

Paraoptometric/Staff Meeting Schedule
August 18-19, 2023
The Westin Hilton Head Island Resort and Spa
12 Hours of CE Available

Approved by the AOA Commission on Paraoptometric



PARAOPTOMETRIC/STAFF PROGRAM

Friday, August 18th	7 Hours available	Mary Schmidt and Acquios Advisors
7:00 am - 8:00 am	Breakfast – in Exhibit Hall	
8:00 am - 9:00 am	10 Ways to Lose a Patient and Not Even Know It (PM-0014-22)	
9:00 am - 10:00 am	23 Life Skills Every Staff Member MUST Know (PM-0015-22)	
10:00 am - Noon	Dealing with Difficult People – Now a Daily Dilemma (PM-0008-23)	
Noon - 1:00 pm	Lunch in Exhibit Hall	
1:00 pm - 2:00 pm	Telephone Techniques: 19 Must Have Skills (PM-0010-23)	
2:00 pm - 4:00 pm	Measurements, Lenses and Reducing Remakes: Acquios Advisors	
4:30 pm - 6:30 pm	SCOPA President’s Cocktail Reception	
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Saturday, August 19th	5 Hours available	Donna Suter
6:30 am - 7:00 am	Breakfast	
7:00 am - 8:00 am	Intentional and Thoughtful Customer Service	
8:00 am - 9:00 am	Seeing Clearly: A New Age of Ophthalmic Lenses	
9:00 am - 10:00 am	Total Recall	
10:00 am - 11:00 am	Front Desk Training – Beyond Rules and Regulations	
11:00 am - Noon	Intergenerational Building	
Noon	Para Optometric program concludes	

Consider Certification!

Paraoptometric certification is a program developed by a respected panel of American Optometric Association paraoptometric and optometrists, created to encourage continuing education and knowledge as the field of optometric assisting grows.

The AOA offers four certified programs for optometric staff. Each program requires successful completion of an examination prepared and administered by the Commission on Paraoptometric Certification (CPC) with the assistance of Professional Testing Corporation. The purpose of the examinations is to assure a level of knowledge to perform the functions necessary to each certified designation. Recipients must renew their certification every three years to remain current in their field.

The CPOTM, CPOATM, and CPOTTM examinations are accredited by the National Commission for Certifying Agencies (NCCA). The NCCA accreditation serves as a benchmark on how organizations should conduct certification and clearly distinguishes the excellence and value of CPC certification.