

# TEMPO

Summer 2017 Issue 10

## President Message

I would like to thank you all for electing me to be your President. I have learned a lot these first couple of months, and I would like to thank the ones who have helped me with their words of encouragement. I am excited about this coming year, and I know we are going to do some great things.

I wanted to let all of you know that we were able to collect 350 pounds of food and paper products at the Convention back in April for our NCSMA CAN CAN Campaign. Our goal for the entire year is 500 pounds. At the Summer Seminar in August all the items donated will be taken to the Second Harvest Food Bank in Winston Salem, NC. So if you can, please bring non-perishable food items, diapers, and/or paper products to the Summer Seminar so we can get closer to our goal and help some people in need.

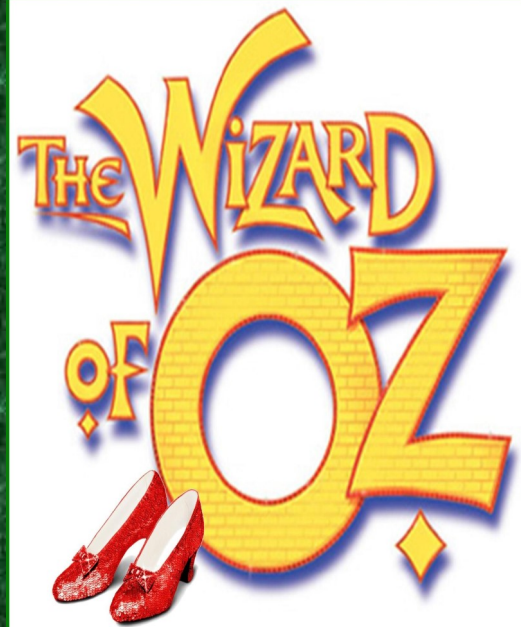
I have sent off entries for the 2017 AAMA Excel Awards for Website Development, Community Service, and Marketing, Promotion and Recruitment awards. The NCSMA has worked really hard this year in all these categories and I am hoping we will be able to be recognized by the AAMA as one of the best.

As most of you know, I chose the Wizard of Oz theme during my term as President. As a little girl I always admired Dorothy for being so brave for taking the journey down the Yellow Brick Road in search of her goals. When you think about it we as Medical Assistants have goals, and we always have to choose a path to take to get to where we want to be whether it be in our personal life or in our careers, or both! You might meet a Sweet Scarecrow, or you might meet a Wicked Witch along your path, but if you keep your head up and look to the horizon, you will reach your goal. Follow YOUR Yellow Brick Road.

And remember... There's No Place Like NCSMA

Rebecca Surratt, CMA (AAMA)

NCSMA President 2017-2018



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# The Yellow Brick Road of Leadership

- Success as a leader depends upon:
  - A belief in oneself
  - Having a goal for a better future
  - Wisdom
  - Emotional Intelligence
  - A Willingness to Take Action
- Leadership is a Journey, filled with Difficulties and Obstacles
- Reflect and Gain Perspective on Your Journey



## President Elect

Hello all!

Things are going well with the office of President-Elect! I am learning a great deal watching our President, Rebecca Surratt as she handles NCSMA business. I look forward to seeing you all at the Summer Seminar coming up in August in Winston-Salem. If you have any questions or concerns, feel free to reach out to me!

Amber Greer, CMA (AAMA)

## Vice President

Happy Summer everyone!! I am waiting on the current membership list and will have the report at Summer Seminar. I am excited to see everyone in August.

Maria van de Bovenkamp, CMA, (AAMA)

## Speaker of the House

Greetings everyone. I hope everyone is enjoying their summer. I sure hope everyone has been finding ways to stay cool because it sure has been a hot one!!! Keep watching the NCSMA website for the due date for reports for the House of Delegates packet. I look forward to serving you this year in the HOD. I have looked at the HOD flash drive so I will be ready to enter the reports. I hope to see everyone at Summer Seminar on August 5, 2017. Can't wait to see you!!!

Stephanie Hodgin, CMA (AAMA)

## Vice Speaker

I hope everyone is having a great summer. Thanks again for your vote of confidence in electing me as Vice Speaker of the House. I plan on attending Summer Seminar in Winston Salem. I also plan on going to Ohio as a first time delegate for NCSMA at the AAMA National Conference in October 2017.

## Treasurer

Hello everyone! I hope you are all enjoying your vacations during this nice hot weather we are having! I am looking forward to seeing you all at Summer Seminar!!!!

Summer O'Neal, CMA (AAMA)



### **Awards Committee**

My committee will meet at the summer seminar. Each member will be assigned to 2 or 3 chapters and will be contacting them after summer to start chapters thinking about submitting their programs and/or newsletters. We have made the Awards Standing Rules clearer on the website so am hoping that will help chapters that don't actually attend our state board meetings. See everybody in August.

Betty Jones, Active Member  
(AAMA)  
Chair

### **Budget and Finance**

No report at this time

Betty Jones, Active Member  
(AAMA)

### **Bylaws**

There are some bylaw changes that were approved by the House of Delegates. I will send out an email with the changes. Each chapter will need to update their bylaws and send a copy of the updated bylaws to my email  
dee.edwards@gmail.com.

Dee Dee Edwards, CMA (AAMA)  
CPC  
Chair

### **Convention Site**

Hello everyone, I hope that everyone is having a great summer. We are currently accepting bids for:

Summer Seminar 2019  
Winter Seminar 2020  
State Convention 2020  
Summer Seminar 2020  
Winter Seminar 2021  
State Convention 2021  
Summer Seminar 2021

If your chapter is interested in hosting one of the open events please contact us. You might want to consider joining with another chapter to host. If no bids are received, then

the NCSMA President will designate a chapter or chapters. So please consider hosting.

Tammy E. Smith, CMA(AAMA)  
Chair  
Rebecca G, "Becky" Keller, CMA  
(AAMA)

### **Education Committee**

The Education Committee and the Executive Council approved the programs for the Summer Seminar 2017 which is hosted by the Forsyth-Stokes-Davie Chapter August 4-6, 2017.

The following have submitted bids for NCSMA Seminars or NCSMA Conventions:

Winter Seminar 2018:  
January 19-21, 2018  
Greensboro Chapter

NCSMA Convention 2018:  
April 12-15, 2018  
Union County Chapter

Summer Seminar 2018:  
Gaston County Chapter

Winter Seminar 2019:  
Catawba County Chapter

NCSMA Convention 2019:  
Alamance County Chapter

Summer Seminar 2019:  
Lexington Chapter

Winter Seminar 2020:  
OPEN

NCSMA Convention 2020:  
OPEN

Summer Seminar 2020:  
OPEN

If any chapter would like to put in a bid for any of the meetings in 2020, please let me know. My cell number is 336-244-0562. Thank you to President Rebecca Surratt for asking me to serve as Chair of this Commit-

tee. Thanks to all the members of this Committee for their work so far!

Jennifer Wiseman, CMA (AAMA)  
Chair  
Elaine Norman, CMA (AAMA)  
Co-Chair

### **Legislation Committee**

Hope everyone is having a great and healthy Summer, I would like to thank Rebecca Surratt, CMA (AAMA) President, for allowing me to serve as Chair of the Legislation Committee. As of now we have no issues that have come before us. Hope to see everyone at the Summer Seminar.

Marilyn Mainwaring, CMA  
(AAMA ) Chair

### **Online Tempo**

The online tempo was started in 2015 and is published 3 times a year Summer, Winter and Spring. All officers, committee chairs and chapters put reports in all newsletters. If there is anything that needs to be put in the newsletter please send an email to us.

Dee Dee Edwards, CMA (AAMA)  
Chair  
[deedee.edwards@gmail.com](mailto:deedee.edwards@gmail.com)  
Emily Lawing, CMA (AAMA)  
Co-Chair  
[hopefaithlove710@gmail.com](mailto:hopefaithlove710@gmail.com)

### **Ways and Means**

The Surry County Chapter is working the Ways and Means Table for the year 2016-17. We want to invite each of you to be sure and stop by the Ways and Means Table at Summer Seminar 2016. There are many, many other items you don't want to miss out!! [Click here](#) to see some pictures of our products.  
Surry Chapter

### **Website**

I have updated the website with new information and pictures. Please check out the Educator's Page on the website. I have added graduate pictures from some of our Medical Assistant Programs from across the state. If your Medical Assisting program at the college did not send in a picture of all your graduates. Send an email to [joellenma@yahoo.com](mailto:joellenma@yahoo.com). I will be happy to add it to the Facebook Page and the website.

Rebecca Surratt, CMA  
(AAMA)  
Chair

### **Yearly Tempo**

The Yearly *Tempo* Committee has been working with Marie, our website designer, to put together the inaugural edition of this publication, which will be mailed to all members. This edition will only cover the 2017 NCSMA Convention, but we are looking forward to putting out a full edition covering all NCSMA meetings next year.

Rebecca Walker, CMA  
(AAMA)CPC  
[rlwalkercma@gmail.com](mailto:rlwalkercma@gmail.com)

## **Membership Matters**

*The AAMA—Your Partner in Professionalism*



Membership is due by December 31, 2017 if you would like to serve as an officer, serve on a committee, on local, state or national level, serve as a delegate at state or national convention.

## **THE NCSMA CAN CAN**

The NCSMA CAN CAN!!! Our society is helping out communities by donating non-perishable items to food banks in the city where our meetings are held. Please bring food and paper products to Summer Seminar, Winter Seminar and Convention meetings. Our goal is 500 pounds of items and we need your help! You can drop off the items at the Registration Desk. Lets work together to help others!!!



## **Chapter Reports**

### **Alamance Chapter**

We continue to have CEU programs monthly. We have had some new members attend our meetings and are working on ways to gain new members to our meetings. We have already started working on the 2019 NCSMA State Convention and have secured our site and are looking at vendors and speakers. We hope that all stay as cool as possible during this heat and look forward to seeing folks in August for the NCSMA 2017 Summer Seminar in Winston Salem. Stay safe and have a great summer.

Kaye Acton, CMA (AAMA)  
President

### **Forsyth-Stokes-Davie**

Hello from Forsyth-Stokes-Davie Chapter of the AAMA. We had an awesome time at State Convention April 2017. Our chapter had three new members in NCSMA House of Delegates and around twenty-five members in attendance during the convention weekend. We are excited to see everyone at summer seminar in August. Hope everyone has a wonderful blessed Summer.

Donna Hernandez, CMA  
(AAMA)  
President

### **Greensboro Chapter**

I would like to say how much I enjoyed seeing everyone at 2017 State Convention. Also, thank you to all the chapters and committees who helped make convention as great as it was. I know the Greensboro Chapter had fun making the snack bags. The fellowship was great!! Thank you to Paula Cooke, CMA (AAMA) Immediate Past President for such a great job during her reign as

State President. Congratulations to Rebecca Surratt, CMA (AAMA) on becoming our new State President! I had so much fun at the President's Banquet, everyone dressing up and looking

beautiful! I am happy to say that the Greensboro Chapter had 17 members in attendance at State Convention 2017. The Greensboro Chapter is working hard on getting ready for 2018 Winter Seminar January 19-21, 2018 held at Wyndham Garden Greensboro, 415 S. Swing Rd., Greensboro, NC 27409. The phone number for hotel is 336-299-7650. We are looking forward to Summer Seminar in August 2017 hosted by Forsyth-Stokes-Davie Chapter. I hope everyone have a great and fun summer!

Carol Fiato, CMA (AAMA)  
President

### **Haywood Chapter**

Hello from the Haywood County Chapter! We continue to have CEU approved meetings every month. Our meetings are held the third Tuesday of every month at Haywood Community College in the 900 building, room 920, at 6:30 pm. We just held our Spring Seminar with 19 in attendance and are getting everything ready for our Fall Seminar scheduled for October 7<sup>th</sup>. Haywood Community College's 2017 graduating class of Medical Assistants held their pinning ceremony on May 11<sup>th</sup>. We look forward to welcoming them to our meetings along with Medical Assistants in our county as well as surrounding counties.

Jeanette Apperson, CMA  
(AAMA)

### **Lexington Chapter**

The Lexington Chapter continues

to have CEU approved speakers. We meet the second Tuesday of each month in the Wellness Center at the Lexington Medical Center. We had 10 members to attend the state convention in Greensboro with one of those members being a first timer. We are looking forward to the Summer Seminar in August.

Mary Abrams, CMA (AAMA)  
President

### **Union County Chapter**

Hello, thank you to all of the chapters for your help to make the NCSMA 2017 State Conference a success. Congratulations to our new state president Rebecca Surratt and all the newly elected state officers. We are looking forward to the new year under your leadership. The Union County Chapter has been busy. We have had 7 AAMA approved CEUs. The Spring Seminar had 39 in attendance. We would like to say thank you to the healthcare community in our area for the support we receive from sponsors and to the very informative speakers. We are working on the Fall Seminar and the 2018 State Conference. Save the dates April 12<sup>th</sup> thru 15<sup>th</sup> 2018 for State Conference. The site for Conference is the Renaissance hotel near the airport in Charlotte, NC. We will announce more details as we finalize them. Please like and follow the Union County Chapter of Medical Assistant's Facebook page. We announce all Chapter News on the Facebook site.

Patricia W. Clark, CMA(AAMA)

## Continuing Education



Winter Seminar 2017  
January 19-21, 2018  
Wyndham Garden Greensboro,  
415 S. Swing Rd  
Greensboro, NC 27409  
[Registration form](#)

Summer Seminar 2017  
Forsyth Medical Center Convention Center  
Winston-Salem, NC  
August 4—6, 2017  
Quality Inn Hotel  
Hawthorne Road



2018 State Convention  
April 12—15, 2018  
Renaissance Hotel  
Charlotte, NC

**AAMA National Conference**  
Oct 6-9, 2017  
Hilton Cincinnati  
Netherland Plaza  
Phone number: 513-421-9100  
Registration form on  
[www.aama-ntl.org](http://www.aama-ntl.org) website.

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LEARNING  
AND  
STAY  
INFORMED



NCSMA Website



NCSMA Facebook



## Treatment Options for Social Anxiety

Social phobia, or social anxiety disorder, is an often overlooked but very common mental disorder. Incepting from shyness, the disorder can affect the performance of individuals at school, work, and in establishing relationships. Medications, therapies such as cognitive behavior therapy (CBT), and training are the treatments available for social anxiety.

### Medications

Drug therapies with monoamine oxidase inhibitors (MAOIs) are effective in helping to overcome social phobia. These medications provide fast relief to patients. Antidepressants such as selective serotonin reuptake inhibitors (SSRIs), or serotonin-norepinephrine reuptake inhibitor (SNRI) are prescribed for the general forms of social anxiety. Since a reduction in serotonin levels is observed in association with anxiety, the use of these drugs which increase the serotonin levels is bound to result in decreased symptoms. The drugs also target adrenaline action and help individuals to manage their fear and stress responses.

In general, patients who begin taking antidepressants take a few weeks to show signs of improvement; some of them may experience side effects such as insomnia or headache. When patients do not respond to these drugs or if the social phobia is specific, other medication options may be offered:

- **Betablockers:** This type of medication can help to block the stimulating effect of epinephrine (adrenaline). It helps to reduce and control anxiety symptoms such as the heart rate, blood pressure, pounding of the heart, and a shaking voice and limbs. It may work in particular situations such as public speaking. Physicians, however, do not normally recommend this in the general treatment of social anxiety disorder.
- **Anti-anxiety medications:** Medications such as benzodiazepines calm down the symptoms of anxiety in the patients, although increased usage may make the individuals dependent on the drug. Benzodiazepines may reduce the anxiety level. Although these drugs often work quickly, they can be habit-forming and sedating. Therefore, physicians typically prescribe them for only short-term use.

Benzodiazepines or betablockers are recommended just before the beginning of the anxiety-creating situation. Individuals may use these drugs to counter social anxiety symptoms.

### Psychological Therapies

These therapies for social anxiety include psychotherapy and cognitive-behavioral therapy (CBT). Although CBT takes a longer time to produce significant effects than medications, its results are more tangible and long-lasting. Negative thoughts are addressed, followed by examination of the individual's behavior and modification in accordance with the renewed patterns of thought. This leads to improvements in anxious thoughts and counterproductive behavior in response to these thoughts. The underlying premise of CBT is that change in behavior follows changes in the way in which an individual perceives the situation rather than alterations in the external situation.

In other words, the same event can trigger different emotions and reactions in different people. Some may be happy and excited to attend a party, while some others may not. A few may not be sure of what to say or how to react in a party, and this may cause sadness or anxiety in them. CBT recognizes these negative thoughts and provides therapy to patients with the aim of changing their thought processes.

## The CBT process

The 3-step cognitive restructuring process involves identifying, evaluating, and replacing negative emotions with positive ones.

CBT draws together all techniques and strategies that work in assisting individuals to overcome their anxiety problems. The cognitive part of CBT focuses on replacing negative thoughts through learning to identify and correct the thought process. Hence the new learning produces an impact on the memory and the individual starts to think differently. This new thinking process becomes habitual with unrelenting practice. The behavioral part of the therapy introduces the individual to a group of socially anxious people in which all of them participate. The therapy helps the individuals to spot their negative thoughts, which are gradually turned into neutral thoughts and become realistic.

Individuals need to practice the process consciously to turn it into a habit with time. Therapists help the individuals to control their negative thoughts and follow the techniques for 3 months or more on a daily basis, in order to result in permanent change.

Sometimes, exposing individuals to a situation that creates anxiety may help; however, these traditional techniques may not always work. To succeed in social anxiety treatments, a combination of cognitive and behavioral therapy, motivating the individual constantly, and regular practice with persistence are required.

## Training

Providing training in social skills can help persons with social anxiety to react in new ways, for example, looking into the eyes of a person while talking. The therapist subjects the anxious individuals to a variety of situations and thus gives them practice to overcome social anxiety. Applying relaxation training helps individuals to practice relaxing techniques when exposed to anxiety-triggering situations.

## Support Groups

Support groups are extremely helpful when it comes to reducing or treating social anxiety. These groups comprise people who suffer from or who have overcome social anxiety disorder. The group renders comfort, sympathy, and unbiased honest feedback, all of which help individuals with anxiety disorder to develop and maintain positive thoughts about oneself, judge situations positively, learn how to approach social anxiety disorder, and most importantly, how to overcome fear.