

Indiana Society of Medical Assistants Procedure Manual

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PROCEDURE MANUAL

TABLE OF CONTENTS

STATEMENT OF PURPOSE.....	3
ISMA MISSION STATEMENT	3
CODE OF ETHICS.....	3
MEDICAL ASSISTANTS CREED.....	3
PREFACE.....	3
HISTORY OF AAMA, INDIANA SOCIETY.....	4
PAST PRESIDENTS OF THE INDIANA SOCIETY OF MEDICAL ASSISTANTS.....	9
MEDICAL ASSISTANT OF THE YEAR RECIPIENTS.....	10
LIFE MEMBERS.....	10
LEON LEVI AWARD RECIPIENTS.....	10
GOLDEN APPLE AWARD RECIPIENTS.....	11
HONORARY MEMBERS.....	11
GENERAL INSTRUCTIONS.....	12
EQUIPMENT, SUPPLIES, MISCELLANEOUS.....	13
PRESIDENT.....	13
VICE PRESIDENT	17
IMMEDIATE PAST PRESIDENT.....	17
RECORDING SECRETARY.....	18
TREASURER.....	18
CORRESPONDING SECRETARY.....	20
PARLIAMENTARY ADVISOR.....	20
HISTORIAN.....	20
MED-A-SCOOP EDITOR.....	19
BOARD OF DIRECTORS.....	20
ELECTED COMMITTEES.....	22
Physician Advisory Board.....	22
Executive Committee.....	22
Nominating Committee.....	22
Special Committees.....	22
STANDING COMMITTEES.....	22
Budget and Finance.....	22
Bylaws and Standing Rules.....	23
Certification.....	23
Continuing Education.....	23
Financial Audit Committee.....	23
Audit of the Minutes of the Annual Meeting.....	23
Membership.....	23
Procedure Manual.....	23
ISMA Liaison/Public Policy.....	23
Eva I. Irwin, CMA (AAMA) Medical Assistant Program Fund.....	23
Student Support.....	23
Ways and Means.....	23
Credentials.....	23
Medical Assistant of the Year Award.....	23
Leon Levi Award.....	23
Golden Apple.....	24
Life.....	24
Honorary.....	21
GUIDELINES FOR ANNUAL STATE CONFERENCE	24
ANNUAL BUSINESS MEETING.....	24
AAMA ANNUAL CONFERENCE AND HOUSE OF DELEGATES.....	25
RECERTIFICATION	25
VIRTUAL WORKSHOP REGISTRATION/CEU SUBMISSION PROCESS.....	26

STATEMENT OF PURPOSE

The purpose of the Indiana Society of Medical Assistants (ISMA) is to promote the professional identity and stature of its members and the medical assisting profession, through education and credentialing.

ISMA MISSION STATEMENT

The Indiana Society of Medical Assistants, in affiliation with the American Association of Medical Assistants, strives to:

- Promote professional growth and identity of its membership through education and credentialing
- Inspire members to provide honest, loyal and efficient service to the public they serve and the profession
- Stimulate a feeling of fellowship and cooperation with the medical profession in improving public relations
- Encourage and assist medical assistants in forming component chapters.

CODE OF ETHICS

The Code of Ethics of the Indiana Society of Medical Assistants (ISMA) has set forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of medical assisting. Members of the Indiana Society of Medical Assistants are dedicated to the conscientious pursuit of their profession and thus, desiring to merit the high regard of the entire medical profession and the respect of the general public which they serve, do pledge themselves to strive always to:

- A. Render service with full respect for the dignity of humanity;
- B. Respect confidential information obtained through employment unless legally authorized to divulge such information;
- C. Uphold the honor and high principles of the profession and accept its disciplines;
- D. Seek to continually improve the knowledge and skills of Medical Assistants for the benefit of patients and professional colleagues; and
- E. Participate in additional services activities aimed toward improving the health and well-being of the community.

CREED

- E Is for Endeavor in our duties
T Is for Truthfulness in all we do
H Is for Helpfulness to others
I Is for Integrity in our work
C Is for Courteous treatment to all
S Is for Sincerity in our purpose

Put them all together, they spell ETHICS, a word we MUST uphold to attain our goal.

J. Marie Theobald Wilhite

The Medical Assistants Creed

I believe in the principles and purposes of Medical Assisting.

I endeavor to be more effective.

I aspire to render greater service.

I protect the confidence entrusted to me.

I am dedicated to the care and well-being of all people.

I am loyal to my employer.

I am true to the ethics of my profession.

I am strengthened by compassion, courage and faith.

PREFACE

This guide is prepared as a reference of information for use by members of the Indiana Society of Medical Assistants. It will be a reference source to help members better understand the duties ascribed to a particular office and/or chairmanship. It is prepared to help administer office and committee affairs and to help achieve greater effectiveness in the work of the office or committee.

This guide shall be updated and revised as needed by the Procedure Manual Committee. At no time shall this Guide be in conflict with the Bylaws of AAMA, Inc., or the Indiana Society of Medical Assistants.

HISTORY OF INDIANA SOCIETY OF MEDICAL ASSISTANTS

Early in 1950, Blue Shield sponsored a dinner at the Vendome Hotel in Evansville. Invited were medical assistants from all the doctor's offices in the area. This was the first dinner meeting of this type to be held and for sometime was an annual event. Many of the "office girls" met for the first time. Prior to this time they were only voices on the telephone. The following morning, Helen Dome Kightly, employed by Dr. Diekmann, and Bettye Fisher Baldwin were having coffee and discussed how nice it was to meet other "office girls". After much discussion over the next few days, it was commented on how nice it would be to form an organization, discuss problems and exchange ideas. A decision to begin such an organization was made. They personally called 287 physician offices in Evansville to see if the "girls" would be interested. On the basis of the response, the facts were taken to Mr. Art Tierman, Executive Secretary of the Vanderburgh County Medical Society, to enlist his help.

In the Spring of 1950, the medical society helped schedule a meeting at the YMCA for the purpose of forming an organization. Notices were sent out and about 125 replies were received. Of this number, approximately 86 attended the first organizational meeting. Wanda Marx was elected the first President of the newly formed Society.

By 1953, correspondence from medical assistants in Indianapolis was received asking for information and assistance in forming a chapter. Other areas in Indiana were having the same idea and chapters began forming across the state.

In 1955, the Kansas Medical Assistants called a meeting in Kansas City. Its purpose was to form a National Organization. Jeanne Woods, Marie Theobald and Bettye Fisher Baldwin attended this meeting they returned home with plans to start a state organization. They met in early October, 1956 in correlation with the State Medical Society meeting. Representatives from seven chapters attended. Bettye Fisher Baldwin was elected temporary organizing chairman. A decision was made to draft a Constitution and bylaws. Milwaukee, Wisconsin hosted another national organizational meeting later in the month and the State of Indiana was represented by Marie Theobald and Bettye Baldwin.

The first State President elected was Bettye Fisher Baldwin. Jeanne Woods of Indianapolis was elected President Elect, Marie Theobald was Secretary and Margaret Logsdon of Evansville was elected Treasurer of the newly formed Indiana Society. By May of 1957, a constitution and bylaws were adopted along with a state pin. The first pin off the press was awarded to the State President.

The first National Convention of the AAMA was held in October, 1957 in San Francisco's Sheraton Palace. Indiana was represented by Jeanne Woods, Marie Theobald, Helen Smith, Bettye Baldwin and others. Sixteen chapters from across the United States were inducted into the AAMA. The Indiana delegates fought diligently against a dues raise, however, dues were raised to \$2.00. We survived and prospered. Jeanne Woods was installed as Indiana's State President at the first official convention in Evansville in May 1958.

Through the years, Evansville and Indianapolis led in membership, however, other chapters were now growing in numbers. In 1969 Indiana had 14 chapters. Indiana has had two National Presidents, Marie Young and Bettye Baldwin. Mary Haugen was elected National Trustee. Many from Indiana have served on National Committees. Birdie Howe has been honored as a National Charter Member. Dr. Robert A. Royster and Dr. Lowell Thomas have served as national physician advisors.

In 1970 the name of our organization became known as American Association of Medical Assistants, Inc., State of Indiana.

In 1974 Blue Cross Blue Shield began sponsorship of the "Medical Assistant of the Year" award. In 1981 Evansville again hosted the State Convention. This was the Silver Anniversary of the First District. AAMA also entered a quarter century of education and service.

Three chapters were chartered since 1980 (Kosciusko, Fifth District and Jackson County). However four chapters disbanded and their charters returned (Owens-Monroe, Bartholomew-Brown-Jennings, Jackson and Shelby).

In 1985 Lexington, KY, hosted the national convention of AAMA. Regional meetings were established by this time. The Midwest region member states (Indiana, Ohio, Illinois, Kentucky and Michigan) rotate hosting of a regional conference every summer. In 1996 Wisconsin and Iowa were invited to join the conference.

“Pearls of Knowledge” was First District’s theme for the 1986 State Convention. Knowledge in their field of endeavor is the real goal of ISMA. In 1986 the Indiana Medical Assistants Association officially became The Indiana Society of Medical Assistants, affiliated with the American Association of Medical Assistants.

In 1987 Blue Shield withdrew their support of the Medical Assistant of the Year Award. The Williams and Townsend Insurance group and Lincoln National Life offered to assume sponsorship of the award. In 1988 the sponsoring agency was Earl W. Williams and Lincoln National Life.

In 1988 an award was established in memory of our long time physician advisor, Leon Levi, MD. It is for recognition of a member’s dedication to the society and principles of AAMA. The first recipients were Patricia Kennington, RN, CMA; Pauline Pinnick, CMA both employees of Dr. Levi and Jane Seelig, CMA-A.

In 1989 Indiana was selected as site for the AAMA national convention to be hosted in Indianapolis in 1993. The society also received approval as a CEU sponsor. The Leon Levi Award was presented to Bonnie Reidenbach, CMA-AC in 1990. At the 1990 national convention in Los Angeles, Jane Seelig, CMA-A was elected AAMA Vice Speaker of the House. In 1991 she became Speaker of the House when Janice Caplan, CMA-A was elected AAMA Vice President.

In 1991 Bettye Yard was honored with the Leon Levi Award and the first ISMA five year plan was approved.

At the 1992 Annual banquet the first ISMA Life Membership award was presented to Bonnie Reidenbach, CMA-AC. Jane Seelig, CMA-A was elected AAMA Speaker of the House in 1992 for a two year term of office. The Indiana Society and Midwest Region Hosted the 1993 AAMA National Convention at the Hyatt Regency Hotel in Indianapolis.

In 1994 Jane Seelig, CMA-A was elected AAMA Trustee for one year and Patricia Kennington, CMA was awarded life membership. She passed away the following December.

1997 Jane Seelig, CMA-A served as the first repeating State President. During that year three chapters declared official inactive status: Bartholomew-Brown-Jennings, Shelby and Lake.

1998 State Convention was hosted by all the society chapters. Bruce Johnson was bestowed honorary membership in recognition of his many years as “Santa” and woodworking contributions to the Society fund raising efforts.

1999 ISMA hosted the Midwest Regional Conference in Indianapolis.

At the 2000 State Banquet the first Golden Apple Award was presented to Eva Irwin, CMA as recognition for her many years as an educator and ISMA member.

In 2001 Indiana State Medical Association withdrew their financial support of the Med-A-Scoop. The chapter redistricting project began as an ad hoc committee with Cindy Abel, CMA, BS as chair.

At the 2002 annual business meeting a major revision of the bylaws was approved which eliminated the position of President elect and shifted duties to the office of Vice President. A new recorder was purchased for ISMA business meeting and the Liquid Green money market account was reinvested as a two year certificate of deposit. Eulah Dearing, CMA received the Leon Levi Award.

2004 Board of Directors bestowed life membership status on Eva Erwin, CMA recognizing her many years of service to the organization including 19 years as Med-A-Scoop editor. In July Eva lost her battle with cancer and the ISMA scholarship was renamed “The Eva I Irwin, CMA Scholarship”.

In 2005 Redistricting of the chapter boundaries was completed and chapters are now known as districts.

In 2006 the first ISMA Scholarship award was presented.

In 2008 ISMA bestowed honorary membership status on Earl Williams. Mr. Williams looked forward to attending our annual banquet and presenting the Medical Assistant of the Year award. The 2008 AAMA

House of Delegates voted to add (AAMA) to the CMA credential to identify the source of the certification. ISMA website INSOCMEDASST.ORG became reality with Websdotcom as webmaster and Jane Seelig, CMA-A (AAMA) as website development officer.

The Indiana Society of Medical Assistants now has six active districts. We grow in strength and numbers with the help of good leadership and enthusiastic members. We have a strong network of Medical Assistants across the state, when you put all the knowledge, hard work, determination to succeed together, Indiana's rich heritage of progressive thinking will sustain us well into the next century.

2009 brought changes to the ISMA. The bylaws were revised to permit the President to hold office for two consecutive terms. Fifth District Chapter turned in their charter and a committee was established to help Fifth District members relocate into other local chapters. Also, Charles Dyer Co. of Indianapolis closed. We were able to obtain the dies for our state pins. These were taken to Max's Jewelers at 401 Washington St., Columbus, IN (812) 379-4572.

In 2010, it was voted the state pin will remain a state pin only; no district may use this pin as their own. Marjorie Mikesell CMA was recipient of the Leon Levi Award.

Indiana hosted the 2011 AAMA National Conference in Indianapolis. Rita Michel, CMA (AAMA) was Chair, Pam Neu, CMA (AAMA) was Vice Chair and Jane Seelig, CMA-A (AAMA) was Education Chair. The conference had 700 attendees and was declared to be an overall success with great location, workshops and ways and means offerings.

At the 2012 Annual Conference June Brown, RMA was recognized for her many years of dedication and valuable contributions to ISMA with Life Membership. Earl Williams, long-time sponsor of the Medical Assistant of the Year Award, passed away suddenly August 8, 2012. The ISMA Insurance Agency Brown and Brown assumed sponsorship of the award.

The Leon Levi Award was bestowed on Tammy Daily, CMA at the 2013 State Conference. Honorary Membership was presented to Kathy Heck for her many years of assistance with Ways and Means and Jack Begley for his many years of computer support to the society. District boundaries were redefined by zip codes to allow all Indiana Members to identify their membership district. This information was sent to AAMA to remove Member-at-Large status from our membership roster and was posted on the website.

The Leon Levi Award was bestowed on Sandra Johnson, CMA (AAMA), MS, CPC at the 2014 Annual Conference. Pam Neu, CMA (AAMA) was elected as Med-A-Scoop Editor and the office as renamed Med-A-Scoop Editor/Website Development combining the two responsibilities into one office as both positions were separate although previously held by Jane Seelig, CMA-A (AAMA).

At the November 2014 State Board Meeting The Eva I. Irwin, CMA (AAMA) Scholarship Fund was renamed The Eva I. Irwin CMA (AAMA) Medical Assistant Program Fund. The fund would provide up to \$500.00 financial support to an AAMA accredited medical assisting program for the purchase of a piece of equipment, software, supplies, etc.

At the April 2015 state conference a \$250.00 payment was made to each Ivy Tech in Ft. Wayne and Ivy Tech in Evansville in response to their program's application for support. Jenifer Begley, CMA (AAMA) reported that our state society has a Facebook page.

In 2016 the Board of Directors amended the benefit of Life Membership to include payment of national, state and local dues beginning with 2015. The ISMA Treasurer was authorized to obtain a debit card associated with the state checking account. Honorarium for speakers at meetings and conferences was set at \$25.00 per hour. The speaker can opt to receive a check or choose a charity for donation. Joyce Edds, CMA (AAMA), CPT (ASPT) chaired the PIPS in the creation of a conference guidelines reference document.

2017

It was approved by the membership that Honorary Member Bruce Johnson will have his application to join a veteran on an Honor Flight as a guardian paid for by ISMA.

2018

AAMA Excel Awards presented an Achievement Award for Website Development and Publication to Pam Neu, CMA (AAMA), BS, MBA, ISMA Website Manager.

The ISMA membership approved electronic publication only of the Med-A-Scoop. It will only be available on insocmedasst.org, the ISMA website.

During the 63rd Annual Business Meeting the ISMA web app was unveiled and instructions were given for downloading the app onto cell phones. ISMA is the first state society to have access to this type of technology.

A resolution supporting medical assistants and the CMA (AAMA) credential was adopted by the Indiana State Medical Association House of Delegates in September and reprinted in the CMA Today.

RESOLUTION 18-06 SUPPORT OF CERTIFIED MEDICAL ASSISTANTS

Introduced by: William W. Pond, MD Fort Wayne Medical Society Allen County

Action: Adopted

Whereas, physicians rely on an increasing number of health professionals to extend care. They include medical assistants, who perform administrative and certain clinical duties under the direction of a physician, such as scheduling appointments, maintaining medical records, billing and coding information for insurance purposes, taking and recording vital signs and medical histories, preparing patients for examination, drawing blood and administering medications as directed by a physician; and

Whereas, medical assistants benefit from training, certification and continuing education similar to other health professionals, such as certified nursing assistants (CNAs), licensed practical nurses (LPNs), registered nurses (RNs), physician assistants (PAs), etc.; and

Whereas, the U.S. Bureau of Labor Statistics projects medical assisting to grow at a faster rate than other occupations and professions through 2024; and

Whereas, under the auspices of the American Association of Medical Assistants (AAMA), certified medical assistants [pass] the certification examination that is the only medical assisting examination that utilizes the National Board of Medical Examiners (NBME) for test development, delivery, analysis and scoring, thus ensuring the highest level of psychometric quality; and

Whereas, the CMA (AAMA) Certification Examination is the only medical assisting credential for which candidates must be graduates of an accredited postsecondary medical assisting program that is at least one (1) academic year in length and that covers both the clinical and administrative aspects of medical assisting; and

Whereas, the CMA (AAMA) Certification Program is the only medical assisting credential accredited by [both]: (1) the National Commission for Certifying Agencies (NCCA); and (2) the International Accreditation Service (IAS) under International Organization for Standardization (ISO) Standard 17024, a global benchmark for personnel certification programs, ensuring that they operate in a "consistent, comparable and reliable manner"; and

Whereas, CMAs (AAMA) must recertify every sixty (60) months by either retesting or continuing education; therefore, be it

RESOLVED, that ISMA applauds efforts to bring uniform, consistent high quality to medical assistant training, certification and continuing education; and be it further

RESOLVED, that ISMA urge its members, Indiana physicians, and health care organizations to give preference in hiring to medical assistants who have demonstrated training, qualifications and continuing education such as those provided by Certified Medical Assistant (CMA) American Association of Medical Assistants [CMA (AAMA)] certification.

2019

AAMA Excel Awards presented an Achievement Award for Website Development and Publication to Pam Neu, CMA (AAMA), BS, MBA, ISMA Website Manager.

2020 - 2021

It was approved that instead of Honorary Member Bruce Johnson being a guardian on an Honor Flight that he should be sent as a Veteran with Paula Schubert, CMA (AAMA), CPT (IAPS), an Army Veteran accompanying him as a guardian.

COVID Pandemic and subsequent social distancing guidelines, necessitated the cancelation of the ISMA Annual Conference for 2020 and 2021 which would have been hosted by the Southeast District. The Annual Business Meetings for 2020 and 2021 were conducted virtually as were all meetings and workshops from 5/8/20 through 5/12/21.

Indiana Society of Medical Assistants organized October 16, 1956
Endorsed by the Indiana State Medical Association January 20, 1957.
Constitution and Bylaws adopted May 26, 1957

Bylaws adopted April 3, 1983

Revised April 25, 1987, April 20, 1991, April 22 1995, April 19, 1997, April 6, 2002, April 23, 2010, April 25, 2015

An affiliate of the American Association of Medical Assistants, 20 North Wacker Drive, Suite 1575,
Chicago IL 60606
American Association of Medical Assistants hereafter to be called AAMA.

PAST PRESIDENTS OF INDIANA SOCIETY OF MEDICAL ASSISTANTS

1957	Betty Fisher Baldwin	First District
1958	Jeanne Woods	Marion County
1959	*Evelyn Sommers Baker	Cass-Carroll County
1960	Jean Blanc	Twelfth District
1961	Evelyn Montgomery RN	Shelby County
1962	*Irene Wells	First District
1963	*Carolyn Appleby	Wayne-Union County
1964	*Marie Young	Marion County
1965	Lillian Holdeman	Elkhart County
1966	Elsie Fleeger	Tippecanoe County
1967	Lorraine Herres, LPN	Grant County
1968	*Dorothea Henry, CMA-AC	Floyd-Clark
1969	*Geneva Bickel	First District
1970	Mary Alice Miner, RN	Shelby County
1971	*Louise McComb	Twelfth County
1972	Ella Mae Mow	St. Joseph County
1973	Neva Arnold, RN, CMA-C	Marion County
1974	Betty Henderson, CMA-C	Lawrence County
1975	*Dorothy Meunsterman	First District
1976	Mary Haugen, CMA-AC	Twelfth District
1977	Penny Scubelek O'Connor, EMT-A, CMA	Lake County
1978	Barbara Perkins	Marion County
1979	Eulah Dearing, EMT-A, CMA	Dubois County
1980	*Bettye Yard, CMA-C	First District
1981	Diane Bolin, CMA-A	Bartholomew-Brown-Jennings County
1982	*Beverly McGraw, RN	Marion County
1983	Mary Harris	Twelfth District
1984	*Patricia Kennington, RN, CMA	Marion County
1985	Bonnie Reidenbach, CMA-AC	Twelfth District
1986	Audrey Johnson, CMA	St. Joseph County
1987	Jane B. Seelig, CMA-A	Bartholomew-Brown-Jennings County
1988	*Betty Hollinger, CMA	Bartholomew-Brown-Jennings County
1989	Judy Edington, CMA	St. Joseph County
1990	Norma Harmon, CMA	Fifth District
1991	Eleanor Bellamy, CMA	Marion County
1992	*Janice Bacon, CMA	Bartholomew-Brown-Jennings County
1993	*Joy Huff Stidam, CMA	Floyd-Clark
1994	Tamara (Tammy) Daily, CMA	First District
1995	*Eva Irwin, CMA	Marion County
1996	Marjorie Mikesell, CMA	St. Joseph County
1997	Jane B. Seelig, CMA-A	Marion County
1998	Cindy A. Abel, BS, CMA	Fifth District
1999	Cindy Keller, CMA	Fifth District
2000	Mary (Cate) Gardner, CMA	St. Joseph County
2001	Mary Armstrong, CMA	First District
2002	Wanda McQuiston, CMA	Fifth District
2003	Gail Morris, CMA	Twelfth District
2004	Marjorie Mikesell, CMA	St. Joseph County
2005	Rita Michel, CMA	Twelfth District
2006	June Brown, RMA	First District
2007	Mary Catherine Gardner, CMA	St. Joseph District
2008	Sandra Johnson, MS, CMA, (AAMA), CPC	Southeast Chapter
2009	Pam Neu, CMA (AAMA)	Twelfth District
2010-11	Tammy Daily, CMA (AAMA)	First District
2012-13	Jeni Begley, CMA (AAMA)	West Central District
2014-15	Joyce Edds, CMA (AAMA) CPT (ASPT)	Southeast District
2016-17	Clara Poirot, CMA (AAMA) CN-BC	First District
2018-20	Jane Seelig, CMA-A (AAMA)	East Central District

2020-22 Karen Pershing, CMA (AAMA)
*deceased

St. Joseph District

MEDICAL ASSISTANT OF THE YEAR

1974	Judith Philips	
1975	Penny Scubelek O'Conner, EMT-A, CMA	Lake County
1976	*Alene Saulman	First District
1977	*Evelyn Fisher	Lake County
1978	Linda Hillyard, CMA	First District
1979	Neva Arnold, RN, CMA-C	Marion County
1980	*Dorothea Henry, CMA-AC	Floyd-Clark County
1981	Janice Lee	Dubois County
1982	Mary Haugen, CMA-AC	Twelfth District
1983	Jenny Procell	Shelby County
1984	Diane Bolin, CMA-A	Bartholomew-Brown-Jennings County
1985	Janice Bruner, RN, CMA	Bartholomew-Brown-Jennings County
1986	Judy Edington, CMA	St. Joseph County
1987	Bonnie Reidenbach, CMA-AC	Twelfth District
1988	Eulah Dearing, EMT, CMA	Dubois County
1989	Judy Ehrhardt, CMA	Twelfth District
1990	Audrey Johnson, CMA	St. Joseph County
1991	*Betty Hollinger, CMA	Bartholomew-Brown-Jennings County
1992	*Patricia Kennington, RN, CMA	Marion County
1993	Sandra Johnson, CMA	Floyd Clark
1994	*Janice Bacon, CMA-A	Bartholomew-Brown-Jennings County
1995	Norma Harmon, CMA	Fifth District
1996	*Joy Huff Stidam, CMA	Floyd Clark
1997	Mary Armstrong, CMA	First District
1998	Tammy Daily, CMA	First District
1999	Marjorie Mikesell, CMA	St. Joseph County
2000	June Brown, RMA	First District
2001	Glennella Bruce, RN, CMA-C	First District
2002	Jane B. Seelig, CMA-A	Marion County
2003	Linda Marquis, CMA	First District
2004	*Eva I. Irwin, CMA	Marion County
2005	Karen Pershing, CMA	St Joseph County
2006	Cindy Abel, BS, CMA	West Central District
2007	Wanda McQuiston, CMA	Fifth District
2009	Rita Michel, CMA (AAMA)	Twelfth District
2010	Joyce Edds, CMA (AAMA) CPT (ASPT)	Southeast District
2011	Mary Caterine (Cate) Gardner, CMA (AAMA)	St Joseph District
2012	Karen Wilson BS, CMA (AAMA)	East Central District
2013	Clara Poirot CMA (AAMA)	First District
2018	Dianne Wimsett, CMA (AAMA)	Southeast District
2019	Jenifer Begley, CMA (AAMA)	West Central District

LIFE MEMBERS

1992	Bonnie Reidenbach, CMA-AC (AAMA)	Twelfth District
1994	*Patricia Kennington, RN, CMA (AAMA)	Marion County
2005	*Eva Irwin, CMA (AAMA)	Marion County
2011	Eulah Dearing, CMA (AAMA)	First District
2012	June Brown, RMA	First District
2015	Tammy Daily, CMA (AAMA)	First District
2018	Marjorie Mikesell, CMA (AAMA)	St Joseph District

LEON LEVI AWARD RECIPIENTS

1988	*Patricia Kennington, RN, CMA (AAMA)	Marion County
	Pauline Pinnick, RN, CMA (AAMA)	Marion County
	Jane B. Seelig, CMA-A (AAMA)	Bartholomew-Brown-Jennings County
1990	Bonnie Reidenbach, CMA-AC (AAMA)	Twelfth District
1991	*Bettye Yard, CMA-C (AAMA)	First District

1998	Norma Harmon, CMA (AAMA)	Fifth District
2001	*Eva Irwin, CMA (AAMA)	Marion County
2002	Eulah Dearing, EMT, CMA (AAMA)	First District
2010	Marjorie Mikesell, CMA (AAMA)	St. Joseph District
2013	Tammy Daily, CMA (AAMA)	First District
2014	Sandra Johnson, CMA (AAMA) MS, CPC	Southeast District
2016	Rita Michel, CMA (AAMA)	Twelfth District
2019	Pam Neu, CMA (AAMA)	Twelfth District

GOLDEN APPLE AWARD

2000	*Eva Irwin, CMA (AAMA)	Marion County
2003	Sandra Johnson, CMA, MS, CPC (AAMA)	Floyd Clark
2004	Nancy Measell, CMA (AAMA)	St. Joseph County
2005	Cindy Abel, CMA, BS (AAMA)	West Central Chapter
2006	Pam Neu, CMA	Twelfth District
2009	Jennifer Weathers, CMA (AAMA)	East Central
2010	Rita Michel, CMA (AAMA)	Twelfth District
2012	Nina Thierer, CMA (AAMA)	Twelfth District
2019	Sherry Braye, CMA (AAMA) BS	First District

HONORARY MEMBERS

1980	Herb Dixon	Marion County – Blue Cross Blue Shield
1997	Bruce Johnson	Floyd Clark – Santa & Master Craftsman
1997	*Hubert Irwin	Marion County – Med A Scoop Printer
2008	*Earl Williams	Williams Townsend Insurance
2013	Jack Begley	West Central – IT support
	Kathy Heck	First District – Ways and Means & Society support

*deceased

**PROCEDURE MANUAL
GENERAL INSTRUCTIONS**

1. All officers, directors and committee chairs shall
 - A. Study the policies of the Society and help carry them out.
 - B. Be conversant with parliamentary procedures.
 - C. Be familiar with the state and national bylaws.
 - D. Attend all state meetings, advising the President or corresponding secretary in writing if unable to attend.
 - E. Submit a written report (designated copies) of your office and/or committee at each board meeting. This should be submitted if not attending.
 - F. Submit a written report summarizing the year's activities as an officer or chair to the corresponding secretary to be included in the annual meeting book as designated by current State President.

2. All retiring officers and committee chairs shall be prepared to spend ample time with the new officer/chair to thoroughly familiarize her/him with activities of the previous term and any pending projects.

3. The files of the officers and chairs are the property of the Indiana Society.
 - A. They shall be kept current.
 - B. They shall be relinquished to the successor at the Post-Conference Board Meeting.
 - C. An evaluation of items to be retained shall be made by the new and retiring officer/chair and all obsolete material destroyed. Past President's books should be returned to the President two years after leaving office. As a general rule, files which are three (3) years old are of no value with the exception of ongoing projects, materials of historical value, the treasurer's and recording secretary's files.
 - D. Regarding treasurer and recording secretary files, general correspondence and material (excluding check registers, financial ledgers, reports and meeting minutes) may be destroyed after three (3) years.

4. All official correspondence shall be prepared on official stationery of the Indiana Society or via e-mail.
 - A. Be certain the date, your name, title and address are typed on all correspondence.
 - B. Copies of all official correspondence shall be sent to the Executive Committee immediately. In addition, a copy should be mailed to committee members if the correspondence pertains to committee work.
 - C. All correspondence shall be answered promptly.
 - D. For intra-organizational correspondence, a memo form or plain stationery may be used.
 - E. Others to whom copies of correspondence should be sent include other committee chairs/chapter presidents whenever referring to them and persons who reviewed a copy of the letter to which you are replying.

5. Expenses incurred shall be presented by voucher with substantiating receipts to the treasurer.
 - A. All budgeted expenses will be paid by the treasurer upon presentation of the voucher (see appendix for example) and receipts in a timely manner.
 - B. All non-budgeted expenses shall be submitted to the treasurer and the President as outlined above and will be paid after approval by the Board of Directors.

6. If you are unable to fulfill your assignment, a letter of resignation shall be presented to the Executive Committee immediately so a replacement can be appointed.

EQUIPMENT, SUPPLIES, MISCELLANEOUS

LAP TOP

The recording secretary shall be responsible for the care and usage of the lap top and recording equipment. The treasurer and president are responsible for their lap top equipment. ISMA is the owner of all equipment provided to these officers.

STATIONERY

The corresponding secretary shall be responsible for ordering and maintaining a supply of the official stationery of the Indiana Society of Medical Assistants. Stationery shall be 8-1/2" x 11", white bond envelopes shall be #10 white bond with the State logo placed as specified by AAMA guidelines.

STATE PIN

The die cast for the Indiana Society of Medical Assistants pins is held by Max's Jewelers of Columbus, IN. It shall be the responsibility of the treasurer to maintain contact with Max's Jewelers and to order state pins as needed.

PAST PRESIDENTS PIN

The treasurer shall be responsible for maintaining a supply of oval discs, state pins and gavels for the past president pins. Repeat presidents shall receive a round engraved disk ISMA President and term year, which are to be purchased as needed by the Vice President. These are available at Max's Jewelers.

MEDICAL ASSISTANT OF THE YEARS PIN

The treasurer shall be responsible for maintaining a supply of engraved discs for the Medical Assistant of the Year pins engraved with "Medical Assistant of the Year, 20XX. These are available at Max's Jewelers.

GOLDEN APPLE

The treasurer shall be responsible for obtaining an apple charm and plaque.

GUIDELINES FOR PRESIDENT

1. DUTIES

It is not possible to detail all of the duties of the President. There are many items of business that will arise during the year which cannot be anticipated. The key to continuity and being an effective President is a close working relationship between each President and Vice President as well as calling on the immediate Past President for assistance and advice. The Council of Past Indiana Presidents (PIPS) is also available to the President to call on for advice and counsel. The duties listed here comprise only those items, which are of a continuing nature.

The President performs such duties as customary and parliamentary usage may require; and as the Board of Directors or the Executive Committee may direct.

A. Read and study the contents of this procedure manual and current bylaws completely.

B. BOARD OF DIRECTORS

1. Preside at all meetings.
2. Approve all programs.
3. Prepare an agenda for publication in the Med-A-Scoop
4. Prepare a script and submit a copy to the parliamentary advisor at least two (2) weeks prior to the meeting.
5. Provide the recording secretary with a copy of the finalized script at the meeting.
6. Attend planning meetings

C. EXECUTIVE COMMITTEE

1. Preside at all meetings.
2. Call special meetings of the executive committee for the purpose of conducting business only for issues of an emergency nature.
3. Complete bank signature card

- D. MEMBERSHIP
 - 1. Prepare a welcoming message to be posted on the website.
 - 2. Prepare a letter for publication in each issue of the Med-A-Scoop by publication deadline.
- 2. CORRESPONDENCE.
 - A. Meet all deadlines
 - B. Respond to all communications.
 - C. Handle all correspondence promptly.
 - D. A copy of all outgoing correspondence should be provided to the Executive Committee and any member referred to within the correspondence.
 - E. A copy of correspondence read during any meeting shall be provided to the Recording Secretary.
- 3. FILES - Must be kept current
 - A. Arrangement in chronological order by officers, committee, etc. will make for easy referral by the incoming President.
 - B. Complete all files and have them in order to transfer to the incoming President at the close of term of office.
 - C. Be prepared to transfer the files to the incoming President on the last day of conference.
 - D. Retain all files for a minimum of three years for historical reference.
- 4. COMMITTEES
 - A. Committee chair appointments
 - 1. Appoint such standing committee chairs as prescribed in the bylaws.
 - 2. Appoint special committee chairs as need arises.
 - B. Serve as ex-officio member of all committees except the nominating committee.
 - C. Attend all committee meetings except nominating committee, whenever possible.
 - D. Be willing to render assistance and advice when it is requested.
- 5. NATIONAL CONFERENCE/ANNUAL MEETING
 - A. First delegate to AAMA House of Delegates.
 - B. The President is the official head of the delegation.
 - C. At the last board meeting prior to the AAMA National Conference, caucus delegates and alternate delegates prior to the meeting to discuss the Delegates packet. A report of this caucus is to be given at the Board of Directors meeting. If the packet is not available, caucus all the society members in attendance at the AAMA conference.
 - D. Assign alternates, delegates and other members present to attend a reference committee and report back to the next ISMA Board of Directors meeting. Assignment should be by mutual agreement.
 - E. Arrange caucus with delegation during the AAMA annual meeting to discuss business of the House of Delegates.
 - F. Each year at the AAMA National meeting, the president shall present an appropriate gift as allowed for in the budget to the AAMA National President.
- 6. STATE CONFERENCE
 - A. Preside at the annual meeting.
 - B. Prepare an agenda for the annual meeting.
 - 1. It should be distributed to the membership at least 30 days prior to the meeting
 - 2. Prepare a script and submit a copy to the parliamentary advisor at least two (2) weeks prior to the meeting.
 - 3. Provide the recording secretary with a copy of the finalized script at the meeting.
 - C. Attend conference planning meetings whenever possible.
 - D. Prepare a letter for the program book with a picture if requested.
 - E. Prepare the annual meeting book with all committee reports including the proposed budget.
 - F. Extend printed invitation to the President of AAMA, the ISMA physician advisors and any AAMA advisor or Board of Trustees member from Indiana.
 - G. Appoint committees for the Annual Meeting.

1. Credential committee (3-4 members)
 2. Rules committee (Parliamentary Advisor, Immediate Past President, Vice President)
 3. Annual meeting minutes audit committee (2 members)
 4. Financial audit committee (3 members)
 5. Timekeeper
 6. Tellers (4-5 members)
 7. Pages (4-5 members)
 8. Memorial Service (Chaplain)
 - H. Order a gavel with an engraved band to present to the incoming president at the banquet. The band should indicate the president's name, credential and term of office dates. Repeat presidents should utilize the gavel used during the preceding term of office.
 - I. Gift for the AAMA Representative, not to exceed \$50.00 as an ISMA expense.
7. MISCELLANEOUS
- A. Visit component chapters upon invitation.
 - B. Know and meet deadline dates as established by the state bylaws, AAMA and committee chairs. Advise officers, committee chairs and chapter presidents of deadlines.
 - C. Set the deadline for submission of annual reports.
 - D. Represent this organization when requested.
 - E. Advise the hotel or other facility of the number of reservations for the meal for each Board of Directors meeting, if appropriate.

GUIDELINES FOR APRIL POST CONFERENCE AGENDA/MEETING (an example may be found in the appendix)

1. Skeleton roster to include
 - A. Officers, committee chairs, director name, address, telephone number and e-mail address.
 - B. Meeting dates and deadlines
 - C. Form for chapters to submit officer information to complete the roster
 - D. Description of committee responsibilities.
2. Transfer of treasurer's funds to a bank approved by the Board of Directors.
3. Executive committee election according to Article XII of the bylaws.
4. Orientation of Board to responsibilities and deadlines
5. Members planning to attend AAMA Annual Meeting
6. Arrange with the Immediate Past President submission of the names of Delegates and Alternates to the AAMA Speaker of the House, Vice Speaker of the House and AAMA Executive Office.
7. Arrange with the Immediate Past President submission of the names of the newly elected ISMA officers to the AAMA Executive Office before June 1.

GUIDELINES FOR JUNE AGENDA/MEETING (an example may be found in the appendix)

1. Post conference report of the secretary and treasurer.
2. Post conference report of the conference committee chair
3. Election of the nominating committee according to Article XI of the bylaws.
4. Application for AAMA Excel Awards (obtain necessary signatures)
5. Distribution of the final roster.

GUIDELINES FOR POST JUNE MEETING ACTION

1. Submit three copies of each issue of the Med-a-Scoop with the Excel award application form.
2. Submit the Excel award application form for any chapter eligible for member stability award, member increase award, or CMA increase award.

GUIDELINES FOR PRE-AAMA ANNUAL MEETING AGENDA/MEETING

1. Schedule a delegates meeting for discussion of the delegates packet prior to the discussion at the Executive and Board of Directors meeting.
2. Assignment of conference attendees to report on specific areas of the AAMA annual meeting (reference committee meetings, educational sessions, and special events).

GUIDELINES FOR OCTOBER/NOVEMBER AGENDA/MEETING

1. If there are changes in the AAMA Bylaws which relate to membership, advise each District Director

- and District President as well as the State and district treasurer when the changes are dues related.
- 2. Remind Directors and District Presidents of deadline for nominating submission documents for the Medical Assistant of the Year, Golden Apple, and The Leon Levi award candidates.
- 3. Presentation of proposed bylaw amendments by the Bylaws and Standing Rules Committee Chair.

GUIDELINES FOR THE FEBRUARY/MARCH AGENDA/MEETING

- 1. Request candidate nominees for national office.
- 2. Presentation of the proposed budget by the Budget and Finance Committee Chair
- 3. Presentation of the slate of ISMA officer candidates by the Nominating Committee Chair.
- 4. Immediately following the meeting prepare and distribute to the membership the agenda for the Annual Business Meeting. It must be presented to all members at least thirty (30) days prior to the annual meeting. Labels for the mailing can be obtained from the AAMA Executive Office or the agenda may be published in the Med-A-Scoop.
- 5. Report of the annual meeting minutes audit committee.

GUIDELINES FOR PRECONFERENCE APRIL AGENDA/MEETING

- 1. Election of Physician Advisor to a three year term.
- 2. Unfinished business from the February/March meeting.
- 3. Recognition of Board members and distribution of personal gifts of appreciation to Board members and committee chairs.

GUIDELINES FOR ANNUAL BUSINESS MEETING AGENDA/MEETING

- Call to Order
- Invocation
- Medical Assistants Creed
- Introduction of Officers and Guests
- Credential Committee
- Additions/Corrections to the Agenda
- Reading of the Rules by the Parliamentary Advisor
- Introduction of pages, tellers & timekeeper
- Instructions to pages, tellers & timekeeper by the Parliamentary Advisor
- Adoption of the Conference Program Booklet
- Correspondence
- Secretary's Report
- Report of the annual meeting minutes audit committee.
- Treasurer's Report
- Presentation of bills
- Report of the financial audit committee.
- Nominating committee Report
- Nominations from the floor
 - If election is not by acclamation
 - Instructions to voters by Parliamentary Advisor
 - Instructions to tellers by Parliamentary Advisor
- Election
- Supplemental reports of standing committees
- Election Results
- Unfinished Business
 - Bylaw changes
 - Adoption of the proposed budget
 - Next year's conference report
- New Business
 - Election of AAMA Delegates and Alternates
 - Donations
- Announcements
- Meeting recess until the banquet and Installation of Elected Officers

ANNUAL BUSINESS MEETING BANQUET AGENDA

Welcome
Introductions
Dining
Speaker
Awards
Installation
Pin Exchange
Gift presentation by New President to Immediate Past President
President's speech
Gratitude to hosting district
Adjourn

Coordinate reception with President and Vice President's Districts

GUIDELINES FOR VICE-PRESIDENT

1. The Vice-President shall assist the President in performance of duties throughout the year and automatically assume the duties of the President in the officer's absence. The Vice-President shall succeed to the office of President in the case of a vacancy.
2. Arrange for workshop speakers for the current business year as Continuing Education Chair.
3. Order flowers for the AAMA meeting for the President and any society member who serves on a national board.
4. Serve as second delegate to the AAMA House of Delegates. During the conference assist the President and use the opportunity to learn as much as possible.
5. Contact the Treasurer to obtain the state pin, gold disk and gavel for the Past President's Pin. Have them mounted. If repeat president, purchase the round disk and have engraved with "ISMA President and term year". Be prepared to present the pin to the President during the Banquet at the state conference. The pin is available at Max's Jewelers.
6. Prior to the February/March meeting, but no later than two weeks prior to the Annual Business Meeting:
 - A. Appoint members to serve as chairs of the standing committees, parliamentary advisor and corresponding secretary.
 - B. Select the dates for the Board of Directors Meetings
Check AAMA conference date when setting fall meeting so Delegate's packet will be available
 - C. Arrange for a meeting place for the selected meeting dates
 1. Select a menu for the dinner at each meeting, if appropriate.
 2. Get guaranteed room rates for the entire year, if appropriate.
 3. Special room set up for each meeting
Black board/writing tablet for June and February
Head table for eight with space for a lectern.
7. Inform the President when and where you are requested to represent ISMA.
8. The Vice-President shall perform such other duties as ordinarily pertain to the office.
9. At the February/March meeting collect for the Board of Director's gift to the President.
10. April Conference
 - Installation
 - President's gift presentation
 - Speech
 - Appreciation to hosting district
 - Coordination of reception with President's district

GUIDELINES FOR IMMEDIATE PAST PRESIDENT

1. The Immediate Past President retires to the Board of Directors for a term of one (1) year. The responsibilities of this position include, but are not restricted to Chair of the Council of Past Presidents (PIPs) and Chair of the Leon Levi Award Committee.
2. Promote membership by contacting medical assistant schools, program directors and instructors in your area. Call and set up a time to talk to the students about joining AAMA. Promote membership and be prepared to answer questions. Also go prepared to distribute literature that can be obtained from the AAMA Executive Office. Take along membership and certification application forms.

- Know the dues for the different classifications of membership.
3. Welcome all non-member Medical Assisting Program Directors and instructors at the schools to join AAMA as well as encourage them and their students to attend meetings. If the program director or instructors are not yet CMAs, they are eligible for membership as an associate member according the Article V of the ISMA bylaws.
 4. Offer to assist the instructors in recruiting members, but do not interfere. Students are a great asset and the future of the organization and therefore have full voting powers.
 5. After the AAMA annual meeting, send out membership application forms to the new CMAs who are not yet members. Contact the District Directors and/or Presidents in the region of the new CMAs so the local district can market AAMA membership also.
 6. Chair the Council of Past Presidents (PIPS)
 - A. Set agenda for the annual meeting at the Saturday breakfast during the Annual Conference.
 - B. Provide PIP membership with stickers for fund raising during the Annual Conference.
 7. Chair the Leon Levi Award Committee
 - A. Forward any nominations received to the committee membership.
 - B. Review membership's assessment of nominees and determine award recipient.
 - C. Order the plaque for presentation at the annual conference.

GUIDELINES FOR RECORDING SECRETARY

The primary responsibility of the Recording Secretary is to keep the minutes of all regular and special meetings of both the Board of Directors and the Executive Board. The minutes should include copies of correspondence read and a copy of the credentials committee registration sign in form. The Recording Secretary shall be responsible for conveying records to the succeeding Recording Secretary immediately following the Annual Meeting and perform such other duties as ordinarily pertain to this office, not otherwise covered in these Bylaws. Provide the Med-A-Scoop editor with the meeting minutes for publication before the deadline for each issue.

The Recording Secretary shall serve on the committee who audit the minutes of the annual Business Meeting of the ISMA.

GUIDELINES FOR TREASURER

It is the duty of the Treasurer to keep accurate records of all members of this Society. The Treasurer shall collect all dues, have charge of all funds of the Society and shall deposit all said funds in a bank within one week of receipt, approved by the Board of Directors. All disbursements shall be made by check as specified in the bylaws. The Treasurer and the President shall sign the bank signature card as authorized signers on the account. The Society shall furnish bond for the Treasurer, conditioned upon the faithful performance of her duties, in the amount which the Board of Directors shall determine from time to time. The Treasurer's books shall not be closed until three (3) weeks prior to the Annual Meeting each year. Financial records shall be audited at that time by the Auditing Committee and the interim report provided to the President of the Indiana Society of Medical Assistants. Treasurer shall make a final report of receipts and expenditures from the above closing date of the Annual Report through the final Board meeting. This report shall also be audited by the Audit Committee and presented to the newly elected Treasurer with the Treasurer's books. A copy of this report is to be given to all the officers and read to the Board members. The Treasurer only upon receiving an authorized and itemized voucher with receipt will pay all budgeted expenses.

The Treasurer shall be chair of the Budget and Finance Committee.

The treasurer is to maintain a supply of the state pins. The die cast is kept at Max's Jewelers.

The treasurer is to maintain a supply of the gold backings and gavels for the Past President's pin.

The treasurer is to maintain a supply of the engraved gold discs presented annually to the Medical Assistant of the Year by the President.

Procedures to Follow

1. Only issue a check after presentation of a completed voucher (see sample) with a paid receipt or bill from the vendor.
The meeting notice is an appropriate receipt for the speaker honorarium.
Registration forms for state and national conference registration may be used.
Hotel bill is an appropriate receipt for state and national room charges.
2. There must be a voucher completed for every check written and attached to the receipt.
Complete each voucher with the check number and issue date.
A voucher should be completed for voided checks indicating why the check was voided.
3. The check register & memo line on the check should identify the committee/office for the expense.
4. Two lines should be used in the check register. The first line will note the Payee and the second line should provide description of the expense.
5. The committee/office for the expense is noted on the treasurer's report, not the payee.
6. When a check is issued for over \$1,000.00 notify the secretary. Chase Bank will not process the check for payment until it is validated by the secretary.
7. Maintain a record of expenses as they relate to the budget. Advise any officer or committee chair if the budgeted amount is close to being exceeded with current expenses.
8. At least two weeks prior to each meeting contact Rita Michel, CMA (AAMA) for information regarding interest earned since the last meeting and the current balance for the Certificates of Deposit. This information is included in the Treasurer's report. Each certificate of deposit is identified by its number and expiration date within the report. Attach a copy of the bank report to the original copy of your treasurer's report. The report at the end of the business year should indicate the total interest earned during the past 12 months.
9. Copy checks included in each deposit with the deposit slip.
10. The verbal report presented to the membership is to follow Roberts Rules of Order reporting four amounts for the checking account as follows:
 - a. The balance on hand as of the previous report
 - b. The total income received since the previous report
 - c. The total expenses paid since the previous report
 - d. The current balance on hand.
11. The verbal report presented to the membership concludes with information regarding the certificates of deposit as follows:
 - a. The certificate of deposit number, expiration date and balance as of the previous report
 - b. The certificate of deposit interest received
 - c. The certificate of deposit balance
12. Prepare a proposed budget for the next year for presentation at the February/March Board of Directors meeting.
 - a. Include the previous year's budget, current expenses to date and line item available balance.
 - b. The proposed total income must agree with the proposed total expenses.
 - c. Solicit information from officers and committee chairs regarding possible changes in expenses during the coming year before preparing the proposed budget.

GUIDELINES FOR MED-A-SCOOP EDITOR/WEBSITE DEVELOPMENT

1. Elected by the membership for a term of two (2) years, without term limitations
2. Prepare materials for publication and distribution to the society members to be received at least 30 days prior to each Board of Directors meeting.
3. Provide the Vice President with a list of publication deadlines for the entire year prior to the post conference Board of Directors meeting.
4. Provide the President with three additional copies of each issue either during the year or at the pre-conference Board of Directors meeting.
5. Deadline for receipt of materials will be one month plus at least three weeks prior to the next ISMA board meeting.
6. OFFICERS:
Deadline will NOT be extended for any reason. Materials NOT received by the established deadline will NOT be published in the Med-A-Scoop. Missing materials will be noted in that issue as "not received", and it will become the responsibility of that officer to send the material to the members

- independently and under separate cover if vital to the business of the next meeting.
7. **DISTRICTS WITH WORKSHOPS:**
Please allow sufficient deadline time for your registrations, as Med-A-Scoop cannot “rush” into print to allow more time.
 8. **BYLAWS COMMITTEE:**
Materials that require a vote at the Annual Meeting of ISMA should appear in Issue #4 of the Med-A-Scoop, or they will need to be posted by the committee under separate cover to the membership.
 9. Information regarding State Conference(s) should appear in both Issues #4 and #5 to include registration form, hotel information, map, programs, etc. (as needed or desired by the conference committee).
 10. Website posted materials must be current and in PDF format.
 - A. Bylaws
 - B. Procedure Manual
 - C. Med-A-Scoop
 - D. District map and zip code/county/city listing
 - E. Workshop/Meeting information
 11. Provide the treasurer with voucher and bills in a timely manner for Med-A-Scoop publication and mailing as well as Website maintenance.
 12. Obtain from all Board of Director members, committee chairs and district officers written permission to publish contact information in the Med-A-Scoop and post on the website.

GUIDELINES FOR CORRESPONDING SECRETARY

1. Appointed by the President for a term of one (1) year.
2. **ROSTER**
 - A. Obtain from officers, directors, committee chairs and local districts officer names addresses and telephone numbers. A sample questionnaire can be found in the appendix.
 - B. Prepare the roster for distribution at the June Board of Directors meeting to all officers, directors and committee chairs. Sufficient copies should be available for distribution by the Directors to interested district members.
3. **PREPARATION FOR MEETINGS**
 - A. Obtain the agenda from the President
 - B. Review the minutes of the last meeting
 - C. Review correspondence and, if appropriate, prepare a summary to read to the Board of Directors
4. Answer correspondence as directed by the President
5. The President will provide relevant correspondence received since the last meeting to be read at the Board of Directors meeting. Read slowly, clearly and project your voice.
6. Provide the recording secretary with copies of the correspondence read.
7. Order and maintain official society stationary supply as directed by the Board of Directors.
8. Serves as a member of the Board of Directors with a voice in all procedures, but does not have a vote.

GUIDELINES FOR PARLIAMENTARY ADVISOR

1. Appointed by the President for a term of one (1) year.
2. Serve as Parliamentary Advisor to the President, and resource for the society. Adhere to the ISMA Bylaws and the most recent edition of Roberts Rules of Order, Newly Revised.
3. Attend each meeting with a copy of Roberts Rules of Order, Newly Revised, the AAMA Bylaws and the ISMA bylaws.
4. Serves as a member of the Board of Directors with a voice in all procedures, but does not have a vote.
5. Use parliamentary authority to facilitate, not hinder, the meeting process.
6. Annual business meeting
 1. Read the rules of the meeting
 2. Instructions to voters
 3. Instructions to tellers
 4. Monitor the ballot count

GUIDELINES FOR HISTORIAN

1. Appointed by the President for a term of one (1) year.
2. Take or obtain photographs and collect materials of historical significance during the year within budget.
3. Prepare a book containing the collected materials for presentation to the President at the May/June Board of Directors meeting.
4. Prepare a memory book for the president's personal records.
5. If unable to attend a meeting, delegate duties to another member and advise President.

GUIDELINES FOR MEMBERS OF THE BOARD OF DIRECTORS

The Board of Directors shall consist of

1. All elected officers with full voting privileges
2. The Immediate Past President who shall have full voting privileges
3. The appointed Parliamentarian who shall serve as an ex-officio member without vote.
4. The appointed Corresponding Secretary who shall serve as an ex-officio member without vote.
5. One director from each district to be elected by that district and seated at the post conference meeting for a term of two years.
6. Any ISMA member elected to serve on the AAMA Board of Trustees shall have full voting privileges for the term of national office.

Each component district is permitted to send an alternate director to the ISMA Board of Directors meeting. When serving in place of the district director, the alternate is to have a voice and vote providing sufficient notification was submitted to the Board of Directors via the President.

The duties of the Board of Directors are

1. Conducting the business of the Society between annual meetings
2. Seeking the advice of the advisory board
3. Submission of reports of activities through the President
4. Fill vacancies occurring in office unless otherwise stipulated in the Bylaws.

Meetings of the Board of Directors shall be on dates fixed by the Vice President. The dates, place and time are announced no later than the pre-conference Board of Directors Meeting

1. Post Conference
2. May or June
3. August or September (no less than 30 days prior to the AAMA National Conference)
4. November or December
5. February or March (at least 45 days prior to the state conference)
6. Pre-conference

Special meetings may be called by the President, or by any three (3) members of the Board of Directors. This must be done in writing and shall state the purpose for calling a special meeting.

Written notices of regular meetings shall be published in the Med-A-Scoop and sent to all members at least 30 days before the time of the meeting. This notice must state the place the meeting is to be held, the time and an agenda for the meeting. Written notices of special meetings shall be mailed to all members of the board by the corresponding secretary at least fourteen (14) days before the meeting. In addition to the time and place, the notice shall state the purpose of the meeting.

A quorum for any ISMA board meeting shall be fifty-one percent (51%) of the elected officers and directors or duly authorized alternates.

ISMA DIRECTOR GUIDELINES

Your primary responsibility is to serve as communication liaison between your district and the ISMA. You represent your district members so your dress, communications and actions should always reflect

professionalism and impartial diplomacy. Be on time and register for each meeting. Be attentive to the proceeding of the meeting, restrain from socializing during the meeting or distracting behavior.

1. A brief written report is prepared and presented at the ISMA Board of Directors meeting.
 - A. Information regarding your chapter's activities since the last ISMA meeting.
 - B. The number of current members. This can be obtained from AAMA Membership Department.
 - C. The president will advise you as to how many copies to bring. They should be three-hole punched.
 - D. Sign the report as, CMA (AAMA). It is not appropriate to indicate "submitted by" or "respectfully submitted".
2. Familiarize yourself with Parliamentary Procedure.
 - A. Wait to be recognized by the presiding officer before speaking.
 - B. Always identify yourself by Name, Credential and District.
 - C. When making a motion the correct wording is "I move", not "I make the motion".
 - D. Provide the Recording Secretary with your motion in writing for accurate recording in the meeting minutes.
3. Contribute to the discussion at the appropriate moment.
 - A. Speak after being recognized by the President.
 - B. You represent all the members of your District, so always consider what is best for all members, not individual concerns.
 - C. Do not hesitate to speak up, but keep your comments direct and on subject.
 - D. Speak up during the meeting. Post-meeting comments and discussions are not productive or supportive of the society.
4. Report to your District membership the information presented, discussed and decisions made during the Board of Directors meeting.
5. Encourage your District membership to attend and participate in ISMA activities and meetings.
6. A written report is prepared for the President's Annual Meeting Book summarizing the chapter's activities during the year since the last ISMA annual meeting.

ELECTED COMMITTEES

1. PHYSICIAN ADVISORY BOARD

This board shall consist of no more than four (4) physicians. Three (3) physicians shall be elected by the ISMA Board of Directors. Members of the advisory board shall be elected from candidates submitted by component districts at the first board meeting of each calendar year (Feb or March). If no names are placed in nomination, the position will be filled when a candidate becomes available. Each district may submit no more than one name and each entry must be accompanied by a curriculum vitae. The Chair of the Advisory Board shall be the outgoing Physician Advisor. In the event of death or resignation of a member of the Advisory Board, the unexpired term shall be filled by the appointee named by the President of the ISMA, with the approval of the Board of Directors.

2. EXECUTIVE COMMITTEE

This committee is established to function in emergency situations between the stated Board of Directors meetings. It shall consist of the President, Vice President, Recording Secretary, Treasurer, Immediate Past President, Med-A-Scoop Editor/Website Development, two active Past ISMA Presidents and an ex-officio physician advisor.

The Past ISMA Presidents and the ex-officio physician advisor shall be elected at the post conference Board of Directors Meeting. A quorum shall consist of five (5) of these committee members, one of whom shall be either the ex-officio physician advisor or a past state president. Minutes are to be kept and all communications must be in writing. These committee members shall serve a term of one (1) year.

The President shall be chair of the Executive Committee. The Parliamentary Advisor shall serve as ex-officio member without vote.

3. NOMINATING COMMITTEE

The Board of Directors shall elect a nominating chair and committee of four (4) members, with not more than one (1) member from any component district. A slate of nominees shall be presented to the Board of Directors no later than the February/March meeting. This committee shall present a slate of one or more nominees for each office, to be published in the Med-A-Scoop or mailed to each of the component district at least thirty (30) days prior to the Annual Meeting. Additional nominations may be made from the floor, in accordance with Article VII, at the Annual Meeting. This committee shall be authorized to act at any time it is necessary to present nominees for an elected office between Annual Meetings.

4. SPECIAL COMMITTEES

Special committees may be created by action of the members of the Board of Directors. Membership in such special committees shall be appointed by the President, unless otherwise provided for in the motion of resolution creating such special committees. The President shall also have the power to create such special committees as she deems advisable and to appoint the members thereof.

STANDING COMMITTEES

1. The Budget and Finance committee is chaired by the ISMA Treasurer. A proposed budget is prepared and presented to the Board of Directors at the February/March Board of Directors meeting. The proposed budget is approved by the membership at the Annual meeting.
2. Bylaws, and Standing Rules chair is appointed by the president. The committee shall consist of the Past Indiana Presidents (PIPS). Bylaw amendments are proposed to the Board of Directors at the November meeting and voted upon by the membership at the Annual meeting. They must be published in the Med-A-Scoop or mailed to each member no later than 60 days prior to the Annual meeting. Standing rule changes may be approved by the Board of Directors and presented at any time. Copies of the current bylaws must be presented to the AAMA Executive Office upon request or whenever amended. All active Past Indiana Presidents shall be committee members. The Bylaws should be provided to the Med-A-Scoop Editor/Website Development Chair for posting on the website.
3. Certification Committee chair is appointed by the President. The committee is to recognize all new and recertified members at the annual meeting.
4. Continuing Education chair is the elected Vice President who is responsible for arranging for CEU speakers and workshops prior to the Board of Director meetings.
5. Financial Audit Committee chair is appointed by the President and should be a member of the ISMA Treasurer's district. The committee is to review the treasurer's books and other financial records for accuracy. A report is presented to the pre-conference Board of Directors and the membership at the Annual meeting.
6. Audit of the Minutes of the Annual Meeting Chair is appointed by the President and should be a member of the ISMA Recording Secretary's district. The committee is to review the minutes from the ISMA Annual Business Meeting and the auditory tape for accuracy. A report is presented to the Board of Directors at the May/June meeting.
7. Membership Committee chair is the Immediate Past President. A voluntary member from each district is solicited to become a member of this committee. This committee is responsible for the recruitment and retention of members and formation of new districts.
8. Procedure Manual chair is appointed by the President. This committee is responsible for keeping the information contained in the procedure manual current. The committee shall consist of the Past Indiana Presidents (PIPS). All active Past Indiana Presidents shall be committee members. The Procedure Manual should be provided to the Med-A-Scoop Editor/Website Development Chair for posting on the website.
9. ISMA Liaison and Public Policy/Affairs Chair is appointed by the President. A voluntary member from each district is solicited to become a member of this committee. This committee is to review legislation presented to the Indiana Legislators for issues which are relevant to the profession of medical assisting.
10. The Eva I. Irwin CMA (AAMA) Medical Assistant Program Fund Committee Chair is appointed by the President. The members are past Golden Apple award recipients. This committee reports to the Indiana Society Past Presidents.
11. Student Support Committee chair is appointed by the President. This committee is responsible for distribution of monies to member students of the hosting district for the purpose of attendance. This committee reports to the Indiana Society Past Presidents.

12. Ways and Means Chair shall be appointed by the President. This committee is responsible for the generation of income for the ISMA treasury. This includes the sale of raffle tickets and other fund raising activities at the state meetings and Annual Conference. The committee selects, orders and sells items at all state meetings and the Annual Conference, as well as providing receptacles for general membership and chapter door prize raffles.
13. Credentials Chair shall be appointed by the President. The committee responsibilities include the verification of credentials of voting members of the Board of Directors, determination that a quorum is present for the meeting and providing an exact count of the eligible voters for each meeting. A copy of the registration and credentials report is provided to the Recording Secretary.
14. There shall be three (3) award committees: Medical Assistant of the Year, Leon Levi, and Golden Apple.

A. MEDICAL ASSISTANT OF THE YEAR

Each year each district may submit a written summary of qualifications for their chosen nominee for this honor without mention of individual district name. Elected state officers are not eligible for nomination, all other members are eligible for this honor. Criteria are based on individual contributions to the society, profession, physician or work-related and civic activities. Selection is made by the ISMA Physician Advisors with the award presented at the Annual Conference Awards Banquet. This award shall be presented during the Annual Conference Awards Banquet.

B. LEON LEVI AWARD

Whereas the Medical Assistant of the Year Award is presented to a Medical Assistant for contributions to the society, physician, patients and civic activities, The Leon Levi Award shall be given whenever a member is considered eligible, for outstanding contributions to the Indiana Society of Medical Assistants. This award does not have to be given annually. The recipients should be members in good standing of the ISMA for at least five (5) years. They need not be nominated by their district, but can be nominated by any member of ISMA. The recipient shall be awarded a plaque stating these achievements. The committee shall be comprised of past award recipients and the ISMA President. The Chair of this committee shall be the most recent active Award Recipient. This award shall be presented during the Annual Conference Awards Banquet.

C. GOLDEN APPLE

Presented to an outstanding ISMA member medical assisting educator as a result of the nominee's outstanding dedication to and accomplishments in the field of Medical Assisting Education. This award does not have to be presented annually. The recipients should be members in good standing of the ISMA for at least five (5) years and an active participant in district activities. They need not be nominated by their district, but may be nominated by any member of ISMA. The recipient shall be awarded a golden apple charm. The committee shall be comprised of the ISMA President and past award recipients. The Chair of this committee shall be the most recent award recipient. This award shall be presented during the Annual Conference Awards Banquet.

15. Life Member

A life member shall be an active member who has had life membership conferred, for having made an outstanding contribution to the Indiana Society of Medical Assistants. Any member of the Board of Directors and any component district may submit to the Board for its consideration the name of a candidate for life membership. The individual's name and a statement outlining contributions shall accompany the nomination. Nomination must be made ninety (90) days prior to the Annual Business Meeting. The nominee's candidacy shall be voted on at the February/March Board of Directors meeting. Award of Life membership shall be require a two-thirds (2/3) vote by ballot of the Board of Directors. There shall be no more than one life membership conferred in one year. A life member shall not pay state dues and shall continue to enjoy all the rights and privileges of active membership. The President must notify AAMA membership department when Life Membership is bestowed.

16. Honorary Member

An honorary member shall be one who is not eligible for another category of membership, but has made an outstanding contribution to the Indiana Society of Medical Assistants. Any member of the Board of Directors or any component district may submit to the Board of Directors for its consideration the name of a candidate for honorary membership. The individual's name and a statement outlining contributions must be submitted at least ninety (90) days prior to the Annual Business Meeting. The nominee's

candidacy must be voted on at the February/March Board of Directors meeting. Conferral of honorary membership shall require a two-thirds (2/3) vote by ballot of the Board of Directors. Presentation shall be made at the Annual Conference. There shall be no more than two honorary memberships conferred in one year. An honorary member shall not pay state dues, vote, hold office or chair a committee.

17. Each standing committee shall consist of a chair and at least four (4) other members, all of whom shall be appointed by the President, unless otherwise specified or delegated. The President may appoint the chair of the committees and have the chair select the other members. The appointments to these standing committees shall be announced before the close of the annual state conference. Duties of each committee are specified by the committee name.

GUIDELINES FOR ANNUAL STATE CONFERENCE REFER TO THE STATE CONFERENCE GUIDE

ISMA ANNUAL BUSINESS MEETING

The annual meeting of the members shall be held in April unless otherwise designated by the Board of Directors. The place is to be announced each year by the Board of Directors no later than the first board meeting following the conference.

At the annual meeting, the Society will hear and act on reports of officers, special and standing committees, elect new officers, and transact whatever business may come before this meeting.

Each committee chair and member of the Board of Directors is responsible for a report summarizing activities during the year. This is published in the Annual Meeting Book distributed prior to the Annual Meeting.

The credentials committee chair shall obtain from the AAMA Executive Office a list of members eligible to vote (dues paid by December 31).

The Chaplain shall conduct a memorial service during the meeting, if appropriate.

If the president desires, special seating will be provided for district directors.

At the conclusion of the business meeting there will be a drawing for chapter door prizes.

AAMA CONFERENCE AND HOUSE OF DELEGATES

DELEGATES AND ALTERNATES

Please study your entire Delegate's packet very carefully so that you will be informed on all issues to be presented in YOUR House of Delegates.

After you receive your registration packet check to see when the credentials desk will be open and plan your schedule to include all required meetings and activities.

Webster defines a delegate as "A person given power or authority to act for others". This is a serious responsibility - ARE YOU PREPARED????

TEST YOURSELF WITH THESE QUESTIONS:

1. Have you STUDIED all of the material contained in your delegate's packet?
2. Have you discussed all items in your delegate's packet with your state officers and as many members as possible?
3. Do you know how the Reference Committee works?
4. Do you know how to present a motion properly? You must write it out exactly as you present it and give it to the Speaker and Secretary as quickly as possible.

ADDITIONAL TIPS

1. To LISTEN and THINK OBJECTIVELY are the most important duties you have as a delegate. Consider all issues for the good of the entire association, not just from the standpoint of one individual, district or state. You were elected to represent the Indiana Society of Medical Assistants. It is your duty to report back to your members. At the same time, you should remember to keep an open mind.

- Base your decisions on the deliberations of the House, not on a preconceived opinion.
2. Parliamentary procedure is designed to let a majority accomplish its ultimate goal within a reasonable time. Be prepared to express your views, and then be gracious if your opinion does not prevail. Learn to abide by majority rule. This is the basis of our democracy.
 3. Reference committees are for EVERYONE. These committees provide an opportunity for members to express opinions and hear the opinions of others. Everyone is urged to attend these meetings, but you, as a delegate are obligated to do so.
 4. BE PROMPT. Attend all sessions, but feel free to move about the room if necessary.

The Society, through its Board of Directors, shall provide full representation through delegates or their alternates or proxy at all national meetings of the American Association of Medical Assistants. These delegates are to be announced at the annual meeting.

Two of the delegates shall be the President and Vice President of ISMA. The remaining delegates and alternate shall be elected by the Board of Directors and may be directors or other members of ISMA where necessary to complete the full representation of the association at the AAMA House of Delegates.

RECERTIFICATION INFORMATION

Effective January 1, 2010, all newly certified or recertifying CMAs (AAMA) will be current for 60 months (5 years) from the end of the calendar month of initial certification or most recent recertification. Current status is required in order to use the credential.

Recertification can be accomplished by examination or proof of continuing education.

1. Examination: Pass the AAMA Certification/Recertification Examination.
2. Continuing Education:
A total of 60 hours of continuing education units (CEU's) in the 60 months (5 years) is necessary to recertify the CMA (AAMA) credential. A minimum of 10 points is required in each of the administrative, clinical and clinical areas. The remaining 30 points may be accumulated in any of the three (3) content areas.
 - 10 Administrative
 - 10 Clinical
 - 10 General
 - 30 points from any combination of the above three categories

A minimum of 30 hours must be AAMA approved CEUs.

For recertificants by continuing education, the recertification date will be the first day of the month of the application postmark. All newly certified and recertifying CMAs (AAMA) will be current through the end of the calendar month of initial certification or most recent recertification for 60 months after initial certification or most recent recertification.

YEAR CERTIFIED	RECERTIFY BY
2015	the calendar month of initial or most recent recertification 2020
2016	the calendar month of initial or most recent recertification 2021

For information regarding certification/recertification, contact Director of Certification, AAMA Executive Office, 20 N Wacker Dr, Ste 1575, Chicago IL 60606-2903, telephone 1-800-ACT-AAMA or 312 228 2262 or e-mail ContinuingEducation@aama-ntl.org. You may also review the CMA (AAMA) Recertification by Continuing Education Application at www.aama-ntl.org.

Virtual Workshop Registration/CEU submission process

Registration: Form or email information must include needed information to submit CEUs to AAMA. It is best to ask for the registration information to be provided in an email instead of completion of the form. It is easy to misinterpret handwritten information.

- Name and credential
- AAMA member number (maximum 6 digits)
- OR last four digits of SS# for non-members
- Home email address
- Complete home address
- Cell Phone number
- Who to respond to and how to submit response
- Deadline (which is rarely observed or enforced) should be at least three days prior to the workshop to allow enough time for link distribution.
- Reminder to print legibly or to email information

If there is a charge for attendance, cost, where and how to make payment

Do not process any request for registration which is not complete. It is helpful to send a reminder that the needed information is the same as what is needed to complete the AAMA Program Attendance form. Do not make any exceptions to the deadline. You need two days to get the prep work done before the workshop.

Advertising: Provide registration form to state/chapter membership, hospital physician networks, past workshop attendees, AAMA Facebook Event Page via AAMA website, local and state websites and Facebook pages with link to access the registration form or registration requirements. Keep a separate list of email addresses of workshop attendees. It is a great marketing tool to send information about upcoming workshops to those past participants. Update the list following each workshop.

Response: Print each registration form or email with information and note the date it is received on the paper. Keep the papers in alphabetical order. It is best to reply to each registrant, so they know how and when they will receive the workshop link. Review each registration to make sure it is complete. The AAMA member number has a maximum of 6 digits, the AAMA Certification number has 7 digits. People often forget to complete their full name, address with city, state and zip code or provide home email address. If the handwriting is not clear, reply in an email to confirm information provided. If provided a work or school email address, request a home email address. Place each registration into a "workshop" email folder as a "just in case" file to double check registration numbers and email addresses.

Link distribution: Copy and paste about 50 of the email addresses into the bcc field on the email. If you send too many at a time, you may have them rejected as spam. Also if too many are returned by mail demon, you will have the same problem. To clear the spam denial, delete the rejected emails notices (after making note of the address), log out of your email, empty your draft folder, then restart the computer. Continue sending from the last successful batch end point. Save your link page in word so you can easily copy it into the email. Preface the link instructions with specific instructions for the day, such as time zone, sign in time, to mute after logging in, need to text if on a cell phone. Attendance can be taken from the participants list during the workshop.

Tracking Registrations

Build a spreadsheet with columns titled based upon the AAMA CEU submission spreadsheet. Make a column to place a "1" next to each line for accurate enrollment numbers.

Last 4 Soc Sec # AAMA Member # First Name Initial Last Name Credential Address City St Zip Code email address

Preparing information for AAMA CEU submission

Save the registration spreadsheet under the first program title. Delete the rows of those who did not attend the workshop. Insert three columns for the course approval #, course name and course date between the AAMA member number and first name columns. The email address column will be removed or hidden prior to submission to AAMA. Insert the workshop information and copy & paste it for all attendees. To prevent duplicate work, email the certificates of attendance and authorized power point presentations to each

attendee. After three days, save the spreadsheet for each workshop. Email the spreadsheets separately to programattendance@aama-ntl.org as an attachment. The CEUs should appear on transcripts within a week. My last electronic submission for CEUs was posted to the transcripts on the same day!

Certificate of Attendance

Must include the Course name, date, workshop title, number of CEUs awarded, total hours, category (A,G,C), approval number, start and end time, presenter's name, credential and professional job title, objective and name of hosting chapter & state and national affiliation.

Taking Attendance

Attendees name should show up in the participants list. The list also indicates the number of individuals in attendance. It will fluctuate due to connection issues, but it is easy to see when individuals log out and do not return. Use this for the purpose of taking attendance. If they are on a cell phone, request that they text confirmation of attendance before the workshop begins or when they join the meeting. During the workshops mark off attendee names on the registration spreadsheet from the participants list and cell phone check in. Your attention to the participants list will identify those who are not present.

Confirming Attendance

This is how to avoid notification from attendees that they did not receive their certificate of attendance which delays the submission for CEUs to AAMA. Following the workshop send an email to everyone who you show as absent from the workshop, requesting confirmation that they were not in attendance. I just started doing this and it prevents late notices to AAMA.

At the conclusion of each of the workshops announce that 90% of the workshop must be attended to receive any CEUs. Certificates of Attendance will be emailed to all registrants and if one is not received, to notify by email that they were in attendance by a specific date. Then announce the date the CEUs will be submitted to AAMA and they should see the credits on their transcript within a week of submission.

Appendix

President form examples:

Roster Information Request Form

Roster

Agenda for Pre-Conference State Board Meeting

Annual Business Meeting Script

Annual Meeting Rules

Instruction to Tellers, Pages, and Timekeeper

Proclamation Guidelines

Sample Proclamation

Vice President form examples:

Installation of Officer's Script

Recording Secretary:

Copy of Minutes

Treasurer:

Budget Report

Expenses Voucher

Miscellaneous forms:

Black and white stationary

Eva I. Irwin, CMA (AAMA) Medical Assistant Program Fund Application

CEU approval form

Credentials Committee Report

Credentialing Committee Sign in sheet