

SAM 2021 FRONT OFFICE/BACK OFFICE ASSISTANT PROGRAM SCHEDULE

Saturday, January 16, 2021

8:00 AM - 8:45 AM	Disinfection and Sterilization
8:45 AM - 9:45 AM	OSHA / Hazardous Materials / Biohazardous Waste
9:45 AM - 10:30 AM	Break in Exhibit Hall
10:30 AM - 12:00 PM	HIPPA / Hightec / ARRA
12:00 PM - 1:30 PM	Lunch
1:30 PM - 2:15 PM	Opportunity is Calling -- Strategies for Answering Phone Calls
2:15 PM - 3:00 PM	Working to Resolve Conflicts with Unhappy & Challenging Patients
3:00 PM - 3:30 PM	Break
3:30 PM - 4:00 PM	Marketing Your Practice