CRI® Symposium for Clinical Laboratories
Where education meets imagination!

OCTOBER 15-18, 2014 • Buena Vista Palace Hotel & Spa • Orlando, FL

“This was the best educational experience I have ever had.”
– Page DeLong, St. Paul MN, October 2013
COLA Resources, Inc. is COLA’s new subsidiary. CRI®’s mission is to provide educational and consultative services aimed at improving laboratory medicine and patient care.

The CRI Symposium for Clinical Laboratories affords attendees the opportunity to participate in:

EDUCATION FOR LABORATORY EXCELLENCE.

Attending the symposium presents laboratorians and other healthcare professionals with the opportunity to learn about recent events and future trends in laboratory medicine, observe first-hand the latest technology available from leading industry manufacturers, network with colleagues, and earn up to 20.5 CME or P.A.C.E® credits.

Customize Your Learning!
The Symposium for Clinical Laboratories includes Keynote General Sessions of broad interest that all participants attend AND Breakout Sessions that you select based on your needs and interests. Look for these icons to help you find the corresponding session topics:

- **CL** Clinical testing specialties
- **SP** Safety
- **QC** The latest in QC practices
- **BiZ** Business aspects of lab operations
- **Q** Quality management and quality improvement
- **Reg** Regulations and CLIA compliance

“Great to meet experts face to face and obtain clarification for our questions. Networking with other people across the country was wonderful.”

— JoAnn Nickles, St. Paul MN, October 2013
Continuing Education Credits

COLA Resources, Inc. is an approved provider of continuing education programs in the clinical laboratory sciences by:

- The American Society for Clinical Laboratory Science (ASCLS) P.A.C.E.® Program
- The Board of Clinical Laboratory Personnel, Division of Medical Quality Assurance at the Florida Agency for Health Care Administration
- The California Division of Laboratory Science, Department of Laboratory Field Services

This program has been approved for up to 20.5 P.A.C.E.® contact hours. P.A.C.E.® continuing education credits are accepted by all states with continuing education requirements for laboratory personnel licensure.

CME Credit

This live activity, the CRI Symposium for Clinical Laboratories, with a beginning date of October 16, 2014, has been reviewed and is acceptable for up to 20.5 Prescribed credits by the American Academy of Family Physicians. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Laboratory Director CLIA Qualification

Physicians can obtain the 20 CME credits required to meet the educational requirements under CLIA'88 to be the laboratory director of a moderate complexity laboratory. New laboratory directors should follow the educational curriculum indicated with 📚. When selecting your breakout sessions, keep in mind that only selected breakouts provide CME that is appropriate for the physician laboratory director. The courses marked with the LD icon are instructionally designed with the new laboratory director in mind, but anyone is welcome to attend.

Physicians seeking to fulfill the LD qualification requirements must also attend the designated LD sessions at 7am on Thursday and Friday, and all General Sessions on Thursday, Friday and Saturday.

Four Easy Ways to Register • Online at: www.criedu.org • Phone: 800-981-9883 • Fax: 410-381-8611
Mail: CRI, ATTN: Symposium Operations Director • 9881 Broken Land Parkway, Suite 215, Columbia, MD 21046
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:00am – 8:30pm</td>
<td>Participant check-in</td>
</tr>
<tr>
<td>7:00am – 8:15am</td>
<td><strong>Basics of Laboratory Medicine for Physicians</strong>&lt;br&gt;Verlin Janzen, MD, FAAFP</td>
</tr>
<tr>
<td>8:00am – 8:45am</td>
<td>Breakfast &amp; Exhibits in Exhibit Ballroom</td>
</tr>
<tr>
<td>8:45am – 10:00am</td>
<td><strong>AM General Session</strong>&lt;br&gt;Opening remarks &amp; overview&lt;br&gt;Rose Mary Casados, BSMT(ASCP), President of CRI</td>
</tr>
<tr>
<td>9:00am – 10:00am</td>
<td><strong>CLIA Update 2014</strong>&lt;br&gt;Karen Dyer, MT(ASCP) DLM, CMS Deputy Director</td>
</tr>
<tr>
<td>10:00am – 10:30am</td>
<td>Exhibits &amp; Break in Exhibit Ballroom</td>
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<tr>
<td>10:30am – 12:00pm</td>
<td><strong>Breakout Session A (select one)</strong>&lt;br&gt;<em>Navigating the Current Healthcare Environment</em>&lt;br&gt;Jim Kasoff and Sandy Laughlin, MT(ASCP)</td>
</tr>
<tr>
<td>12:00pm – 1:00pm</td>
<td>Lunch Poolside</td>
</tr>
<tr>
<td>12:30pm – 1:30pm</td>
<td>Dessert and Exhibits in Exhibit Ballroom</td>
</tr>
<tr>
<td>1:30pm – 3:00pm</td>
<td><strong>Breakout Session B (select one)</strong>&lt;br&gt;<em>Technology Workshop: Chemistry Instruments</em>&lt;br&gt;Verlin Janzen, MD, FAAFP &amp; John Daly, MD</td>
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“Networking with other laboratory professionals is priceless. Sharing experiences in person is an invaluable tool to my professional development.”

— Jeanne Mumford, Baltimore, MD, October 2013

### Thursday, October 16, 2014 (Con’t)

<table>
<thead>
<tr>
<th>Session</th>
<th>Title</th>
<th>Presenter(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>B13</td>
<td>Flowcharting 101: The Solution to Many Lab Problems</td>
<td>Lucia Berte, MA, MT(ASCP)SBB, DLM; CQA(ASQ)CMQ/OE</td>
</tr>
<tr>
<td>B14</td>
<td>Change Management and the Art of Delegation</td>
<td>Edward J. Peterson, Jr., MBA, MT(ASCP)</td>
</tr>
<tr>
<td>B15</td>
<td>Internal Lab Inspections: How we Stay ‘CLIA Ready’ at our Physician Office Laboratories</td>
<td>Jeanne Mumford, MT(ASCP)</td>
</tr>
</tbody>
</table>

**3:00pm – 3:30pm**  
Coffee/Beverage Break & Exhibits in Exhibit Ballroom

**3:30pm – 5:00pm**  
Breakout Session C (select one)
- Technology Workshop: Laboratory Information Systems  
  - C21
  - Lab Test Utilization  
    - C22
  - Introduction to IQCP  
    - C23
- Application & Validation of Triple Quadrapole Mass Spectrometers for Clinical Use in the Field of Toxicology  
  - C24
- So You Want New Equipment: Negotiating Techniques to Get What You Want  
  - C25

**6:00pm – 8:00pm**  
Evening Poolside Reception for participants, faculty and exhibitors

### Friday, October 17, 2014

**7:00am – 8:30am**  
Introduction to Proficiency Testing  
Verlin Janzen, MD, FAAFP & John Daly, MD

**8:00am – 8:45am**  
Breakfast & Exhibits in Exhibit Ballroom

**8:45am – 10:00am**  
AM General Session  
Patient-Centered Care and Laboratory Medicine  
Edward J. Peterson Jr., MBA, MT(ASCP)
Friday October 17, 2014 (Con’t)

10:00am – 10:30am  Exhibits & Break in Exhibit Ballroom

10:30am – 12:00pm  Breakout Session D (select one)

D31  Florida Laws and Rules for Clinical Laboratories
Luisa Ruiz, CLS (NCA), MLS(ASCP)CM, DLM (ASCP)CM

D32  Quality Assessment of PT: Proficiency Testing Problem Resolution
Verlin Janzen, MD, FAAFP & John Daly, MD

D33  Write it Right! Better Laboratory Documents
Lucia Berte, MA, MT(ASCP)SBB, DLM; CQA(ASQ)CMQ/OE

D34  Leveraging Sample Preparation and Chromatography to Demystify LC/MS Sample Analysis
David S. Bell, PhD

D35  IQCP Education and Transition Period: Tools for Success
Rose Mary Casados, BSMT(ASCP)

12:00pm – 1:00pm  Lunch Poolside

1:00pm – 2:30pm  Breakout Session E (select one)

E41  Diagnosis of Sexually Transmitted Diseases
Verlin Janzen, MD, FAAFP

E42  The Role and Responsibilities of the Technical Consultant in YOUR Lab
Luisa Ruiz, CLS (NCA), MLS(ASCP)CM, DLM (ASCP)CM

E43  Total Process Control for New or Changed Procedures
Lucia Berte, MA, MT(ASCP)SBB, DLM; CQA(ASQ)CMQ/OE

E44  OSHA Training
Ann Bachman, CLC(AMT), MT(ASCP)

E45  COLA Criteria Changes Update
Kathy Nucifora, MPH, MT(ASCP), COLA Accreditation Manager

Schedule at-a-Glance (Con’t)
**Friday October 17, 2014 (Con’t)**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
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<tbody>
<tr>
<td>2:30pm – 3:30pm</td>
<td>Ice Cream Social &amp; Exhibits in Exhibit Ballroom</td>
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<tr>
<td>3:30pm – 5:30pm</td>
<td><strong>PM General Sessions</strong></td>
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<tr>
<td>3:30pm – 4:30pm</td>
<td><em>Competency Assessment</em></td>
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<tr>
<td>Kathy Nucifora, MPH, MT(ASCP)</td>
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<tr>
<td>4:30pm – 5:30pm</td>
<td><em>Communications: Customer Service and Your Role</em></td>
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<tr>
<td>Edward J. Peterson Jr., MBA, MT(ASCP)</td>
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<tr>
<td>OR</td>
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<tr>
<td>4:30pm – 6:00pm</td>
<td><em>Quality Assessment Plan &amp; Implementation</em></td>
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<tr>
<td>Kathy Nucifora, MPH, MT(ASCP) &amp; Teresa Black, BS BHS, MT(ASCP)</td>
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<tr>
<td>5:30pm or 6:00pm</td>
<td>Adjourn</td>
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**Saturday, October 18, 2014**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
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<tbody>
<tr>
<td>7:00am</td>
<td>Breakfast in General Session Ballroom</td>
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<tr>
<td>7:00am – 12:45pm</td>
<td><strong>General Sessions</strong></td>
</tr>
<tr>
<td>7:15am – 8:15am</td>
<td><em>Lab Director Responsibilities - Regulatory</em></td>
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<tr>
<td>Verlin Janzen, MD, FAAFP</td>
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<tr>
<td>8:15am – 9:30am</td>
<td><em>Management of Lab Operations</em></td>
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<tr>
<td>Edward J. Peterson, Jr., MBA, MT(ASCP)</td>
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<tr>
<td>9:45am – 11:15am</td>
<td><em>In Compliance and Ready for Inspection</em></td>
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<tr>
<td>Ann Bachman, CLC(AMT), MT(ASCP)</td>
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<tr>
<td>11:15am – 12:15pm</td>
<td><em>Lab Director Responsibilities - Practical Application</em></td>
</tr>
<tr>
<td>Verlin Janzen, MD, FAAFP</td>
<td></td>
</tr>
<tr>
<td>11:30am</td>
<td>Working Lunch served in General Session Ballroom</td>
</tr>
<tr>
<td>12:15pm – 12:45pm</td>
<td><em>Can We Speak Frankly About Being a Lab Director in 2014?</em></td>
</tr>
<tr>
<td>Verlin Janzen, MD, FAAFP</td>
<td></td>
</tr>
<tr>
<td>12:45pm</td>
<td>Adjourn – Travel Safely</td>
</tr>
</tbody>
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“I appreciate the variety of topics and the expertise of the speakers. The program was designed to appeal to a broad audience, but I never felt shortchanged as a lab tech.”

— Gale Suwe, Chicago, IL, October 2013
Navigating the Current Healthcare Environment
The healthcare industry is experiencing many changes and challenges, from compliance to new payment models. Many factors, including ACOs, PCMHs, Medicare reimbursements, HITECH, LOINC, and ICD-10 are having a large impact on laboratory operations and profits. Lab administrators should have a global understanding of the changing environment, the impact on the laboratory, and how to support their facility to reduce costs, remain compliant, streamline operations and improve patient outcomes.

Personnel & Procedures for CLIA Compliance
A basic overview of important aspects of meeting the CLIA requirements- personnel requirements of a moderate complexity lab, implementing policies and procedures for CLIA compliance and developing a procedure manual.

Understanding the Cost of Quality
Explore the underlying principles of the cost of quality-positive and negative cost impacts of quality projects, accreditation inspections, and nonconformances. Overview the types of quality costs, and discuss examples.
includes semiannual internal lab inspections, on site in-service sessions with industry reps and monthly lab service meetings with laboratory vendors.

1:30pm – 3:00pm     Breakout Session B (select one)

B11 BIZ Technology Workshop: Chemistry Instruments
In this workshop you will have the opportunity to assess general chemistry and immunoassay analyzers that may be suitable for your practice. The instrumentation shown will be appropriate for a small to moderate patient volume of testing. The handouts include guidelines for instrument selection. Small groups will have time with each instrument.

B12 QC Introduction to Quality Control For Physicians
Every lab must utilize a QC program to monitor test accuracy. Learn practical QC - what & how to do it, how to record it, and most importantly the “minimums” that a lab director must do.

B13 Q Flowcharting 101: A Solution to Many Laboratory Problems
Flow charts provide an easy means to visualize your laboratory’s work processes and greatly simplify procedure writing, staff training, and competence assessment.

Change Management and the Art of Delegation
Change is inevitable and it occurs constantly, but it can be a source of resistance and conflict. Learn how to be a change agent and how to manage change effectively. Being able to delegate tasks successfully is a skill worth having and worth doing well. We will also discuss delegation from the point of view of the individual that tasks are being delegated to.

Internal Lab Inspections: How we Stay ‘CLIA Ready’ at our Physician Office Laboratories
Semiannual self-conducted lab inspections are a great way to stay “CLIA Ready.” This session will go over the criteria that relate to the current CLIA regulations, and how to prepare and understand the materials that will be reviewed. We will explore some challenges faced by laboratorians working with medical office assistants, nurses and providers in a laboratory setting and vice versa. There will also be a review of some of the corrective action plans that are expected when a site “fails” an inspection and how to follow up on those corrective action plans.
3:30pm – 5:00pm  Breakout Session C (select one)

C21  Technology Workshop: Laboratory Information Systems
This breakout provides an opportunity to compare and evaluate multiple working laboratory information systems (LIS). The groups will be small so all your questions and concerns may be addressed. The information will be valuable whether you are already using an LIS or are evaluating one for your laboratory.

C22  Lab Test Utilization
This session offers guidance on test system performance efficiency based on location, providing practitioners with knowledge of tools available to assist them in ordering and interpreting the over 4000 laboratory testing analytes available for aiding in patient care. Dr. Daly will also discuss improper test utilization and its negative effects on quality patient care. This course has value for clinicians and laboratorians alike collaborating in laboratory testing and patient care.

C23  Introduction to IQCP
CMS is publishing guidance for a new, more meaningful alternate QC option that will replace EQC. The new option is called Individualized Quality Control Plan (IQCP), and it embraces the concept of Risk Assessment to determine the “right” QC for your laboratory. Begin this transition with the information you will need to develop your QC plans.

C24  Application & Validation of Mass Spectrometers for Toxicology
Triple quadrupole mass spectrometry requires a much different skill set than what is taught in most med tech programs, and the methodology must be developed and validated by the lab. This presentation focuses on the specific role the LC-MS/MS plays in toxicology, demonstrating a complete picture and guidelines.

C25  So You Want New Equipment: Negotiating Techniques to Get What You Want
Everyone negotiates something every day as the basic means to get what you want from others. It is back-and-forth communication to reach an agreement when you and the other side have some interests that are shared and others that are opposed.

Friday, October 17, 2014
10:30am – 12:00pm  Breakout Session D (select one)

D31  Florida Law and Rules for Clinical Laboratories
Review the Rules and Regulations that have a high non-compliance rate in Florida, and see where State Law supersedes the Federal CLIA regulation. Learn where to look for non-compliances and how to manage them, and how to find answers on the Agency for Health Care Administration website.

D32  Quality Assessment of PT: Proficiency Testing Problem Resolution
Evaluating your PT performance and following up on any problems or issues is important quality assessment. Case study examples will illustrate.

D33  Write it Right! Better Laboratory Documents
Procedures are meant to be instructions to the staff on how to do their assigned tasks. However, conventional laboratory “SOPs” often do not reflect the way work really
happens in the laboratory and thus, these documents are often ignored or written only to please the inspectors. Most laboratory SOPs are too long and hard to follow. Learn how to make good documents that serve your staff—not vice-versa!

**D34** Leveraging Sample Preparation and Chromatography to Demystify LC/MS Sample Analysis
This session is for LC/MS users who want to optimize the effectiveness of their analyses. It will expose users to some easy-to-implement sample prep and chromatography tools, show how they work and how they can improve LC/MS analyses in terms of speed, sensitivity, accuracy and precision.

**D35** IQCP Education and Transition Period: Tools for Success
With the new CMS IQCP Guidelines and the education and transition period underway, now is the time to prepare with CRI’s new IQCP educational program. This session will review the resources and tools available to educate your staff and implement IQCP in your laboratory.

**D36** Calibration Verification and Verification of Performance Specifications
This session will explain in detail the requirements for calibration verification and for verifying the performance specifications of a new test system. The session will include how to perform both processes and how to evaluate performance and interpret your results. Sample worksheets will be provided. Sponsored by Audit MicroControls.

**1:00pm – 2:30pm Breakout Session E (select one)**

**E41** Diagnosis of Sexually Transmitted Diseases
STDs are common in the US and around the world. This session will discuss screening recommendations, testing options and an overview of treatments for STDs, including HPV, herpes, HIV, trichomonas, Chlamydia, syphilis, gonorrhea, hepatitis B&C.

**E42** The Role and Responsibilities of the Technical Consultant in YOUR Lab
Learn the qualifications necessary for the required position of Technical Consultant. Physicians that qualify to be the laboratory director via the 20 CME credit pathway do not automatically qualify to be the technical consultant. We will explore the importance of a qualified and capable technical consultant to achieve and maintain a compliant laboratory that provides excellent patient care, and will review the responsibilities of the technical consultant in detail.
**E43**  
*Total Process Control for New or Changed Procedures*  
Learn how to implement a new or changed lab process. Follow a cascade of TPC activities that is easy to understand and, when regularly used in your lab, helps ensure a successful “go-live” that meets regulatory requirements.

**E44**  
*OSHA Training*  
Everything you need to know about OSHA compliance to improve your safety and health on the job, including your OSHA rights, bloodborne pathogens, hazardous chemicals, fire and electrical safety, MRI and Lasers, ergonomics and workplace violence. We will discuss bloodborne pathogens at length and will delve into the hazard communication standard. See the new Safety Data Sheet format and the new labeling requirements, highlighting the pictograms.

**E45**  
*COLA Criteria Changes Update*  
The clinical laboratory environment is continually evolving. This session will help your lab keep up to date with COLA requirements for accreditation, as well as understand the drivers for change in laboratory medicine. Get the latest information on current and upcoming revisions right from COLA's Accreditation Division Manager.  
**Note:** This session is also being presented on Thursday as A04

**E46**  
*Lab and the Law*  
Learn laws that apply to the physician office laboratory, including “hot topics” such as the Stark Law, the Anti-Kickback Statute, and “Sunshine Laws.” Case studies and scenarios will be presented so that attendees can decide if a violation has occurred or not.
Hotel Information
Buena Vista Palace Hotel & Spa
1900 E Buena Vista Drive
Lake Buena Vista, Florida 32830
Phone: 866-397-6516
Web: buenavistapalace.com

Rates: Reservations must be made by Wednesday, September 24, 2014 to receive the discounted hotel rate of $147 exclusive of the 13.5% applicable sales taxes. You must identify yourself as a CRI® Symposium participant when making reservations. For a complete list of hotel features and for answers to the Buena Vista Palace Hotel & Spa’s FAQs go to www.buenavistapalace.com/amenities-en.html. Internet in the sleeping rooms is complimentary. Parking is complimentary. For reservations, call 866-246-6563 or go to www.criedu.org/symposia/participants/ for on-line reservation access.

Special Assistance
CRI® fully complies with the legal requirements of the ADA and the rules and regulations thereof. If any participant in this educational activity is in need of accommodations, please notify Symposium Operations Director Tricia Hudson, CMP in order to receive service. Please call 800-981-9883 ext. 3771.

Cancellation and Refund Policy
Cancellations and requests for refunds must be made by calling our Symposium Operations Director at 800-981-9883 ext. 3771. Cancellations received on or prior to September 15, 2014 will be granted, minus a $100 processing fee. Cancellations received after September 15, 2014, as well as Symposium registrants who fail to attend, are responsible for the full fee. Attendee substitutions may be made with no penalty at any time prior to the symposium by calling the Symposium Operations Director at 800-981-9883 ext. 3771.

Registration Information
Registration to the conference includes:
- access to general session lectures, breakouts, and workshops
- laboratory technology and supply exhibits
- symposium syllabus with all handout materials on flash drive
- CME or P.A.C.E.® credit (as applicable) for sessions attended
- speaker and exhibitor contact information
- Thursday evening reception
- continental breakfast and lunch on Thursday, Friday, and Saturday

"When my manager asked why I wanted to attend this symposium, I answered that it was the best line up of topics and breakout sessions I have ever seen together. After attending, I was NOT disappointed. I am already looking forward to 2014. I hope to be an annual attendee."
— Margaret Blaetz, Marlton, NJ, October 2013

Four Easy Ways to Register • Online at: www.criedu.org • Phone: 800-981-9883 • Fax: 410-381-8611
Mail: CRI, ATTN: Symposium Operations Director • 9881 Broken Land Parkway, Suite 215, Columbia, MD 21046
Announcing the CRI® IQCP Workshop!

Join us for an Individualized Quality Control Plans Workshop on Wednesday October 15, 2014.
8:30am – 4:00pm at the Buena Vista Palace Hotel & Spa. Lunch provided.

This full day workshop offers 6 P.A.C.E.® credits and is presented by several experts in the field of Risk Assessment.

Workshop Objectives:

- Review Concepts of Risk Management
- Identifying Potential Sources of Error
- Process mapping and fishbone development
- Determining the level of risk
- Steps needed to mitigate and reduce residual risk
- Implementation of an IQCP

Registration fee: $199 Symposium Registrants or $249 Non Symposium Registrants

For additional information visit http://www.criedu.org/iqcp-new/iqcp-workshops/ or call CRI 1-800-981-9883
Name...................................................................................................................
First Name to Appear on Badge..........................................................................
Professional Credentials, e.g., MT(ASCP) ..........................................................
Job Title ..............................................................................................................
Business Name ..................................................................................................
Business Address .............................................................................................
City ...........................................................State ...................ZIP ...................
Business Phone .........................................Fax Number ..................................
E-mail Address ...............................................................................................<br>Practice Specialty ............................................................................................
Years of Lab Experience ..................................................................................
Previous Attendee ❑ Yes ❑ No If yes, year(s)?.....................................................

CLIA COMPLEXITY OF YOUR LAB (check one):
❑ High Complexity ❑ Moderate Complexity ❑ Waived ❑ No Open Lab / Don’t Know
Who accredits your lab?...................................................................................

REASON FOR ATTENDING (check one):
❑ Lab Director Qualification ❑ Laboratory Consultant ❑ Continuing Education ❑ Preparing for an upcoming Inspection ❑ Other (specify) ............................................................

HOW DID YOU HEAR ABOUT THIS SYMPOSIUM?
❑ Mailing ❑ Insights ❑ Website ❑ Email ❑ COLA Surveyor (who?) .................
❑ Industry Supplier (what company?)..............................................................
❑ Other (specify) ...........................................................................................

Important! Printed handouts will not be provided onsite. Instructions will be provided by email for printing handouts for your selected breakout sessions.
❑ I acknowledge

### BREAKOUT SESSIONS
Enter the Session # for your choices.

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<th>Session</th>
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### SYMPOSIUM FEES

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<tr>
<th>COLA MEMBER FEE*</th>
<th>REG. FEE**</th>
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<tbody>
<tr>
<td>Physician for Lab Director Qualification</td>
<td>$650  $750</td>
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<tr>
<td>Any Other Attendee</td>
<td>$595  $695</td>
</tr>
<tr>
<td>Single Day Program</td>
<td>$325  $375</td>
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<td>Select ❑ Thursday or ❑ Friday</td>
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COLA ID # (required for Member fee)................................................................

### IQCP WORKSHOP FEE

- IQCP Workshop only .............................................................$249
- Workshop for registered Symposium attendees...................$199

### PAYMENT METHOD:
❑ Check (make payable to CRI)
❑ Charge to credit card:
  ❑ VISA ❑ MasterCard ❑ American Express
  Credit Card # .............................................................................
  Security code: ............................................ Expiration Date:........................
  ❑ I acknowledge refund policy on previous page.

* COLA Member Fee is applicable on or before 09/15/14 for registrants from labs enrolled with COLA. You must provide your COLA ID #.
** Regular Fee is for non-COLA members and COLA Members who register on or after 09/16/14.
9881 Broken Land Parkway • Suite 215
Columbia, MD 21046-1195
www.criedu.org/symposia/participants/

- Laboratory Director
- Laboratory Manager
- Laboratory Staff

Register now for the CRI Symposium
October 15-18, 2014 • ORLANDO, FL

Register now for the IQCP Workshop
October 15, 2014 • ORLANDO, FL

Buena Vista Palace Hotel & Spa