



**ONTARIO  
ASSOCIATION OF  
OPTOMETRISTS**

<b>Optometric Assistant (OA) Program March 27, 2021</b>			
<b>Time</b>	<b>Session ID</b>	<b>Speaker</b>	<b>Lecture Title</b>
9:00-10:00 a.m.	1.01	Dr. Susan Resnick	Ocular Terminology
10:15-11:15 a.m.	1.02	Mr. Tom Bowen	Life/Practice Management
11:30 a.m.-12:30 p.m.	1.03	Dr. Susan Resnick	Telephone Etiquette
1:00-2:00 p.m.	1.04	Dr. Manveen Bedi	Front Desk Emergency Triage
2:15-3:15 p.m.	1.05	Dr. Manveen Bedi	Specialty Contact Lenses