



OHIO HOSPITAL  
TELECOMMUNICATIONS  
ASSOCIATION

*Important Registration Information*

- Conference registration fees due by November 20, 2009
- Conference cancellations after November 20, 2009 are non-refundable
- Make check or money order payable to OHTA

OHTA Conference  
Quail Hollow Resort  
Painesville, Ohio

December 4, 2009

*Important Hotel Information*

If you wish to stay overnight, register for the special \$99.00 room rate by calling 440-497-1100



# AGENDA

**Friday, December 4, 2009**

**9:00 AM - 10:00 AM**

Registration  
Continental Breakfast Provided

**10:00 AM - 12:00 PM**

Managing a World Class Call Center,  
Part I  
Presented by Yvonne Parker

**12:00 PM - 1:00 PM** Lunch

**1:00 PM - 2:30 PM**

Vendor Presentations

**2:30 PM - 4:30 PM**

Managing a World Class Call Center,  
Part II  
Presented by Yvonne Parker

**4:30 PM**

Dinner



# VENDORS

OHTA would love to have you sponsor a meal. Get your name out there by sponsoring either break, lunch, or dinner. Contact Kevin Teare at St. Vincent Charity Hospital; phone 216-241-8400 or email [Kevin.teare@csauh.com](mailto:Kevin.teare@csauh.com)



Mail hard copy of registration with check or money order (payable to OHTA) to:

Licking Memorial Hospital  
ATTN: Steve Schlicher  
1320 West Main Street  
Newark, Ohio 43055-1822

740-348-4040  
740-348-1800 (FAX)

*Friday, December 4, 2009*

*Conference Registration*

Please type or print

Circle one: OHTA    **VENDOR**

Name \_\_\_\_\_

Title \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

Email \_\_\_\_\_

OHTA/MATH Attendance Fees

Please check one:

\_\_\_\_\_ OHTA Conference Fee  
Free to all dues paid OHTA members (one per hospital); \$30.00 for all unpaid dues members and guests; dues paid for 2010 qualify for free registration

\_\_\_\_\_ Vendor Fee — \$200.00