker of the General Assembly

Tatiana Kordic, CMA (AAMA)
Vice Speaker of the General Assembly

From: Judy Seymour, CMA (AAMA)
Nominating Chair

This Chair would like to thank Loxie Kistler, CMA (AAMA) for putting together an e-blast that went to all on September 23, 2019, January 19, 2020 and February 17, 2020. The e-blast asked members to consider volunteering to serve as a state officer, chairing a state committee or volunteering to serve as a member of a committee.

Questions were directed to myself and Local Chapter Presidents. This Chair received no feedback from any individual interested in serving FSMA directly from the e-blasts sent.

This Chair appreciates the help of President Marsha Benedict who was able to obtain Consents to Serve for 3 elected executive positions. This Chair also appreciates the individuals who did contact her early on to volunteer and provided her with Consents to Serve for elected positions.

Consents to Serve FSMA received are as follows:

Office of President...Marsha Benedict, CMA-A (AAMA)

Office of Vice President...Deniece Jozefiak, CMA (AAMA)

Office of Secretary...Debra Morales, CMA (AAMA)

Office of Treasurer...Mary Lou Allison, CMA-C (AAMA)

Office of Speaker of the General Assembly...Judy Seymour, CMA (AAMA)

Office of Vice Speaker of the General Assembly...Linda Vitzthum, CMA (AAMA)

Delegates to AAMA Annual HOD 2020 names received:

Mary Lou Allison, CMA-A (AAMA)

Marsha Benedict, CMA-A (AAMA)

Deniece Jozefiak, CMA (AAMA)

Debra Morales, CMA (AAMA)

Judy Seymour, CMA (AAMA)

Linda Vitzthum, CMA (AAMA)

It was a pleasure serving FSMA in this capacity.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

March 1, 2020

To: Deniece Jozefiak, CMA (AAMA)
Speaker of the General Assembly

Tatiana Kordic, CMA (AAMA)
Vice Speaker of the General Assembly

From: Judy Seymour, CMA (AAMA)
Nominating Chair

This Chair would like to thank Loxie Kistler, CMA (AAMA) for putting together an e-blast that went to all on September 23, 2019, January 19, 2020 and February 17, 2020. The e-blast asked members to consider volunteering to serve as a state officer, chairing a state committee or volunteering to serve as a member of a committee.

Questions were directed to myself and Local Chapter Presidents. This Chair received no feedback from any individual interested in serving FSMA directly from the e-blasts sent.

This Chair appreciates the help of President Marsha Benedict who was able to obtain Consents to Serve for 3 elected executive positions. This Chair also appreciates the individuals who did contact her early on to volunteer and provided her with Consents to Serve for elected positions.

Consents to Serve FSMA received are as follows:

Office of President...Marsha Benedict, CMA-A (AAMA)

Office of Vice President...Deniece Jozefiak, CMA (AAMA)

Office of Secretary...Debra Morales, CMA (AAMA)

Office of Treasurer...Mary Lou Allison, CMA-C (AAMA)

Office of Speaker of the General Assembly...Judy Seymour, CMA (AAMA)

Office of Vice Speaker of the General Assembly...Linda Vitzthum, CMA (AAMA)

Delegates to AAMA Annual HOD 2020 names received:

Mary Lou Allison, CMA-A (AAMA)

Marsha Benedict, CMA-A (AAMA)

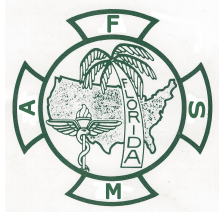
Deniece Jozefiak, CMA (AAMA)

Debra Morales, CMA (AAMA)

Judy Seymour, CMA (AAMA)

Linda Vitzthum, CMA (AAMA)

It was a pleasure serving FSMA in this capacity.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date 3/17/2020

To: Florida State Society Executive Board

From: Brevard County Chapter of Medical Assistants

On Saturday, February 15, 2020, we held our Winter Seminar with 4 CEUs. We held our officer nominations and the following are our new board for 2020:

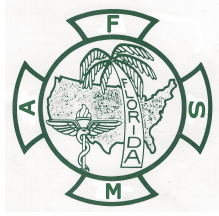
President: Jeanette Tyler

Vice President and Education Chair: Nicole Sirry

Treasurer: Theresa Davidson

Secretary: Robina Laney

Immediate Past President and Social Media Chair: Linda Vitzthum



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date 3/17/2020

To: Florida State Society Executive Board

From: Brevard County Chapter of Medical Assistants

On Saturday, February 15, 2020, we held our Winter Seminar with 4 CEUs. We held our officer nominations and the following are our new board for 2020:

President: Jeanette Tyler

Vice President and Education Chair: Nicole Sirry

Treasurer: Theresa Davidson

Secretary: Robina Laney

Immediate Past President and Social Media Chair: Linda Vitzthum



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

February 22, 2020

To: Deniece Jozefiak, CMA (AAMA)
Speaker of the General Assembly

Tatiana Kordic, CMA (AAMA)
Vice Speaker of the General Assembly

From: Mary Morris, CMA (AAMA)
Central Florida Chapter President

Re: Annual Central Florida Chapter Report May 2020

The Central Florida Chapter now services the following counties: Lake, Levy, Marion, Orange, Osceola, Seminole, Polk and Volusia counties.

A business meeting to plan education for the October 19th seminar took place at Perkins in Altamonte Springs. Those in attendance were myself, John Fleming, Laura Hyakawa, Maria Wiegmann, and Linda Evans.

Our seminar in October (10/19/19) was held at the new location of Grace Medical Home. (1417 E Concord Street, Orlando, FL 32803) Topics included: Sexual Assault Awareness and Prevention, Cultural and Linguistic Competence, Motivational Interviewing and Medical Jeopardy. Approximately 25 were in attendance, less than expected due to a tropical system that weekend. 4 CEUS were approved by AAMA.

Our seminar on Saturday January 18, 2020 was held at VFW Post in Orlando (3500 South Goldenrod Road) from 8:30 am to 1:30 pm with a short business meeting that followed the seminar. Topics included: Domestic Violence 101 Training, Alzheimer's disease and Dementia, and Jeopardy. 4 CEUS were approved by AAMA. We had 22 attendees.

The Saturday mini seminars are so far proving to be successful with 39 attendees at our January 2019 seminar, 15 attendees March 2019, and 25 in October 2019. Our attendance continues to be greater when the seminar is more centrally located than when we go greater distances outside the Orlando area. We will continue to watch the trends on the number of attendees.

Mini seminars to come in 2020: Saturday March 28, 2020 at Rasmussen College in Ocala from 8:30 am to 1:30 pm. Short business meeting to follow the seminar. At the time of this writing, the topics and speakers are not finalized. The chapter has been to this location before. We are hoping for better attendance this time around.

Saturday October 17, 2020 at VFW in Orlando from 8:30 am to 1:30 pm. A short business meeting will follow the seminar. The topics and speakers will be decided upon at a later time in the year. MA pins and posters will be given out to attendees for Medical Assistants Recognition Week.

At each business meeting this chapter officer will continue to remind attendees the importance of volunteering for officer positions so that this chapter can continue to be active with new members stepping up to help out. We will have election of officers on Saturday May 16, 2020 at Brick N Fire in Orlando at 11:30 am.

We want to thank Loxie Kistler, CMA (AAMA), FSMA Communications/Marketing chair for sending out the eBlasts to keep our members informed of all chapter happenings. Thank you to Mary Lou Allison, CMA-C, (AAMA), our Web Master, for posting all updates to the FSMA website.

This Chapter President wants to again personally thank Maria Wiegelmann, CMA (AAMA), for being a continued integral part of keeping this chapter going with the endless work she does getting speakers for our seminars and chapter communications as well as making sure everything is handled in a timely manner. Thank you Maria!

We invite all members to follow the Central Florida Chapter of Medical Assistants Facebook page for the latest updates and happenings with the chapter.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

February 22, 2020

To: Deniece Jozefiak, CMA (AAMA)
Speaker of the General Assembly

Tatiana Kordic, CMA (AAMA)
Vice Speaker of the General Assembly

From: Mary Morris, CMA (AAMA)
Central Florida Chapter President

Re: Annual Central Florida Chapter Report May 2020

The Central Florida Chapter now services the following counties: Lake, Levy, Marion, Orange, Osceola, Seminole, Polk and Volusia counties.

A business meeting to plan education for the October 19th seminar took place at Perkins in Altamonte Springs. Those in attendance were myself, John Fleming, Laura Hyakawa, Maria Wiegmann, and Linda Evans.

Our seminar in October (10/19/19) was held at the new location of Grace Medical Home. (1417 E Concord Street, Orlando, FL 32803) Topics included: Sexual Assault Awareness and Prevention, Cultural and Linguistic Competence, Motivational Interviewing and Medical Jeopardy. Approximately 25 were in attendance, less than expected due to a tropical system that weekend. 4 CEUS were approved by AAMA.

Our seminar on Saturday January 18, 2020 was held at VFW Post in Orlando (3500 South Goldenrod Road) from 8:30 am to 1:30 pm with a short business meeting that followed the seminar. Topics included: Domestic Violence 101 Training, Alzheimer's disease and Dementia, and Jeopardy. 4 CEUS were approved by AAMA. We had 22 attendees.

The Saturday mini seminars are so far proving to be successful with 39 attendees at our January 2019 seminar, 15 attendees March 2019, and 25 in October 2019. Our attendance continues to be greater when the seminar is more centrally located than when we go greater distances outside the Orlando area. We will continue to watch the trends on the number of attendees.

39 Mini seminars to come in 2020: Saturday March 28, 2020 at Rasmussen College in
40 Ocala from 8:30 am to 1:30 pm. Short business meeting to follow the seminar. At the
41 time of this writing, the topics and speakers are not finalized. The chapter has been to
42 this location before. We are hoping for better attendance this time around.

43
44 Saturday October 17, 2020 at VFW in Orlando from 8:30 am to 1:30 pm. A short
45 business meeting will follow the seminar. The topics and speakers will be decided upon
46 at a later time in the year. MA pins and posters will be given out to attendees for
47 Medical Assistants Recognition Week.

48
49 At each business meeting this chapter officer will continue to remind attendees the
50 importance of volunteering for officer positions so that this chapter can continue to be
51 active with new members stepping up to help out. We will have election of officers on
52 Saturday May 16, 2020 at Brick N Fire in Orlando at 11:30 am.

53
54 We want to thank Loxie Kistler, CMA (AAMA), FSMA Communications/Marketing chair
55 for sending out the eBlasts to keep our members informed of all chapter happenings.
56 Thank you to Mary Lou Allison, CMA-C, (AAMA), our Web Master, for posting all
57 updates to the FSMA website.

58
59 This Chapter President wants to again personally thank Maria Wiegelmann, CMA
60 (AAMA), for being a continued integral part of keeping this chapter going with the
61 endless work she does getting speakers for our seminars and chapter communications
62 as well as making sure everything is handled in a timely manner. Thank you Maria!

63
64 We invite all members to follow the Central Florida Chapter of Medical Assistants
65 Facebook page for the latest updates and happenings with the chapter.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Date: May 1, 2020

To: Deniece Jozefiak, CMA (AAMA), Speaker of the General Assembly
Tatiana Kordic, CMA (AAMA), Vice Speaker of the General Assembly

From: Kathryn J. Panagiotacos, CMA (AAMA)
President, Central Gulf Coast Chapter

Spring FMSA Annual Meeting

The Central Gulf Coast Chapter with member consensus continues to assist in supporting the FSMA purpose to enable chapter members opportunity to enhance and demonstrate the knowledge, skills and professionalism required by employers and patients; protect medical assistants' right to practice; and promote effective, efficient health care delivery through optimal use of multi-skilled Certified Medical Assistants – CMA (AAMA) working alongside fellow Medical Assistants, RMAs and CCMAs.

The chapter has transitioned well with the change of our meeting location. Following the 2019 Annual meeting the chapter officers, and welcomed any members wanting to meet as well to discuss frequency of meetings, developing a mini seminar program, plans for Christmas gathering. The Chapter offered October 24, 2019- Education and meeting (CEU-Teachers and Respiratory Related Illnesses), encouraged members to take the opportunity to attend the FSMA Fall Seminar, next the Chapter offered February 27, 2020-Education and meeting (CEU-Thunderstorm Asthma), scheduled for April 23, 2020-Education and meeting (CEU-Alpha Gal syndrome-red meat allergy). The Chapter is encouraging members to make plans to attend the

upcoming FSMA Annual Conference and General Assembly, Orlando, Florida. Christine Petsalis-Giri, CMA (AAMA), Vice President CGCC, communicated throughout the year with Loxie Kistler, CMA (AAMA) Marketing/Community Outreach Chair with updating our Chapter information on the FSMA website. Much appreciation to both for the continued effort to keep our members with current information. Bonnie Chrimes, CMA (AAMA) Treasurer continues to maintain our financial records. As well she maintains communication with National AAMA with program planning for CEUs approval. Nancy Collins, CMA (AAMA), Secretary maintains our chapter minutes reflecting our current happenings.

The Central Gulf Coast Chapter extends best wishes to the FSMA for a successful May Annual Conference.

We wish to thank Marsha Benedict, CMA-A (AAMA) FSMA President for her leadership and the Executive Council for their ongoing work to promote the many available educational opportunities.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Date: May 1, 2020

To: Deniece Jozefiak, CMA (AAMA), Speaker of the General Assembly
Tatiana Kordic, CMA (AAMA), Vice Speaker of the General Assembly

From: Kathryn J. Panagiotacos, CMA (AAMA)
President, Central Gulf Coast Chapter

Spring FMSA Annual Meeting

The Central Gulf Coast Chapter with member consensus continues to assist in supporting the FSMA purpose to enable chapter members opportunity to enhance and demonstrate the knowledge, skills and professionalism required by employers and patients; protect medical assistants' right to practice; and promote effective, efficient health care delivery through optimal use of multi-skilled Certified Medical Assistants – CMA (AAMA) working alongside fellow Medical Assistants, RMAs and CCMAs.

The chapter has transitioned well with the change of our meeting location. Following the 2019 Annual meeting the chapter officers, and welcomed any members wanting to meet as well to discuss frequency of meetings, developing a mini seminar program, plans for Christmas gathering. The Chapter offered October 24, 2019- Education and meeting (CEU-Teachers and Respiratory Related Illnesses), encouraged members to take the opportunity to attend the FSMA Fall Seminar, next the Chapter offered February 27, 2020-Education and meeting (CEU-Thunderstorm Asthma), scheduled for April 23, 2020-Education and meeting (CEU-Alpha Gal syndrome-red meat allergy). The Chapter is encouraging members to make plans to attend the

upcoming FSMA Annual Conference and General Assembly, Orlando, Florida. Christine Petsalis-Giri, CMA (AAMA), Vice President CGCC, communicated throughout the year with Loxie Kistler, CMA (AAMA) Marketing/Community Outreach Chair with updating our Chapter information on the FSMA website. Much appreciation to both for the continued effort to keep our members with current information. Bonnie Chrimes, CMA (AAMA) Treasurer continues to maintain our financial records. As well she maintains communication with National AAMA with program planning for CEUs approval. Nancy Collins, CMA (AAMA), Secretary maintains our chapter minutes reflecting our current happenings.

The Central Gulf Coast Chapter extends best wishes to the FSMA for a successful May Annual Conference.

We wish to thank Marsha Benedict, CMA-A (AAMA) FSMA President for her leadership and the Executive Council for their ongoing work to promote the many available educational opportunities.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

To: Marsha Benedict, MSA CMA-A (AAMA)
FSMA President

From: Loxie Kistler, Ed.D. M.S. B.S.N. RN CMA (AAMA)
President North Florida Chapter of Medical Assistants

Re: May, 2020 FSMA Annual Conference Executive Council Meeting Report

Since November of 2019 this President completed the following activities:

Participated in and responded to all correspondence from the FSMA and AAMA.

Created and maintained a Facebook page for North Florida Chapter of Medical Assistants along with Sharlene Brooks, CCMA.

Tatiana Kordic, CMA (AAMA) maintains the Instagram account.

Distributed 2 editions of the North Florida Beacon newsletter via email.

Collaborated with Baptist Primary Care, Physician Group Services, Nemours and University of Florida regarding membership and educational opportunities with the North Florida Chapter of Medical Assistants.

Communicated and offered assistance and guidance with Baptist Primary Care regarding obtaining credentialing for current medical assisting employees. Conducted 2 CMA (AAMA) and RMA exam review sessions for current medical assistants seeking certification or registration through the AAMA and AMT.

Updated email lists with current AAMA members and revised the email list for previous North Florida members and Baptist Primary Care. Updated all North Florida members in Constant Contact.

Coordinated with hiring departments for Mayo Clinic and Baptist Primary Care.

This officer sent personal welcome and congratulation email communications to new AAMA members and new CMA members when received from FSMA Membership Chair Christine Giri.

Communicated with North Florida members in the Pensacola and Tallahassee areas regarding possibility of holding a daylong seminar or starting a new chapter. Four members responded.

43 Sent North Florida updates to webmaster Mary Lou Allison.
44
45 This officer attended Fortis College, St. John's River College, North Florida University and Keiser
46 University advisory meetings on campus. Opportunities for students and faculty with AAMA/FSMA
47 membership were presented.
48
49 Distributed flyers on the new AAMA Pathway to the CMA to employers and schools.
50
51 Presented AAMA approved programs to North Florida members: Elder Abuse (1 CGA) and GI
52 Bleeding (1C).
53
54 Renewed North Florida status as a nonprofit with the State of Florida through Sunbiz.
55
56 Reminders to complete FSMA online CEUs to North Florida members sent monthly.
57
58 This member and North Florida officers sent an end of the year report to all North Florida members
59 including yearly activities, contact information for the local, state and national organizations, a
60 treasurer's report and the list of 2020 officers:
61 Secretary – Sharlene Brooks CCMA and AAMA Member
62 Treasurer – Gayle Bell, CMA (AAMA)
63 Vice President – Tatiana Kordic, CMA (AAMA)
64 Loxie Kistler- President, CMA (AAMA)
65
66 It is a pleasure and honor to serve the medical assistants in the North Florida Chapter region.
67
68 Respectfully Submitted,
69
70 Loxie Kistler, Ed.D. M.S. B.S.N. RN CMA (AAMA)
71 President, North Florida Chapter
72
73
74
75
76
77
78



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

To: Marsha Benedict, MSA CMA-A (AAMA)
FSMA President

From: Loxie Kistler, Ed.D. M.S. B.S.N. RN CMA (AAMA)
President North Florida Chapter of Medical Assistants

Re: May, 2020 FSMA Annual Conference Executive Council Meeting Report

Since November of 2019 this President completed the following activities:

Participated in and responded to all correspondence from the FSMA and AAMA.

Created and maintained a Facebook page for North Florida Chapter of Medical Assistants along with Sharlene Brooks, CCMA.

Tatiana Kordic, CMA (AAMA) maintains the Instagram account.

Distributed 2 editions of the North Florida Beacon newsletter via email.

Collaborated with Baptist Primary Care, Physician Group Services, Nemours and University of Florida regarding membership and educational opportunities with the North Florida Chapter of Medical Assistants.

Communicated and offered assistance and guidance with Baptist Primary Care regarding obtaining credentialing for current medical assisting employees. Conducted 2 CMA (AAMA) and RMA exam review sessions for current medical assistants seeking certification or registration through the AAMA and AMT.

Updated email lists with current AAMA members and revised the email list for previous North Florida members and Baptist Primary Care. Updated all North Florida members in Constant Contact.

Coordinated with hiring departments for Mayo Clinic and Baptist Primary Care.

This officer sent personal welcome and congratulation email communications to new AAMA members and new CMA members when received from FSMA Membership Chair Christine Giri.

Communicated with North Florida members in the Pensacola and Tallahassee areas regarding possibility of holding a daylong seminar or starting a new chapter. Four members responded.

43 Sent North Florida updates to webmaster Mary Lou Allison.
44
45 This officer attended Fortis College, St. John's River College, North Florida University and Keiser
46 University advisory meetings on campus. Opportunities for students and faculty with AAMA/FSMA
47 membership were presented.
48
49 Distributed flyers on the new AAMA Pathway to the CMA to employers and schools.
50
51 Presented AAMA approved programs to North Florida members: Elder Abuse (1 CGA) and GI
52 Bleeding (1C).
53
54 Renewed North Florida status as a nonprofit with the State of Florida through Sunbiz.
55
56 Reminders to complete FSMA online CEUs to North Florida members sent monthly.
57
58 This member and North Florida officers sent an end of the year report to all North Florida members
59 including yearly activities, contact information for the local, state and national organizations, a
60 treasurer's report and the list of 2020 officers:
61 Secretary – Sharlene Brooks CCMA and AAMA Member
62 Treasurer – Gayle Bell, CMA (AAMA)
63 Vice President – Tatiana Kordic, CMA (AAMA)
64 Loxie Kistler- President, CMA (AAMA)
65
66 It is a pleasure and honor to serve the medical assistants in the North Florida Chapter region.
67
68 Respectfully Submitted,
69
70 Loxie Kistler, Ed.D. M.S. B.S.N. RN CMA (AAMA)
71 President, North Florida Chapter
72
73
74
75
76
77
78



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date: March 1, 2020

To: President of the General Assembly
Marsha Benedict, CMA(AAMA)
RE: Treasure Coast Chapter Annual Report

From: Treasure Coast Chapter

The Treasure Coast Chapter of Medical Assistants consists of Martin, St. Lucie, Indian River, and Okeechobee counties. The chapter continues to hold various events to its members.

Our 2019-20 meetings are combined with our free continued educational topics and are held between January-April and September-November and we meet at least monthly. We take the summer months off for planning and re-alignment. We meet at Indian River State College located at 3209 Virginia Ave. Fort Pierce, FL 34981 in the FSU/IRSC College of Medicine Building Room 126. All meetings start at 6:00pm. Refreshments are provided at no charge for members and \$5 for non-members. Our meetings are open to all and certificates of attendance are available.

We have rotated the days of our monthly meetings and have been tracking what days of the week have the highest attendance. We are also now tracking the number of students, members, visitors from other counties, and non-members as well. Our average attendance has been about 18 and increase from last year with a fixed day. Our highest attendance has been 27. We will be tracking all these topics to accommodate the attendees needs the best we can.

We are planning to host a free Seminar in April 2020 in Stuart. It will be open to all students, medical assistants, allied health professionals, and the public. Attendees would receive a certification and a Certificate of Attendance they can submit for CEUs to their governing organizations. We are planning our meeting for the upcoming elections on April 1, 2020 at the IRSC Campus.

Since this time last year, the chapter has been able to offer our members AAMA free CEUs. Our educational topics have been posted on the FSMA Calendar via the Webmaster, emailed to members via Constant Contact and events were shared on Facebook. Our topics have been informative and relative. Topics included:

- Nutrition - April 2019
- Innovations in Cardiac Surgery - Sept. 2019
- Dementia and HUGS Seminar - Oct. 2019

- Parkinson's Disease - Nov. 2019
- Urology / Male – Jan. 2020
- Urology / Female – Feb. 2020
- Medicare- "Donut Hole" – March 2020
- Elections and Medical Marijuana - April 2020

We are currently working on 2020-2021 educational topics with a rotation of days. Most of these topics will be worth 1.5 AAMA CEUs. We have been fortunate enough to have a local healthcare facility with a speaker's bureau to provide our chapter with speakers and up to date topics. We have also reached out to other potential speakers and agencies for assistance in this area.

Our Chapter elections will take place in April following our educational topic. Officer update will be discussed at the General Assembly.

On behalf of the Treasure Coast Chapter, we would like to thank those who support our chapter during the year. We appreciate your time, support, understanding, mentorship, and guidance in our success. We look forward to your continued support and new opportunities.

We have created a new email address that is solely designated for the chapter so communication can be open and transparent with all board members. All correspondences received were answered in a timely manner. There was open communications between all parties.



FLORIDA SOCIETY OF MEDICAL ASSISTANTS

Affiliate of the American Association of Medical Assistants

Date: March 1, 2020

To: President of the General Assembly
Marsha Benedict, CMA(AAMA)
RE: Treasure Coast Chapter Annual Report

From: Treasure Coast Chapter

The Treasure Coast Chapter of Medical Assistants consists of Martin, St. Lucie, Indian River, and Okeechobee counties. The chapter continues to hold various events to its members.

Our 2019-20 meetings are combined with our free continued educational topics and are held between January-April and September-November and we meet at least monthly. We take the summer months off for planning and re-alignment. We meet at Indian River State College located at 3209 Virginia Ave. Fort Pierce, FL 34981 in the FSU/IRSC College of Medicine Building Room 126. All meetings start at 6:00pm. Refreshments are provided at no charge for members and \$5 for non-members. Our meetings are open to all and certificates of attendance are available.

We have rotated the days of our monthly meetings and have been tracking what days of the week have the highest attendance. We are also now tracking the number of students, members, visitors from other counties, and non-members as well. Our average attendance has been about 18 and increase from last year with a fixed day. Our highest attendance has been 27. We will be tracking all these topics to accommodate the attendees needs the best we can.

We are planning to host a free Seminar in April 2020 in Stuart. It will be open to all students, medical assistants, allied health professionals, and the public. Attendees would receive a certification and a Certificate of Attendance they can submit for CEUs to their governing organizations. We are planning our meeting for the upcoming elections on April 1, 2020 at the IRSC Campus.

Since this time last year, the chapter has been able to offer our members AAMA free CEUs. Our educational topics have been posted on the FSMA Calendar via the Webmaster, emailed to members via Constant Contact and events were shared on Facebook. Our topics have been informative and relative. Topics included:

- Nutrition - April 2019
- Innovations in Cardiac Surgery - Sept. 2019
- Dementia and HUGS Seminar - Oct. 2019

- Parkinson's Disease - Nov. 2019
- Urology / Male – Jan. 2020
- Urology / Female – Feb. 2020
- Medicare- "Donut Hole" – March 2020
- Elections and Medical Marijuana - April 2020

We are currently working on 2020-2021 educational topics with a rotation of days. Most of these topics will be worth 1.5 AAMA CEUs. We have been fortunate enough to have a local healthcare facility with a speaker's bureau to provide our chapter with speakers and up to date topics. We have also reached out to other potential speakers and agencies for assistance in this area.

Our Chapter elections will take place in April following our educational topic. Officer update will be discussed at the General Assembly.

On behalf of the Treasure Coast Chapter, we would like to thank those who support our chapter during the year. We appreciate your time, support, understanding, mentorship, and guidance in our success. We look forward to your continued support and new opportunities.

We have created a new email address that is solely designated for the chapter so communication can be open and transparent with all board members. All correspondences received were answered in a timely manner. There was open communications between all parties.