

# *NYSSMA Today*

October  
2018  
Volume 51,  
Issue 2



## New York State Society of Medical Assistants

*Affiliate of American Association of Medical Assistants (AAMA)*  
[www.nysmedassist.org](http://www.nysmedassist.org)

**New York State Society of Medical Assistants (NYSSMA)  
2018-2019 Executive Board**

If you have questions or comments about NYSSMA, please contact the President or one of the officers listed below.

**President:**

B. David Sylvia, CMA (AAMA)  
217 Lincroft Road  
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davidsyl14220@yahoo.com

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Kimberly Battaglini, CMA (AAMA)  
706 Grant Street  
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Lee Damon, CMA (AAMA)  
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## PRESIDENT'S MESSAGE



Now that we have put away our patio furniture, fire pits and barbecue sets, bidding summer a fond farewell, I trust we all had a great

Medical Assistants Recognition Week and wish you all a fabulous fall season! "Medical assistants are at the heart of health care," and SUNY Erie celebrated Medical Assistants Recognition Day on October 17<sup>th</sup> with a student-led presentation followed by a cake and coffee reception. Medical Assistants Recognition Week is celebrated during the third full week in October (October 15-19 this year).

It was my privilege to attend the 62<sup>nd</sup> Annual AAMA Conference in St. Lake City September 13-14 representing NYSSMA as its First Delegate to the House of Delegates. Two amendments to AAMA Bylaws were approved by the House that do not affect any of the mandatory areas of the AAMA Bylaws requiring State Societies to make changes to their own bylaws at this time.

In addition to attending the Delegation, I accepted an Excel Award on behalf of NYSSMA for Membership Recruitment and the FA Davis Scholarship Award on behalf of Kirsten Furness from SUNY Erie (see "Student Spotlight" in this issue for details). I also attended the CAAHEP/ MAERB Accreditation workshop, earned CEUs for sessions on Healthcare Fraud, Pharmacology Review and Opioids, and participated in the President's Luncheon & Parade of Presidents.

I am truly blessed to be part of such a remarkable organization that provides opportunities for me to meet, network, form friendships and to benefit from the mentoring of so many wonderful people from all levels of this organization—AAMA, NYSSMA and the local chapters. The relationships I have formed with these people have turned Life-Long Learning experiences into Life-Long friendships. I encourage each of you to take advantage of the opportunity to serve and lead us into the future.

The 63<sup>rd</sup> AAMA annual Conference will be hosted by the North Carolina Society at the Sheraton Greensboro at Four Seasons September 13–16, 2019 in Greensboro, North Carolina; hope to see you there.

Many of you have been inquiring as to the status of our NYSSMA website. I have been collaborating with Lisa McKeen who has been very active in ensuring security and ease of use for end-users and we are nearly ready for publication. A beta model will be presented at the NYSSMA Executive Board meeting October 13<sup>th</sup> and we anticipate going live before the end of the year in time to promote our 60<sup>th</sup> annual NYSSMA Convention hosted by the Erie Chapter at the Hyatt Place in Buffalo April 11-14, 2019.

We will also have the capacity to email the NYSSMA President directly, provide a listing of Chapters and their officers, provide an event calendar listing educational seminars and convention dates, a *NYSSMA Today* e-newsletter, the ability to shop and purchase items from NYSSMA Ways & Means, and so much more... Stay tuned...

A sincere "thank you" is extended to Lynn Augenster for resuming her former duties as Editor of *NYSSMA Today* this year during my term as President; it has been my pleasure to coordinate and collaborate with her to publish our newsletters. I also thank all of you who have contributed material—we could not do it without you. Comments and suggestions regarding this publication are strongly encouraged to better communicate information to our members.

I wish you all the best of health and good cheer this fall and throughout your winter celebrations. Please do not hesitate to contact me with any questions or concerns.

B. David Sylvania, CMA (AAMA)  
*NYSSMA President*

## CHAPTER PRESIDENTS 2018-2019

### Broome Chapter

Yvonne Uzzolino, CMA (AAMA)  
yuzzolino@yahoo.com

### Capital District

Lee Damon, CMA (AAMA)  
dhlfdamon@verizon.net

### Erie Chapter

Cheryl Kaczorowski, CMA (AAMA)  
purple.364@hotmail.com

### Monroe Chapter

Susan Vetter, CMA (AAMA)  
sueavetter@gmail.com

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Jeanette Kreditor, RMA (AMT)  
kreditorjeanette@yahoo.com

### Onondaga Chapter

Gerri Dembimski  
315-638-4929

### Ulster Chapter

B. David Sylvania, CMA (AAMA)  
davidsyl14220@yahoo.com



## NYSSMA STANDING COMMITTEE CHAIRS

2018-2019

### Budget & Finance:

Susan Schilling, MS  
Onondaga Chapter

### Bylaws:

Lynn Augenstern, MA  
Broome Chapter

### Education:

Paula Guidozzoli  
Onondaga Chapter

### Marketing & Membership:

Jen Spencer, CMA (AAMA)  
Fingerlakes Chapter

### Nominating Committee:

Kim Battaglini, CMA (AAMA)  
Monroe Chapter

### Public Affairs:

Paula Guidozzoli  
Onondaga Chapter

### Resolutions:

Yvonne Thorne, CMA (AAMA)  
Monroe Chapter

### Strategic Plan:

Executive Board

### Ways & Means:

Valerie Richards, CMA (AAMA)  
Monroe Chapter

- Contact information for  
Committee Chairs/members  
may be requested from  
President Sylvia at  
davidsyl14220@yahoo.com

## 62<sup>nd</sup> annual AAMA Conference

I just returned from the 62<sup>nd</sup> annual AAMA Conference in Salt Lake City Utah. This was my sixth National Conference, and as usual, I was not disappointed. There were many topics to choose from and 22 CEUs available. Topics ranged from Active Shooter to Pet Therapy with everything in between. There were classes for educators, billers, and clinical CMAs.

Over 600 people attended the conference this year from all over the country, there were CMA's from as far away as Alaska and Hawaii. What a great way to network and meet new people. I learned a lot that I can take back to my office and share with my co-workers, as well as apply to my every day tasks to improve my patient care.

I was the 3<sup>rd</sup> Delegate at the House of Delegates for New York State, I also served on the reference committee for By-Laws at the House of Delegates. This was a true learning experience. I got a look at the behind the scenes work that goes into the HOD.

Next year's Conference will be held September 13-16 in Greensboro North Carolina; Hope to attend and see you there.

Kim Battaglini CMA(AAMA)  
Immediate Past President NYSSMA



### Email Etiquette

Have you ever received an email that left you wondering about it? Or worse, have you ever sent an email that you later regretted? There are some important email dos and don'ts that you need to be aware of. Otherwise, you might find yourself in hot water with your friends, coworkers, or even the boss. Follow the Golden Rule by treating the recipient as you would want to be treated. Before you click "send" on any email take a minute and give it an extra read-through.

**Don't Assume Privacy:** Keep in mind that your company and personal email may not be private.

Your company has the right to read anything sent from the office, so never write and send personal or highly sensitive information from work. Personal email from home may be forwarded, so don't put anything in writing that could cause a problem if it reaches the wrong person.

**Stay Away from Offensive Comments:** Avoid offensive comments in your email. This includes racist, sexist, or negative remarks about another person or company. If you receive an offensive email, don't reply or forward it to anyone. Never use email to say anything that can be misconstrued or misinterpreted if it gets back to another person.

**Don't Shout:** Remember that when you type in all caps, your email comes across as shouting. Some people think it makes their message easier to read, but that isn't the case. Use a font that is easy on the eyes when read in standard case letters.

**Edit Your Messages:** Edit your emails before you send them. Use spellchecker and go over all business emails to make sure you have proper grammar. You always want to present yourself as a professional in correspondence. Check personal email after you finish writing it to make sure it gets your intended point across.

**Reply with Caution:** Know the proper way to reply to emails you receive. Pay close attention to the sender and the others in the "to" and "cc" fields. Respond as quickly as possible. Avoid the urge to hit "reply all" before looking to see who is listed in the header. Your response may confuse others on the list, or you might wind up sending unnecessary information to people you don't know. The only time you should click "reply all" is if you are sure everyone needs the information you are sending.

(continued on pages 6 & 7)



### Important dates to remember...

Nov	10	Monroe Chapter Seminar
Dec	14	Reports Due <i>(NYSSMA Officers, Committee Chairs, Chapter Presidents)</i>
Dec	31	Membership dues postmarked or submitted electronically to AAMA
Jan	19	Executive Board meeting (online)
Feb	1	NYSSMA Officer nomination submission deadline, Proposed bylaws changes deadline, Resolutions deadline
Feb	15	Year-end reports due <i>(NYSSMA Officers, Committee Chairs, Chapter Presidents)</i>
Feb	15	Dorothy Ross Scholarship applications/ submissions due
March	1	Deadline for Awards submissions <i>(Publications, Professional Leadership, &amp; Professional Achievement)</i>
April	11-14	NYSSMA 60 <sup>th</sup> Annual Convention—Hyatt Place, Buffalo (more information forthcoming)

### NYSSMA Bylaws Quiz

Here are some more Bylaws Quiz Questions:



- T F 1) A chapter shall consist of eight or more active/associate members.
- T F 2) The NYSSMA president and vice president shall be the first and second delegates to the AAMA House of Delegates.
- T F 3) There are nine standing committees of NYSSMA.
- T F 4) The officers of NYSSMA are: president, vice president, secretary and treasurer.
- T F 5) The NYSSMA Parliamentary Advisor has a vote at the NYSSMA Executive Board Meetings and the General Assembly.

At our 2019 convention I will present prizes/ribbons to those who answered these questions correctly. Please email your answers to me at [dhlfdamon@verizon.net](mailto:dhlfdamon@verizon.net), or mail them to me at:

Lee Damon, CMA (AAMA)  
 NYSSMA Parliamentary Advisor  
 17 Victor Drive  
 Albany NY 12203

All members can participate in these quizzes.

Note: If you do not have a current copy of the NYSSMA Bylaws, e-mail me and I send you copy; there were three (3) Bylaws Quiz Questions in the previous issue of NYSSMA Today.

Thank you,  
 Lee F. Damon, CMA (AAMA)  
 NYSSMA Parliamentary Advisor

### NYSSMA SPECIAL COMMITTEE CHAIRS

2018-2019

#### Awards:

Mary Karlis, CMA (AAMA)  
Erie Chapter

#### Dorothy Ross Scholarship:

Joann Fisher, BS  
Broome Chapter

#### Historian:

Lee Damon, CMA (AAMA)  
Capital District

#### Minutes Review:

B. David Sylvia, BBA, CMA (AAMA) *President*

Lisa McKeen, CMA (AAMA) *Vice President*

Kimberly Battaglini, CMA (AAMA) *Immediate Past President*

Lee Damon, CMA (AAMA) *Parliamentary Advisor*

#### NYSSMA Today:

Lynn Augenstern, MA  
Broome Chapter

#### Policy & Procedures:

Karen Roward, CMA (AAMA)  
Monroe Chapter

#### Web Site Liaison/Monitor:

Lisa McKeen, CMA (AAMA)/  
B. David Sylvia, BBA, CMA (AAMA)

#### Judicial Board:

Cynthia Ryder, CMA (AAMA) (Chair)  
Gail Bradley, CMA-C (Vice-Chair)

*- Contact information for Committee Chairs/members may be requested from President Sylvia at [davidsyl14220@yahoo.com](mailto:davidsyl14220@yahoo.com)*

## Email Etiquette (continued)

### Familiarize Yourself with Email

**Tools:** Know the tools and types of email. This includes "to," "cc," "bcc," and subject lines. The main recipient should be in the "to" field. When you need to copy someone, you would normally add that person to the "cc" or carbon copy field. If someone needs to be copied without the others on the list receiving his or her email, use "bcc" or blind carbon copy. Only copy people who need to know the information you are sending. Never forward chain emails to anyone. These can be cumbersome and clog people's email boxes. You should always fill in the subject line for a business-related email, and it is preferred in personal email.

**Keep It Brief:** Most people prefer brief emails rather than long, wordy messages. If possible, state your point in a couple of sentences. For a longer message, start with an introductory paragraph letting people know the basics. If you have more than one topic, split your message into more than one mailing, with one topic per email.

**Watch Your Tone:** Check your tone before sending an email. Maintain a positive tone in your email communications. Remember that snarky remarks may come across as mean-spirited rather than funny. Save the sarcastic humor for voice communications so others can hear the tone of your voice.

## Student Spotlight

Congratulations to Kirsten Furness of SUNY Erie Community College in Buffalo for winning the 2018 F.A. Davis student award at the AAMA Excel Awards ceremony on October 14<sup>th</sup> in St. Lake City, Utah. Pursuing higher education can oftentimes be prohibitively expensive and prevents many deserving students from completing college and obtaining their CMA (AAMA) credential, especially those who enroll as non-traditional students. While student loans help cover the cost of tuition, fees and books, there are many associated costs of higher learning (including the daunting cost of student loan repayment) that cause students to seek out additional funding sources, such as scholarships and grants.

Textbook publisher F.A. Davis is regularly featured at the annual AAMA Excel Awards and provides a \$1000 scholarship to the student who submits an essay answering the question, "Why did you choose to become a medical assistant and how will becoming a CMA (AAMA) impact the patient experience?"

As a Medical Assisting educator, program chair and NYSSMA President, I commend this non-traditional student on her achievement. I strongly encourage all students to apply for scholarships, seek out opportunities to complete their education, and become involved in their local chapter and state events to learn more about the merits of professional membership and how it contributes to your career as a Certified Medical Assistant. We wish Kirsten well on her journey to make a meaningful difference in the lives of her patients and look forward to her involvement in the AAMA and its affiliated state and chapter organizations. Membership in these organizations begins the foundation of life-long professional development and networking relationships.



A copy of Kirsten's essay scholarship essay can be found on the AAMA website at: <http://www.aama-ntl.org/docs/default-source/conference/student-excel-essay-winner.doc?sfvrsn=14>

B. David Sylvia, BBA, CMA (AAMA)  
SUNY Erie Community College

## NYSSMA Awards 2019

There is plenty of time to complete your application for either the NYSSMA Professional Achievement Award or the NYSSMA Leadership Award--or both! Get it done before the holidays!

**CELEBRATE YOURSELF!!!** Each of you is deserving of these Awards so please take the time to submit your application. The criteria for each Award are listed below:

### NYSSMA PROFESSIONAL ACHIEVEMENT AWARD

- Nominate yourself or be nominated by another member
- Must be a member of AAMA
- Must accumulate 150 points within a three-year time period immediately preceding the date of application
- Of the 150 points, 50 points must be in category I (Continuing Education) and 30 in category IV (Leadership Activities).
- The remaining 70 points may be in any combination of categories. Please refer to application.

### NYSSMA LEADERSHIP AWARD

- Nomination must be made by a chapter or member on behalf of the nominee
- Nominee must be member of AAMA
- A chapter or member may nominate only one person per year
- Listed activities of the nominee should cover a minimum of ten years
- Focus will be on the individual's accomplishments for NYSSMA and chapter activities
- Evaluation will be based on professionalism and leadership of the nominee

Contact Mary Schmelzer-Karlis, CMA(AAMA) at [gobills27@roadrunner.com](mailto:gobills27@roadrunner.com) for an application and submit entries to:

Mary Schmelzer-Karlis, CMA(AAMA)  
292 Enez Drive  
Depew NY 14043

**The deadline for submission is March 1, 2019.  
Awards will be presented at the NYSSMA Convention.**



# Congratulations

To Ruth Lewis, CMA (AAMA) on becoming an Honorary Member of the New York State Society of Medical Assistants and for your many years of service

Attention all Medical Assistants, Medical Secretaries, Nurses, PA's NP's & other Medical Office Personnel

Monroe County Chapter of Medical Assistants  
Affiliated with the New York State Society of Medical Assistants



Invites you to attend Our Annual  
"Fall Into Education Seminar"

Saturday, November 10, 2018

This Pho-

**New Location**

at Clubouse , 477 Eastbrooke Lane (Off French Road)  
Rochester, New York 14618



## SEMINAR SCHEDULE

- 8:30 to 9:00 a.m. Registration, Continental Breakfast & Welcome
- 9:00 to 10:00 a.m. "The Impact of Trauma on Children and Families" by Jody Todd Manly, PhD, Senior Research Associate, University of Rochester-Mt. Hope Family Center
- 10:15 to 11:15 a.m. "How to Provide Bereavement Support" by Adrienne Daniels, LMSW, Manager of Bereavement Services, Lifetime Care Hospice.
- 11:30 to 12:30 p.m. "Rochester RHIO" by Nan Brunette, Regional Account Rep., Rochester RHIO

\*\* Possible additional speaker pending.



Continuing Education Units (CEU's) Submitted for AAMA Approval

Vendors, Premier Jewelry and Rob's Creative Wood will be present for your shopping pleasure.

## SEMINAR REGISTRATION FORM

Name \_\_\_\_\_ Chapter Member  Yes  No  
Home Address \_\_\_\_\_ Name of Chapter \_\_\_\_\_

Office/School \_\_\_\_\_ E-Mail \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_ Work Phone \_\_\_\_\_

Cost: \*Members \$30 \_\_\_/ \*Non-Members \$35 \_\_\_/ \*Students & Recent Grads only \$5.00 \_\_\_/

A continental breakfast will be provided compliments of the Chapter Members and is included in your registration. Please make checks payable to Monroe County Chapter of Medical Assistants (MCCMA) and send your check and registration form in advance to Cheryl Prystal, CMA at 117 Vollmer Pkwy, Rochester, NY 14623 or RSVP by e-mailing registration request information to Cheryl and pay on the day of the seminar.

Pre-Registration Requested and Appreciated no later than November 5th for food and planning purposes. For questions or to pre-register please contact Cheryl Prystal at [cprystal@rr.rochester.com](mailto:cprystal@rr.rochester.com) 585-766-3162 or Valerie Richards at [vrichards@frontiernet.net](mailto:vrichards@frontiernet.net) 585-586-9626

(This form may be copied for additional registrations)



## Email Etiquette (continued)

This also includes anger.

You should always avoid sending angry emails, or you may risk offending someone you work with or care about.

### Use Priority Flags with

**Discretion:** Know how to use priority flags for important emails. If you have a high priority flag, only use it when necessary.

### Include Your Name & Contact

**Information:** Include a signature line, especially for professional or business emails. Keep it updated with the proper email address and phone numbers. Ω

## CMA (AAMA) Recertification Policy Change to Take Effect January 1, 2020

Effective 1/1/20, an individual whose credential has been expired for more than 90 days forfeits the right to reactivate the CMA credential by the continuing education method and must sit for the CMA (AAMA) Certification Exam.

Candidates are allowed 3 attempts to sit for and pass the exam. If the candidate does not pass on the third attempt, he/she is no longer eligible for the exam or to recertify the credential.

Payment of \$50 reactivation fee plus the current exam fee is required.

This change is being implemented to better ensure current competence and knowledge and thus better protect patients.

For more information, go to [www.aama-ntl.org](http://www.aama-ntl.org) or call 800-228-2262.



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