

STAFF PROGRAM SCHEDULE | CAO 2024

**SPEAKER: LYNN LAWRENCE, CMSGT(RET), USAF,
MSOL, CPOT, ABOC, COA, OSC**

Friday, September 27, 2024

7:00 pm – 9:00 pm

Opening Night Reception

Join us for cocktails, delicious food stations including the Mac-N-Cheese Bar, and Gift Card Raffle **FREE** with Registration!

Saturday, September 28, 2024 - 7 Hours

8:00 am – 9:00 am – Registration & Breakfast

9:00 am – Noon

How To Be A Better Than Average Employee (1 Hour)

This course is designed to teach attendees what it takes to be an outstanding employee. The traits of an employee that has set themselves apart from the rest of the pack to standard out in excellence and performance. Teaches traits of an outstanding employee.

Dealing With Difficult Patients (2 Hours)

The purpose of this lecture is to aid staff members in diffusing difficult patients without offending, while maintaining control. It will identify tools and techniques used in most situations. This course is interactive and requires participation.

12:00 pm - 1:30 pm - Lunch & Exhibits

1:30 pm - 5:30 pm

Premium Customer Service (1 Hour)

This course is designed to enhance staff members' customer service skills. A discussion of customer service techniques using real scenarios and desired customer service techniques will be used. This interactive course will engage the audience in participation.

What Every Tech Should Know About Ocular Emergencies (1 Hour)

Presents an overview of how phone triage and walk-in office visits should be handled from an assistance's perspective. Key elements of triage, and the difference between an emergency and urgent care and testing procedures required before treatment by the optometrist.

How Dry Eye Disease Impacts Vision and Refraction (1 Hour)

This course is designed to discover the disease and complexities of dry eyes and its impact upon the refractive status of the eye. This course will discover the anatomy and physiology of eye and tear film. It will also cover symptoms, diagnosing, testing, and current available treatments for dry eye disease.

No Wonder You Don't See Well, How Eye Disease Affects Vision (1 Hour)

This lecture will focus on 20 common eye diseases and their impact on vision. It will identify the disease, characteristics of the disease and the effects of the disease on a patient's vision. The course will also discuss clinical presentations and testing associated with the disease.

5:30 pm – 6:30 pm

Saturday Night Exhibit Hall Cocktail Reception

Cocktails & light Hors D'oeuvres **FREE** with Registration!

