

# ASSISTANTS PROGRAM Thursday, March 3, 2011

	Track 1 Columbus C-F		Track 2 Columbus I-L		Workshops	Exam Prep Courses			
7:00 am									
7:30 am									
8:00 am	Grand Foyer Breakfast				Healthcare Provider CPR San Francisco	Grand Foyer Breakfast	Administrative Exam Prep Course Atlanta Susan Weeks, PMAC	Clinical Exam Prep Course New Orleans Sue Hasenour, PMAC	
8:30 am									
9:00 am									
9:30 am									
10:00 am									
10:30 am									
11:00 am									
11:30 am									
12:00 pm	Exhibit Hall: Grand Opening & Morning Scan								
12:30 pm									
1:00 pm	Welcome to ASPMA Tina Del Buono, PMAC Columbus C-F								
1:30 pm	Office Based Surgery Paula Hollister, PMAC		Training Manuals Cynthia Lara, PMAC						
2:00 pm	Dispensing OTC Products Lisa Crouch, PMAC		Handling Difficult Patients Jesus Vasquez, PMAC						
2:30 pm	Pediatric Flat Feet David Yeager, DPM		Being A Good Office Manager Tressea Harvey, PMAC						
3:00 pm	Exhibit Hall Ice Cream Social	The Acronyms to Know Vicki Forni, RN	Exhibit Hall Ice Cream Social	"A" for Attitude Tina Del Buono, PMAC	Exhibit Hall Ice Cream Social				
3:30 pm									
4:00 pm									
4:30 pm									
5:00 pm									
5:30 pm									
6:00 pm									

# ASSISTANTS PROGRAM Friday, March 4, 2011

	Track 1 Columbus C-F	Track 2 Columbus I-L	Workshops	Exam Prep Courses
7:00 am				
7:30 am				
8:00 am	Exhibit Hall Breakfast			Administrative Exam Susan Weeks, PMAC Track 2 Columbus I-L
8:30 am				
9:00 am	Pre and Post Op Patient Paula Hollister, PMAC	Maximizing Your Potential Tina Del Buono, PMAC		
9:30 am	Patient Triage Lisa Crouch, PMAC	Office Professionalism Cynthia Lara, PMAC		
10:00 am	PAD and the PADnet Refresher Course Shawn Pederson Columbus C-F Sponsor: BioMedix			
10:30 am				
11:00 am	OSHA Shelia Hall	WPS Medicare J. David Bozarth		
11:30 am				
12:00 pm	Exhibit Hall Lunch			
12:30 pm				
1:00 pm	Diabetic Wound Care David Yeager, DPM	Cross Training Staff Anne Thompson, PMAC		
1:30 pm				
1:45 pm	HIPAA Susan Weeks, PMAC		Appeals 101 Jesus Vasquez, PMAC	
2:00 pm				
2:30 pm	Flat Foot Reconstruction John Grady, DPM	Increasing Office Revenue Tressea Harvey, PMAC	Exhibit Hall Break	
3:00 pm	Exhibit Hall Break			
3:30 pm				
4:00 pm	Podiatric Complications Don Nichols, DPM	Mastering the Schedule from the Doctors Point of View Jeff Baker, DPM		
4:30 pm	Sports Medicine - Foot and Ankle Frank Rottier, DPM	Office Managers Round Table Anne Thompson, PMAC/Moderator, Susan Weeks, PMAC Tressea Harvey, PMAC Cynthia Lara, PMAC		
5:00 pm	Back Office Patient Michelle Handley, PMAC			
5:30 pm				
6:00 pm				

Sessions are in the dedicated track room unless otherwise specified above.

# ASSISTANTS PROGRAM Sat-Sun, March 5-6, 2011

	Track 1 Columbus C-F		Track 2 Columbus I-L		Workshops	Sunday March 6	
7:00 am							
7:30 am							
8:00 am	Exhibit Hall Breakfast	ASPMA Business Meeting Columbus I-L	Exhibit Hall Breakfast	ASPMA Business Meeting		Grand Foyer Breakfast	
8:30 am							
9:00 am	The Importance of Biopsy Procedures Natasha Hortsmann		Reducing A/R Tressea Harvey, PMAC				
9:30 am							
10:00 am	Wound Care: What do we do Next Michelle Handley, PMAC		How to Survive a Computer Disaster Peter Ayedun / Sponsor: IntelliSuite				
10:30 am	Radiology Melissa Stratsky, DPM		ICD 10 Vicki Forni, RN				
11:00 am							
11:30 am	Heel Pain Kim Eickmeier, DPM		RAC Audits Susan Weeks, PMAC				
12:00 pm	Exhibit Hall Lunch						
12:30 pm							
1:00 pm	Getting Organized Jesus Vasquez, PMAC		Office Protocols Cynthia Lara, PMAC				
1:30 pm							
1:45 pm	Sports Medicine in the Podiatric Practice Amol Saxena, DPM		Maximizing Practice Efficiency Susan Weeks, PMAC				
2:00 pm							
2:30 pm	Solving Monday Morning Blues: Get the Most Out of Your Week Anne Thompson, PMAC		Billing and Coding Updates Vicki Forni, RN				
3:00 pm							
3:30 pm	Grand Foyer Coffee Break						
4:00 pm	The Assistant Role with Diabetic Patients Tina Del Buono, PMAC		Back Office Patient Michelle Handley, PMAC				
4:30 pm							
5:00 pm							
5:30 pm							
6:00 pm							

Sessions are in the dedicated track room unless otherwise specified above.

# ASSISTANTS SESSIONS

## "A" is for Attitude

Tina Del Buono, PMAC  
3.3.2011, 3:00 - 3:30 pm  
Columbus I-L

- Learn to evaluate the type of attitude you currently have.
- Learn what actions you can take right now to cultivate the A+ attitude.
- Achieve the A+ attitude and maintain it.

## Administrative Exam

Susan Weeks, PMAC  
3.4.2011, 8:00 am - 12:00 pm  
Columbus I-L

Successfully pass the exam to earn Podiatric Medical Assistant, Certified, Administrative.

## Administrative Exam Prep Course

Susan Weeks, PMAC  
3.3.2011, 8:00 am - 3:30 pm  
Atlanta

Comprehensive review course in preparation for ASPMA Administrative Certification Exam.

## APMA Coding Seminar: Introduction to the Coding Lectures and the Coding Resource Center Advantage Plans

Paul Kinberg, DPM  
David Freedman, DPM  
Laura Pickard, DPM  
John Wray, DPM  
3.6.2011, 8:00 am - 12:00 pm  
Grand EF

### Sponsor: APMA

- Medicare Diabetic Shoe and DME Update
- New CPT Codes for 2011
- ICD-10-CM and Coding Committee
- Preparations Time-Line
- Proper Use of the E/M Codes
- Can they really do that silent PPO's Medicare
- Identify top 5 insurance questions for to the Health Systems Committee.
- Identify the main types of insurance plans and what applicable laws they fall under.
- Learn to deal with recoupment issues and poor fee schedules from insurance companies.
- Learn how to begin an appeal process.
- Identify other APMA resources dealing with insurance issues.

## Appeals 101

Jesus Vasquez, PMAC  
3.4.2011, 1:45 - 2:30 pm  
Columbus I-L

- Learn to determine the real reason your claim got denied.
- Learn what common mistakes will get your claims denied and how to appeal them.
- Learn to appeal workers compensation denials.
- Learn to prevent denials with private insurances and worker's compensation carriers.
- Learn tips on effective billers and how to translate them into successful appeals.

## Back Office Patient Management

Michelle Handley, PMAC  
3.4.2011, 5:00 - 5:30 pm  
Columbus C-F

- Learn about first impressions count. (How you and your office looks)
- Learn to make the flow of patient care go slowly.
- How keep your doc on time.

## Billing and Coding Updates

Vicki Forni, RN  
3.5.2011, 2:30 - 3:30 pm  
Columbus I-L

- Identify the billing process from start to finish.
- Identify the CPT and HCPCS changes for 2011.
- Learn how to analyze what is wrong and where it went wrong.
- Learn how to increase your profitability.

## Clinical Exam

Sue Hasenour, PMAC  
3.4.2011, 8:00 am - 12:00 pm  
Columbus C-F

## Clinical Exam Prep Course

Sue Hasenour, PMAC  
3.3.2011, 8:00 am - 5:00 pm  
New Orleans

- Review of the seven categories on the exam.
- Provide a positive learning atmosphere with one-on-one as well as group interaction.
- Hands-on learning in anatomy, biomechanics and instrumentation.

## Cross Training Staff

Anne Thompson, PMAC  
3.4.2011, 1:00 - 1:45 pm  
Columbus I-L

# ASSISTANTS SESSIONS

## Diabetic Wound Care

David Yeager, DPM

3.4.2011, 1:00 - 1:45 pm

Columbus C-F

## Dispensing OTC Products

Lisa Crouch, PMAC

3.3.2011, 2:00 - 2:30 pm

Columbus C-F

Learn the benefits of over the counter remedies to treat your patients foot conditions.

## Flat Foot Reconstruction

John Grady, DPM

3.4.2011, 2:30 - 3:30 pm

Columbus C-F

## Getting Organized

Jesus Vasquez, PMAC

3.5.2011, 1:00 - 1:45 pm

Columbus C-F

- Learn why do we fail to get organized.
- Learn how organization will help you achieve higher goals and output.
- Learn tips on getting organized
- Learn strategies on staying organized.

## Handling the Difficult Patient

Jesus Vasquez, PMAC

3.3.2011, 2:00 - 2:30 pm

Columbus I-L

- Understand the various types of patient personalities.
- Assess your patient's desires (even when they are not spoken).
- Learn to handle difficult patients.
- Learn to handle any scenerio.

## Healthcare Provider CPR

3.3.2011, 7:30 - 11:30 am

San Francisco

- Learn the skills of CPR for victims of all ages (including ventilation with barrier device, a bagmask device, and oxygen), use of an automated external defibrillator (AED) and relief of foreign body airway obstruction (choking).
- Learn to provide health care to patients in a wide variety of settings, including in-hospital settings.
- Hands-on practice.
- Receive your certification card at the end of the program.

## Healthcare Provider CPR Renewal

3.3.2011, 10:00 am - 12:00 pm

Comiskey

- Is it time to renew your CPR certification?
- A Brief review of CPR, AED, and foreign body airway obstruction will be covered.
- Required hands-on skills.

## Heel Pain

Kim Eickmeier, DPM

3.5.2011, 11:30 am - 12:00 pm

Columbus C-F

- Understand the anatomy of the heel.
- Understand the causes of heel pain
- Understand how the location of the heel pain helps in diagnosing the cause of heel pain.
- Understand what common examination techniques, labs, x-rays, etc are used in the diagnosis of heel pain.
- Understand how heel pain is treated.

## HIPAA

Susan Weeks, PMAC

3.4.2011, 1:45 - 2:30 pm

Columbus C-F

Updates on the latest HIPAA and Red Flag rules

## How to Survive a Computer Disaster

Peter Ayedun

3/5/2011, 10:00 - 10:30 am

Columbus I-L

## ICD 10

Vicki Forni, RN

3.5.2011, 10:30 - 11:30 am

Columbus I-L

- Compare the similarities and differences between ICD-9 and ICD-10.
- Understand the organization of ICD-10.
- Recognize the impact of ICD-10 will have on policies and procedures, processes, software, billing, and coding in your office.
- Develop a plan for addressing the impacts of ICD-10 and prepare for the changes.
- Learn when to use a GEM and when not to.

## The Importance of Biopsy Procedures

Natasha Hortsmann

3.5.2011, 9:00 - 10:00 am

Columbus C-F

- Understand the significance of the biopsy procedure as a powerful diagnostic tool.
- Review pathology services as well as the various biopsy techniques and specimen handling.
- Learn how their role during podiatric dermatological exams can help to improve patient outcomes.

# ASSISTANTS SESSIONS

## Increasing Office Revenue

Tressea Harvey, PMAC

3.4.2011, 2:30 - 3:30 pm

Columbus I-L

- Develop alternate revenue for your practice.
- How to implement, introduce and track added products to your practice.

## Mastering The Schedule From The Doctors Point of View

Jeff Baker, DPM

3.4.2011, 4:00 - 4:30 pm

Columbus I-L

- Learn about the podiatric physicians™ schedule for a new patient in respect to: i. Time needed ii. Required elements Established patients b.
- Learn about the the podiatric physicians™ schedule for an established patient in respect to: i. Time needed ii. Required elements Special Circumstances c.
- Learn about the the podiatric physicians™ schedule in respect to: i. Wound Care ii. Palliative Care iii. Surgical Consultations iv. Second Opinions.

## Maximizing Your Potential

Tina Del Buono, PMAC

3.4.2011, 9:00 - 9:30 am

Columbus I-L

- Evaluate yourself and your job.
- Improve communication skills.
- Learn how to motivate yourself and those around you.

## Office Based Surgery: Pro's and Con's

Paula Hollister, PMAC

3.3.2011, 1:30 - 2:00 pm

Columbus C-F

- Patient Safety Value with office based surgery.
- Cost savings of office based surgery versus hospital.
- Enhanced patient care.
- Improved office staff confidence and pride.
- Increased office revenues.

## Office Managers Round Table

Anne Thompson, PMAC – Moderator

Susan Weeks, PMAC

Tressea Harvey, PMAC

Cynthia Lara, PMAC

3.4.2011, 4:30 - 5:30 pm

Columbus I-L

- Use templates and create job descriptions to take back to your practice.
- Learn about competencies and how are they used to assess staff abilities.
- Discuss how to create and use them as an ongoing tool in your office.

## Office Professionalism

Cynthia Lara, PMAC

3.4.2011, 9:30 - 10:00 am

Columbus I-L

Office Professionalism in the health care profession has come to mean:

- Showing compassion towards patients.
- Respect for yourself and your patients.
- Integrity towards your office patients.

## Office Protocols

Cynthia Lara, PMAC

3.5.2011, 1:00 - 1:45 pm

Columbus I-L

- Patient Emergency in your office: think through such a possibility well before such a situation arises.
- Learn to handle patients with TB, chicken pox, or some other highly contagious disease as they come through your office.
- Learn about fire drills. Practice a fire drill once in a while with patients.

## OSHA

Shelia Hall

3.4.2011, 11:00 am - 12:00 pm

Columbus C-F

- Identify safety and health hazards at their facility.
- Review an exposure plan for bloodborne pathogens to determine compliance with OSHA standards.
- List items needed for site specific training of bloodborne pathogens.
- Identify other resources available to assist them with their safety and health plan.

## PAD and the PADnet Refresher Course

3.4.2011 10:00 - 11:00 am

Columbus CF

## Patient Triage

Lisa Crouch, PMAC

3.4.2011, 9:30 - 10:00 am

Columbus C-F

Learn the best ways to take care of our patients in a prompt, professional manner.

## Pediatric Flat Feet

David Yeager, DPM

3.3.2011, 2:30 - 3:00 pm

Columbus C-F

# ASSISTANTS SESSIONS

## Podiatric Complications

Don Nichols, DPM

3.4.2011, 4:00 - 4:30 pm

Columbus C-F

- Learn and discuss complications in foot and ankle surgery and the process by which complications occur.
- Learn how to prevent complications.

## Pre and Post Op Patient

Paula Hollister, PMAC

3.4.2011, 9:00 - 9:30 am

Columbus C-F

- Evaluate the pre-operative patient.
- Recognize potential risks and complications in the pre-operative patient.
- Evaluate the post operative patient and address any problems.

## RAC Audits

Susan Weeks, PMAC

3.5.2011, 10:30 am - 12:00 pm

Columbus I-L

- Learn to prepare for an audit.
- Learn the difference between different types of audits.

## Radiology

Melissa Stratsky, DPM

3.5.2011, 10:30 - 11:30 am

Columbus C-F

## Reducing A/R

Tressea Harvey, PMAC

3.5.2011, 9:00 - 10:00 am

Columbus I-L

- Minimize over 60 to 90 days claims.
- Follow up on outstanding claims.
- Learn about denied and rejected claims.
- Learn about the importance of correct claim submission the first time.
- Collect.

## Solving Monday Morning Blues: How to Get the Most out of Your Week

Anne Thompson, PMAC

3.5.2011, 2:30 - 3:30 pm

Columbus C-F

## Sports Medicine: Foot and Ankle

Frank Rottier, DPM

3.4.2011, 4:30 - 5:00 pm

Columbus C-F

- Understand common foot and ankle injuries seen in the athlete.
- Understand the treatment of foot and ankle injuries in the athlete.
- Understand the unique issue that athlete's face when dealing with foot and ankle injuries.

## Sports Medicine in the Podiatric Practice

Amol Saxena, DPM

3.5.2011, 1:45 - 2:30 pm

Columbus C-F

## Tips on Being a Good Office Manager

Tressea Harvey, PMAC

3.3.2011, 2:30 - 3:00 pm

Columbus I-L

- Learn to manage your employees.
- Learn to gain respect from your employees.
- Learn leadership skills.
- Learn to manage "successful" practice.

## Training Manuals

Cynthia Lara, PMAC

3.3.2011, 1:30 - 2:00 pm

Columbus I-L

Manuals will help your staff:

- Be more efficient.
- Be a training tool to your employee.
- Help them perform their duties safer.

## Welcome to ASPMA

Tina Del Buono, PMAC

3.3.2011, 1:00 - 1:30 pm

Columbus C-F

- Further your education as a podiatric medical assistant and get certified.
- Meet the ASPMA board and learn about our organization's objectives and how they impact podiatric medical assisting.
- Learn how the ASPMA is to the podiatric assistant as the APMA is for the physicians.
- Questions and answers time.

## Work Less and Do More

Tina Del Buono, PMAC

3.5.2011, 4:00 - 5:00 pm

Columbus I-L

- Identify and simplify.
- Learn to eliminate distractions.
- Does multitasking really work?
- Find balance and keep it.

## Wound Care: What do we do Next

Michelle Handley, PMAC

3.5.2011, 10:00 - 10:30 am

Columbus C-F

- What wound care products you can use on a wound?
- What other therapies to use?
- Companies that can help you with products and answer questions.

## WPS Medicare

J. David Bozarth

3.4.2011, 11:00 am - 12:00 pm

Columbus I-L

- Locate and interpret the Medicare Part B foot care policy and other Medicare medical policies which pertain to foot care services on the WPS Medicare website.
- Locate and interpret National Correct Coding Initiatives (NCCI) tables.
- Recognize common errors in the Comprehensive Error Rate Testing program (CERT).