

Treasure Coast Chapter of Medical Assistants (TCCMA)
Policies and Procedures

April 2019; April 2022

Treasure Coast Chapter Policies and Procedures have been adapted by the Florida Society of Medical Assistants (FSMA) Policy and Procedures:

ALL OFFICERS AND COMMITTEES MUST ADHERE TO THE FOLLOWING:

1. Uphold the tri-level compatibility of the society, AAMA, FSMA, Treasure Coast Chapter
2. In action and deed, promote the Power of WE to assure positive outcomes supporting the Vision and Mission
3. Be familiar with FSMA and Chapter Bylaws and Policies and Procedures
4. Use all sample documents on FSMA website as directed in Policies and Procedures.
5. The Treasure Coast Chapter fiscal year begins on May 1 and ends April 30.
6. All Officers and Committees report to the Treasure Coast Chapter Executive Council and FSMA membership
7. Formulate a budget for your position and submit to the Treasurer by May 30
8. Work within the budget allotted for your position
 - a. Plan and implement activities in concert within the FSMA budget.
 - b. Provide receipts to the Treasurer for reimbursement on a timely basis.
 - c. Present over-budget items to the Executive Council for possible approval.
9. All reports and files must be sent digitally to the President or Speaker (for Annual Meeting) by the established deadline so they can be placed on the website.

The rationale is as follows: When reports are not on the website in advance the Executive Board is unable to make intelligent decisions and many times are rushed into motions or proposals without time to consider the issue. If a report is not sent to the president and placed on the web site, the agenda will be noted no report received. Only essential verbal reports will be entered into the minutes. If there are addendum reports, copies must be distributed to the entire Executive Council and following the meeting they need to be emailed to the webmaster so they can be added as an addendum to the Meeting Reports on the website.
10. Familiarize yourself with the contents of all reports prior to the meetings.
11. Respond to all correspondence and e-mail votes by the deadline.
12. Following the election of new Officers and Committee appointments, all files must be transferred digitally to the successor within 10 days.

PRESIDENT

Purpose: To preside at all chapter meetings and attend the FSMA Executive Council

Qualifications: See Treasure Coast Chapter Bylaws

Responsibilities/Duties:

1. Preside at all Chapter Meetings leading Executive Council in collaborative and agreed upon strategic issues, assure transparency of actions, upholds the tri-level compatibility of the society. In action and deed promote the communications and cooperation to assure positive outcomes supporting Vision and Mission.
2. Send a “Call to Order” (see Sample Documents on FSMA website) notifying the Executive Council thirty (10) days in advance of the Executive Council meeting. “Call to Order” will include:
 - a. Location, Date and Time of meeting
 - b. Deadline date for digital submission of report
3. Prepare and distribute copies of a detailed agenda (See Sample Documents on FSMA website) for all members of the Executive Council
4. Inform the Vice President and all officers of all issues during the year.
5. While presiding, remain neutral on controversial issues in order to allow all sides of the issue to be heard.
6. Assist the Executive Council in determining priorities within the Strategic Plan.
7. Set goals and objectives for the year and direct activities of the organization,
8. Monitor committee activities to ensure activities align with AAMA, FSMA and Chapter policies and strategic plan.
9. Guide and promote efforts to ensure completion of objectives and meeting of deadlines.
10. Compose a list of all officers, committee chairs, committee members and ad hoc members address, phone numbers (preferred numbers for use) and email address (confirm accuracy at the post first Executive board meeting).
11. Send the list to the web master to place on the FSMA website within 30 days.
12. Ascertain if any members wish to place their name on the ballot for an FSMA/AAMA office (Deadline is April 1st for AAMA). Serve on the Nominating Committee with Immediate Past President of FSMA.
13. Respond to all correspondence.
14. Represent FSMA/TCCMA by speaking to medical assisting students, and other organizations, as time and distance allows. A representative may be designated as appropriate.

15. Provide information to AAMA.
16. Send a complete list of Chapter officers, with addresses, telephone numbers and email addresses to the AAMA office immediately following the Chapter Elections (form provided by AAMA).
17. Instruct Bylaws Chair to forward FSMA recommendations for AAMA By-law changes or new resolutions, to AAMA, as per instructions from the General Assembly.
19. Ensure the financial responsibility and adherence to the budget (see responsibilities/duties of the treasurer).
20. Assist the FSMA Conference Committee in carrying out their responsibilities.
21. Complete and submit reports. • Submit a report of the President at the Executive Council Meetings by the established deadline • Submit an annual report to the Speaker of the General Assembly by the established deadline.
22. Provide for a smooth transition for the incoming President. • Meet and communicate with the incoming President. Serve as a mentor and promote leadership within the organization. • Serve as a resource for the President for the coming year as Immediate Past President and Nominating Chair.

Vice President

Purpose: The purpose of Vice President is to assist the President and to take over if necessary. Vice President may train for and learn the position of President for the following year. Once the current President's term is officially over (April) then the Vice President may run for the position of President. This person serves on the executive council and reports to the current President.

Responsibilities/Duties:

1. Attend chapter and state meetings as often as possible
2. Assist the President and take the place of President if necessary
3. Make preparations for newly elected officers and for appointment to Standing Committees for the term of President if running for President.
 - a. Solicit potential chairpersons and members for each of the Standing Committees prior to Installation (nominating chair may assist)
 - b. Prepare packets (job descriptions may be download by each member) for the Officers and Chairperson, including:
 - c. Schedule of events
 - d. Name, address, telephone numbers, email addresses for all officers chairpersons and chapter presidents (posted on FSMA website).
 - e. List of duties, charge of committee, strategic plan governing the position, directions, priorities and published information from AAMA (distribute this information at the Post Conference Executive Council Meeting).

SECRETARY

Purpose: To maintain the recordings (minutes) of the Treasure Coast Chapter Meetings and send to the President via email within 10 days of the respective meeting.

Responsibilities/Duties:

1. Ensure the presence of the following materials at all Chapter meetings:
 - a. AAMA, FSMA and Chapter By-laws.
 - b. Previous minutes.
 - c. List of Executive Council Members, Committee Members, Chapter Representative
 - d. List of unfinished business.

2. Take the roll call of the Executive Council Members, Committee Members, Chapter Representative (listed on agenda) Include the following in the content of the minutes:
 - a. Name of Organization
 - b. Type of Meeting (Executive Council, etc.)
 - c. Date, time and place of meeting
 - d. Name of person making the main motion
 - e. Show the motion was seconded (no name required)
 - f. Show action taken on motions
 - g. Executive Council reports
 - h. Committee Reports
 - i. Treasurer Report
 - j. Unfinished Business
 - k. New Business
 - l. AAMA Business
 - m. Announcements
 - n. Time of adjournment
 - o. Signature, credential, and title only

3. Send a copy of the meeting minutes to the Chapter President within 10 days of the meeting for approval

TREASURER / BUDGET & FINANCE

Purpose: The Treasurer is an officer of the Chapter and responsible for the fiscal integrity and maintenance of the association's funds. The treasurer shall be knowledgeable of computer accounting software and online banking with bill pay.

Responsibilities/Duties:

1. Be responsible for all funds and securities of Treasure Coast Chapter
2. Be bonded by name and position
3. Shall see to the deposit of ALL Income and expenses for the Chapter.
4. Use Online Banking and Online Bill Pay through the Treasure Coast Chapter Bank accounts. The Treasure Coast Chapter (TCC) President and Treasurer shall have the Passwords and information needed to access the accounts online. Bank Debit Card will be in the custody of the Treasurer and used for Hotel bills and any purchases authorized by the Executive Council. If checks must be printed, they must go through check printing software. All disbursements from the FSMA financial accounts MUST be budgeted or approved by the Executive Council. Documentation for disbursements must be digitally sent to the Treasurer where it will be placed in the FSMA computer file. Monthly Bank Statements will be placed in the computer file maintained by the Treasurer.
5. Send checks to those who have incurred Chapter expenses including issuing a check to the President and/or any officers (if budget allows) for FSMA meetings to include registration and hotel room (to be shared with other chapter members attending).
6. Maintain the Excel Budget spreadsheet and edit as desired by the Executive Council. Present an updated budget for the new fiscal year to the Executive Council by using the existing Excel Spreadsheet.
7. Following the election of officers, the Treasurer will provide the new Treasurer and the President with the current Passwords to access the Online Accounts. At that time the new President and the new Treasurer will go online to the Bank Website and Change the Passwords.
8. Purchase \$25 gift cards for the Treasure Coast Chapter Speakers
9. Present a Treasurer's report at each chapter meeting. This includes but it not limited to:
 - a. Current checking account amount
 - b. current savings account amount
 - c. a list of monies going out for the previous month
 - d. a list of income for the previous month
 - e. plans for future incoming/outgoings

IMMEDIATE PAST PRESIDENT (Nominating Chair)

1. Assist the President with all incoming duties including:
2. Prepare the slate of nominees
 - a. There should be at least one or more names for each elected position.
 - b. The majority of the committee members should approve the individual names on the slate.
 - c. Send slate to Master of Ceremony by date designated by the speaker
 - d. Verify names on the slate and those nominated from the floor against the current membership list
 - e. Provide materials necessary for the election at the Annual Meeting.
 1. Prepare ballots (See Sample Documents).
 2. Be ready to update the ballots with those names nominated from the floor.
 3. Have a ballot box available for voting (Teller may provide ballot boxes).
3. Request potential candidates sign a Consent to Serve Form (see Sample Documents on FSMA web site) and submit said form with their resume.
4. With outgoing president, plan and organize the Installation Ceremony
 - a. A rehearsal for Installation of Officers should be held afternoon of installation
 - b. Choose an installing officer and select installation script (see sample installations)
 - c. Purchase a gift for the outgoing President to be presented at the Installation Banquet.
 - d. Provide theme and coordinated props for the Installation of Officers

MARKETING & COMMUNITY SERVICE

Purpose: To promote the Treasure Coast Chapter and the CMA (AAMA) and other medical assisting credentials in Florida through social media, the community, healthcare providers, educational institutions and healthcare related entities. Provide resources, continuing education and professional development opportunities for members and non-member credentialed medical assistants. Engage the Florida Society in activities to provide assistance to the community related to public health and education. Provide service to the membership with social media and web maintenance. Subcommittee Chair to include Web Master and appointees for coordination of Facebook, Constant Learning and Survey Monkey.

Responsibilities/Duties: Marketing

1. Knowledge of the Chapter and FSMA Bylaws, Policies and Procedures, FL Practice Act, healthcare regulations, business practice.
2. Communicate the knowledge of the Treasure Coast Chapter and FSMA philosophies/policies to media and other available resources.
3. Obtain prior approval from the Executive Officers for any mass communications and/or representation to external businesses or institutions.
4. Assist with the Strategic Plan.
5. Promote Medical Assistants Week
6. Assist incoming Marketing and Community Out Reach Committee Chair with a smooth transition as needed.
7. Act as an informational resource for the Chapter Marketing and Community Outreach Committees.
8. Collaborates with Treasure Coast Chapter Membership Chair to update Constant Contact with names of new members, new CMAs, etc.
9. Promote Community Service Events

Social Media:

1. Maintain the Facebook, Constant Contact, Constant Learning and Survey Monkey and tech media methods of communication.
2. Assist FSMA Web Master maintenance and report Executive Council communications through fsmaonline.org
3. Email FSMA Web Master the event lineup for 6 months' time frame so Constant Contact and calendar can be updated.
4. Present in a timely fashion Agenda Request Forms to launch campaigns and encourage ideas and support from Executive Council.

5. Create and distribute campaigns through Constant Contact at the request of the Executive Council Officers.
6. Create and post events on the Treasure Coast Chapter of Medical Assistants Facebook Page
7. Act as liaison between Chapter, State Society and Programs/Students, assist Chapters with continued, good working relationships with ALL accredited/non accredited programs in Chapter geographic area.
8. Assist with covenants of collaboration on specific approved projects with professional societies, other disciplines, mid-level providers, and medical assisting organizations.
9. Teams with other committees on special projects.
10. Coordinate with Education Zoom CEU opportunities:
 - a. Coordinate with Education Chair and Webmaster to provide quality, AAMA approved CEUs free of charge to Treasure Coast Chapter and Florida AAMA members with zoom.
 - b. Help submit completion information to the AAMA at every three months.

CONTINUING EDUCATION

Purpose: Provide diversified continuing education opportunities for medical assistants that meet the AAMA criteria for CEU approval.

Responsibilities/Duties:

1. Assist Community Outreach and the FSMA Web Master to explore alternative methods of presenting CEU's through distance learning, teleconferences, Internet, e-News, and the FSMA website.
2. Develop the Program Agenda (See Sample Documents on FSMA web site) for all chapter meetings or Conferences.
3. Coordinate with speakers to obtain their CV, Topic and Description of their talk.
4. Coordinate with speakers their audio-visual needs and convey this information to the Meeting Coordinator.
5. Submit education topics and speakers to AAMA for CEU approval.
6. Schedule Zoom meeting or Face to Face Site.
7. Submit to FSMA Web Master for Constant Contact and FB (form available on FSMA website)
8. Determine the program format of the Education events, including time of registration, breaks between sessions, lunch hour, and time of conclusion. Report this information to the Meeting Coordinator and Marketing/Community Outreach Committee/Social Media
9. Consult with E-board about education agenda and provide final agenda to program submission. Obtain Speaker's names and credentials.
10. Decide How many AAMA CEUs with designation of A,C or G.
11. Work closely with the Meeting Coordinator to assure adequate space for educational activities
12. Provide certificates of attendance to non-AAMA attendees who wish to document their attendance.
13. Supply evaluation forms to put in attendee packets.
14. Submit attendee CEU's to AAMA to be added to member transcripts.
15. Follow-up on speaker/topic leads
16. Work closely with Social Media.

CHAPTER REPRESENTATIVE

Purpose: The Chapter Representative serves as a liaison between the chapter and the Executive Council. **Qualifications:** The Chapter Representative should be the Chapter President when possible (not mandatory). The chapter representative shall be an active member Number of **Members:** There will be one member of each active chapter that will serve as the Chapter Representative on the Executive Council. **Reports to:** FSMA President and Executive Council.

Responsibilities/Duties: The Chapter Representative should:

1. Encourage chapter members to become active in the state organization.
2. Distribute FSMA Executive Council information to the members of the chapter.
3. Attend all Chapter meetings and FSMA Executive Council meetings throughout the year.
4. In the event that the Chapter Representative is unable to attend, make certain a proxy letter (see Sample Documents) is presented and secure a member from your chapter to serve as proxy at the Executive Council Meeting.
5. The chapter representative will serve on the FSMA Nominating Committee.
6. Answer correspondence in a timely manner.
7. The Chapter president is responsible for informing FSMA when there are any changes made to their respective chapter officers and shall notify the FSMA president and Communications Chair immediately.

Public Policy

Purpose: The Chapter chairperson serves as a liaison between the chapter and the AAMA.

Qualifications: The Chapter Representative should be the Chapter President when possible (not mandatory). The chapter representative shall be an active member.

Number of Members: There will be at least one member of the active chapter that will serve on this committee.

Reports to: Chapter President and Executive Council.

Responsibilities/Duties: The Chapter Representative should:

1. Disseminate any policy changes in AAMA to the chapter
2. Report any challenges to the scope of practice to the chapter for discuss
3. Be the contact person for press releases, newspaper articles, or proclamation requests.