

**2009 Annual Meeting**  
**TENNESSEE PODIATRIC MEDICAL ASSOCIATION**  
**TENTATIVE ASSISTANTS' PROGRAM**  
**September 11 - 12, 2009**  
**Franklin Marriott Cool Springs**

**FRIDAY, September 11, 2009**

1:00 P.M. Registration Desk Opens-----Convention Registration Counter

1:30 P.M. - 2:00P.M. Exhibit Hall Break-----Salons 6, 7, 8, 9 & 10

2:00. P. M. - 4:00 P.M Lynn Homisak, PRT-----Mustang, Quarter Horse & Palomino (MQP)

**“Developing Staff Focused Clinical Protocols”**

Protocols are an essential tool for office productivity and improved patient outcomes. Staff will learn how they can integrate in the development of these protocols in an effort to better assist the doctor, increase efficiency and expand the professional “patient care team.”

**“Strengthening the Communication Triangle”**

Conflict is a part of every workplace, but doesn't have to stifle us when dealing with “difficult” patients and co-workers. By recognizing and understanding the strengths and weaknesses of various personalities (including yours), you can learn to effectively manage them for positive outcomes.

**“A Telephone Refresher Course”**

The telephone is an everyday, critical tool for your office that many times gets taken for granted. This presentation provides an excellent refresher of basic (and sometimes forgotten) telephone etiquette and protocol.

**“Professionalism”**

The Ten Golden Rules of Professionalism that every assistant should live by

4:00 P.M. – 4:30 P.M. Exhibit Hall Break-----Salons 6, 7, 8, 9 & 10

**The Assistant Program will consist of Two Tracks from 4:30 P.M. – 6:30 P.M.**

**Track I**

4:30 P.M. – 6:30 P.M. “Billing and Coding Update”-----Salons 1, 2, 3, & 4  
Lecturer to be announced  
Designed for both Billing Staff and Physicians

**Track II**

4:30 P.M. – 6:30 P.M. Lynn Homisak, PRT-----Mustang, Quarter Horse & Palomino (MQP)

**“Handling Problematic Situations Workshop”**

Group participation and teamwork will thrive as this session encourages staff to discuss everyday problems and experiences; then share solutions!

**Managing Time and Stress (for YOUR sake and everyone's around you!)**

Having difficulty managing your time? Feeling the pressure? Learn to apply some coping strategies before you become another statistic.

**“..It Happens” – Open Forum Discussion and Problem Solving**

**FRIDAY, September 11, 2009 (Continued)**

6:30 P.M. – 8:00 P.M. Grand Opening Reception-----Salons 5, 6, 7, 8, 9 & 10  
Sponsored by TPMA

**SATURDAY, September 12, 2009**

**(The Assistant Program will consist of Two Tracks)**

**Track I – Radiology**

Saddlebred, Highland & Morgan Rooms (SHM)

9:00 A.M. – 9:30 A.M. Continental Breakfast-----Ballroom Foyer

9:30 A.M. - 10:30 A.M. “Radiological Techniques and Safety for the Podiatric-----SHM  
Medical Assistant” by Craig Camasta, DPM

10:30 A.M. – 11:00 A.M. Exhibit Hall Break-----Salons 1, 2, 3 & 4

11:00 A.M. – 12:30 Noon “Radiological Techniques and Safety for the Podiatric-----SHM  
Medical Assistant” by Craig Camasta, DPM

12:30 P.M - 2:00 P.M. Lunch in the Exhibit Hall-----Salons 5, 6, 7, 8, 9 & 10

2:00 P.M. – 3:00 P.M. “Radiological Techniques and Safety for the Podiatric-----SHM  
Medical Assistant” by Craig Camasta, DPM

3:00 P.M. – 3:30 P.M. Final Exhibit Hall Break-----Salons 1, 2, 3 & 4

3:30 P.M. - 5:30 P.M. “Radiological Techniques and Safety for the Podiatric-----SHM  
Medical Assistant” by Craig Camasta, DPM

**TRACK II - Practice Management**

Mustang, Quarter Horse & Palomino Rooms (MQP)

9:00 A.M. – 9:30 A.M. Continental Breakfast-----Ballroom Foyer

9:30 A.M. - 10:30 A.M. Lynn Homisak, PRT-----MQP  
**Don't just GO WITH THE FLOW...improve it! (On office  
organization and efficiency)**

1. Learn how to get your practice to run on time
2. Taking control of your schedule for better results
3. Making little changes that make a big difference
4. Instead of working yourself into the system; make the system work for you!

10:30 A.M. – 11:00 A.M. Exhibit Hall Break-----Salons 6, 7, 8, 9 & 10

**SATURDAY, September 12, 2009 (Continued)**

**TRACK II – Practice Management**  
Mustang, Quarter Horse & Palomino Rooms (MQP)  
(continued)

11:00 A.M. - 12:30 P.M.	Lecturer to be announced-----MQP “Foot and Ankle Pathology”
12:30 P.M. - 2:00 P.M.	Lunch in the Exhibit Hall-----Salons 5, 6, 7, 8, 9 & 10
2:00 P.M. – 3:30 P.M.	Lecturer to be announced-----MQP “Sterilization/Infectious Dx” “Instrumentation/Procedure Pack Assembly”
3:30 P.M. – 4:00 P.M.	Final Exhibit Hall Break -----Salons 6, 7, 8, 9 & 10
4:00 P.M. – 5:00 P.M.	Lecturer to be announced “Common In-Office Procedures”
5:00 P.M – 6:30 P.M.	NewGen Labs and Safe Step Representatives-----MQP Break Out Sessions “Diabetic Shoe Fitting/Dispensing” “Orthotic Casting Techniques”
6:30 P.M - 10:00 P.M.	TPMA Hospitality Suite and Sports Bar-----Hotel Suite 420