



## General attendees' information

### Cancellation policy

Cancellation of an existing registration request must be submitted by e-mail to [desiree.evans@ama-assn.org](mailto:desiree.evans@ama-assn.org) no later than Friday, Nov. 27, 2009. A \$50 administrative processing fee will be assessed. No refunds will be honored after this date, and there are no refunds for no-shows. If you are unable to attend, you may send a substitute as there are no refunds.

### Registration changes

Changes to your registration must be submitted by e-mail to [desiree.evans@ama-assn.org](mailto:desiree.evans@ama-assn.org) by Friday, Dec. 1, 2009.

### Confirmation information

Confirmation letters and receipts will be mailed to each attendee within two weeks of processing registration and payments. If you have not received a confirmation confirming attendance within one month of registering, please send an e-mail to [desiree.evans@ama-assn.org](mailto:desiree.evans@ama-assn.org) to request another copy.

### Continuing education

Workshop attendees are eligible to receive continuing education units (CEUs) from the American Academy of Professional Coders (AAPC), American College of Medical Coding Specialist (ACMCS), and the American Health Information Management Association (AHIMA). All are approved for 7 CEU credit hours at this one-day event. Topics, speakers, times and presentation handouts are subject to change without prior notification.

### Workshops schedule

8:00 a.m. – 8:30 a.m.	Registration/Continental Breakfast
8:30 a.m. – 10:15 a.m.	Workshop Instruction
10:15 a.m. – 10:30 a.m.	<b>Break</b>
10:30 a.m. – Noon	Workshop Instruction
Noon – 1:00 p.m.	<b>Lunch Provided</b>
1:00 p.m. – 2:45 p.m.	Workshop Instruction
2:45 p.m. – 3:00 p.m.	<b>Break</b>
3:00 p.m. – 5:00 p.m.	Workshop Instruction

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