

**Paraoptometric/Staff Meeting Schedule**  
**August 23-24, 2024**  
**The Westin Hilton Head Island Resort and Spa**  
**11 Hours of CE Available**

*Approved by the AOA Commission on Paraoptometric*



## PARAOPTOMETRIC/STAFF PROGRAM

**Friday, August 23rd** **6 Hours available** **Jackie O'Keefe and Acquios Advisors**

7:00 am - 8:00 am	Breakfast – in Exhibit Hall
8:00 am - 9:00 am	<b>You Deserve a Medal for Handling Patient Complaints</b>
9:00 am - 10:00 am	<b>Dispensing to the Elderly</b>
10:00 am - 11:00 am	<b>Professional Ethics to Practice By</b>
11:00 am - Noon	<b>I Can't See: Troubleshooting Rx Complaints</b>
Noon - 2:00 pm	Lunch in Exhibit Hall
2:00 pm - 4:00 pm	<b>ACQUIOS LECTURE</b>
4:30 pm - 6:30 pm	SCOPA President's Cocktail Reception

**Saturday, August 24th** **5 Hours available** **Sharon Carter**

6:30 am - 7:00 am	Breakfast
7:00 am - 8:00 am	<b>Personalities in the Work Place</b>
8:00 am - 9:00 am	<b>Why are They Buying Online/Online Sales</b>
<b>9:00 am – 9:15 am</b>	<b>Break</b>
9:15 am - 11:15 am	<b>Coding &amp; Billing – Staff Responsibilities</b>
11:15 am – 12:15 pm	<b>Communicating with Patients</b>
12:15 pm	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.