

GREAT **IAHCMM** **EXPECTATIONS** ANNUAL CONFERENCE AND EXPO

Together Toward a Stronger Sterile Processing Future

OCTOBER 9-11 **or** OCTOBER 12-14, 2021

COLUMBUS CONVENTION CENTER



Goodale St.
Parking

↑
North
Entrances
Loading Dock

ATTENDEE BROCHURE

COLUMBUS, OH
or VIRTUALLY ENGAGE

GREAT EXPECTATIONS

IAHCSMM
ANNUAL CONFERENCE AND EXPO

Together Toward a Stronger Sterile Processing Future

OCTOBER 9–11 **or** OCTOBER 12–14, 2021

STERILE PROCESSING

Within the walls of Sterile Processing (SP), care and perspiration bridge the gap between skill and precision—and between hope and assuredness. The SP professionals hard at work every day strive and challenge themselves to make informed decisions that impact the patients whose lives are in their hands. SP professionals deserve the best education and that is what drives us to bring you access to industry experts, innovative products and services, and the opportunity to interact with professionals who, like you, make a difference where it matters most—customer service and patient safety.

COLUMBUS, OHIO

Join us in Columbus, Ohio! The state capitol is one of the fastest growing cities in the nation and is known for its wide variety of culinary and cultural attractions, public art on display throughout the city, and its warm and welcoming atmosphere. We invite you to this vibrant and charming city to fuel your passion and commitment to the SP industry and bring home knowledge and insights to help your department succeed.

YOU CAN'T MISS IT

The 2021 IAHCSMM Annual Conference & Expo theme is ***Great Expectations – Together Toward a Stronger Sterile Processing Future***. Whatever your goals are for attending this conference, we are ready to help you meet them by offering educational topics taught by both industry leading experts and up-and-coming thought leaders. You'll discover new technology and innovations in products and services shown in the only Expo dedicated entirely to the SP profession. Meet and mingle with your fellow SP professionals, engage in problem-solving and best practice discussions, and stimulate new ideas and creative ways to better meet the needs of your customers and patients when you return home.

YOUR SAFETY IS IMPORTANT

We are planning an innovative approach to our can't-miss event—one that marries safety and social distancing needs with attendees' eagerness to network and attain industry-leading education in an in-person setting. The in-person Conference & Expo in Columbus, Ohio, is being planned for Saturday, Oct. 9 through Monday, Oct. 11, and then repeating the entire conference Tuesday, Oct. 12 through Thursday, Oct. 14 (so just pick the dates you wish to attend). If an online Conference & Expo is your preference, we'll also be offering a virtual option for attendees and exhibitors. IAHCSMM will continue to monitor, prepare for and communicate to you any safety requirements by the state, city, convention center and partnering hotels.

why **YOU** should **ATTEND**

01

Educational Opportunities

No matter how experienced you are in the Sterile Processing field, everyone can learn. Without exposure to a variety of points of view, we can miss new ideas and trends that can impact future results for our patients. The conference offers over 16 credit hours of education to improve your technical skills and better manage your department.

02

Networking with Peers

The conference provides a great opportunity to network—and collaboration is a great way to approach networking. We can all work together to uncover ideas and spark inspiration. Interact with your peers to hear best practices and tips from other Sterile Processing professionals with similar challenges in the field.

03

Encounter New Vendors and Suppliers

Discovering new products and services for your healthcare facility is necessary for the success of your department and the delivery of quality patient care. And the time has finally arrived to regroup, reconnect and refresh with participating Sterile Processing suppliers at the only Expo dedicated entirely to your profession.

04

Position Yourself as an Expert

When you are active and engaged in the conference, you bring a sense of enthusiasm and in-depth knowledge to your teams back home. Through 30-minute and 60-minute educational sessions, or networking with peers, speakers and suppliers, attendees can return to their departments with greater confidence as a Sterile Processing professional.

05

Have Fun!

Being in Sterile Processing should be rewarding. Never underestimate the power of a little fun mixed in with some interesting people who share a very significant common interest—helping others! Engage during social events, tour the host city of Columbus and make friends that may last a lifetime.

www.iahcsmm.org/GreatExpectations

EDUCATION

LEARN FROM THE BEST TO BECOME THE BEST

Professional development goes hand in hand with professional success, and we've assembled a lineup of world-renowned speakers who will reignite your passion for patient safety, challenge the way you view instrument processing and provide you with innumerable ways to enhance your professional aptitude in your role at your facility. Network with your peers from hospitals, medical centers, dental clinics and surgery centers, and learn first-hand from industry experts who bring great expectations to the important role Sterile Processing professionals play in patient safety and quality customer service.

CONFERENCE EDUCATION

Educational sessions at the IAHCMM Annual Conference & Expo deliver a balanced mix of shorter micro-learning opportunities and longer deep dives into technical and professional development topics. Educational sessions cover broad industry topics that will speak to your healthcare facility's needs and/or career goals. There will be plenty of opportunities to network and compare notes with peers to keep the discussion going!



NETWORKING

With any conference, you want to be prepared to get the most out of your time and money. Often, conference attendees will review the schedule to plan which lectures and course offerings they want to attend. However, don't overlook networking as another valuable way to broaden your knowledge and enhance your career.



SOCIALIZING

Meeting strangers can be daunting, but at a conference, networking is easier than you may think. When you attend a conference, you already have two things in common—the conference and your interest in the Sterile Processing discipline! So that means you instantly have something to chat about with a new person. You can say things like, “How did you enjoy the keynote speaker?” or “Where are you coming in from?” or “How are you enjoying the conference so far?”

Here are some methods IAHCSMM will already have methods in place to help you network:

- Make sure to download the mobile app well in advance of your arrival. You'll be able to view other attendee profiles and send a message to someone who lives in your state or has a similar job title, etc.
- Check out the **Incubator**, located on-site near the main registration desk at the convention center. The **Incubator** will have small gathering areas where you can share ideas, ask for advice or simply mingle with new-found friends.
- Come prepared with some fun questions to spark conversations with your neighbors during the lunches. Make it your social time. Ask those at the table things you might be able to relate to outside of work (favorite tv shows, hobbies, foods or music) or directly related to SP (who's worked the longest in Sterile Processing, favorite part of the job, worst part of the job).

Remember, networking can be a vital part of your professional development. Networking helps build your profile, career and reputation, and opens up a wealth of potential opportunities.

IN-PERSON SCHEDULE-AT-A-GLANCE

CHOOSE WHICH DATES YOU WISH TO ATTEND IN-PERSON
The Conference Repeats - Plan for Only One Option of Dates to be in Columbus, OH

October 9 - 11, 2021

Saturday, October 9

10:30 - 11am Opening Remarks
11am - 12pm Opening Keynote: Steve Pemberton
12pm - 1:30pm Lunch
1:30 - 2pm General Session: TBD
2:15 - 3:15pm General Session: Standards & Guidelines
3:30 - 4pm General Session: Water Quality
4:15 - 4:45pm General Session: Instrument Care & Quality
5 - 6pm General Session: Cleanliness Testing
7pm Opening Reception

4.5 CE Credits Available

Sunday, October 10

7:30 - 8am General Session: Staff Development
8:15 - 8:45am General Session: Instrument Quality
9 - 10am General Session: Flexible Endoscope Standards
10:15 - 11:15am General Session: Quality & Innovation
11:30am - 12pm General Session: OR & SP Relationships
12pm - 1:30pm Lunch
1:30 - 2:30pm General Session: Standards Interpretation
2:45 - 3:45pm General Session: Pandemic Preparation
4 - 5pm General Session: SP & Patient Safety
5:15 - 5:45pm General Session: SP Safety
5:45pm Open Evening

7 CE Credits Available

Monday, October 11

7:30 - 8am General Session: Understanding Enzymes
8:15 - 8:45am General Session: Understanding Disinfectants
9 - 10am General Session: Infection Prevention
10:15 - 11:15am General Session: Preparing for Accreditation
11:30am - 12pm General Session: Product Selection Process
12pm - 1:30pm Lunch
1:30 - 2pm General Session: Career Ladders
2:15 - 2:45pm General Session: Reducing IUSS
2 - 6:30pm Expo
6:30pm Open Evening

4.5 CE Credits Available

16 Total CE Credits Available for Conference

October 12 - 14, 2021

Tuesday, October 12

10:30 - 11am Opening Remarks
11am - 12pm Opening Keynote: Jon Dorenbos
12pm - 1:30pm Lunch
1:30 - 2pm General Session: TBD
2:15 - 2:45pm General Session: Instrument Care & Quality
2 - 6:30pm Expo
6:30pm Open Evening

2 CE Credits Available

Wednesday, October 13

7:30 - 8am General Session: Staff Development
8:15 - 8:45am General Session: Instrument Quality
9 - 10am General Session: Standards & Guidelines
10:15 - 11:15am General Session: Flexible Endoscope Standards
11:30am - 12pm General Session: Water Quality
12pm - 1:30pm Lunch
1:30 - 2:30pm General Session: Quality & Innovation
2:45 - 3:45pm General Session: Standards Interpretation
4 - 5pm General Session: OR & SP Relationships
5 - 5:30pm General Session: SP Safety
5:30pm Open Evening

6.5 CE Credits Available

Thursday, October 14

7:30 - 8am General Session: Understanding Enzymes
8:15 - 8:45am General Session: Understanding Disinfectants
9 - 10am General Session: Infection Prevention
10:15 - 10:45am General Session: Product Selection Process
11am - 12pm General Session: Pandemic Preparation
12pm - 1:30pm Lunch
1:30 - 2:30pm General Session: Preparing for Accreditation
2:45 - 3:15pm General Session: Career Ladders
3:30 - 4:30pm General Session: SP and Patient Safety
4:45 - 5:45pm General Session: Cleanliness Testing
6 - 6:30pm General Session: Reducing IUSS
6:30pm Closing Reception

7.5 CE Credits Available

16 Total CE Credits Available for Conference

COLUMBUS, OH
or **VIRTUALLY ENGAGE** →

VIRTUAL SCHEDULE-AT-A-GLANCE

**VIRTUAL-ONLY ATTENDEES OR
AN ADDED COMPLIMENTARY BENEFIT FOR ATTENDING THE IN-PERSON EVENT**



**The Virtual Schedule-at-a-Glance
will be Published February 2021**

REGISTRATION RATES

EARLY BIRD

Full Conference Includes:

Access to all sessions, exhibits and events during either Option A (Oct. 9-11) or Option B (Oct. 12-14), plus access to all portions of the Virtual Conference (Oct. 12-28)

\$395/members \$495/non-members

One Day Registration:

IAHCMM will not be accepting one day registrations due to social distancing restrictions and capacity limits at the center.

**RECEIVED
THRU
APRIL 30**

STANDARD

Full Conference Includes:

Access to all sessions, exhibits and events during either Option A (Oct. 9-11) or Option B (Oct. 12-14), plus access to all portions of the Virtual Conference (Oct. 12-28)

\$495/members \$595/non-members

One-Day Registration:

IAHCMM will not be accepting one-day registrations due to social distancing restrictions and capacity limits at the center.

**RECEIVED
MAY 1
THRU
SEPTEMBER 24***

ONSITE

Social Distancing Restrictions:

IAHCMM will not be accepting onsite registrations, to comply with social distancing restrictions in the state and city, as well as capacity limits and safety protocols in place at the convention center, due to the current COVID-19 pandemic. All in-person registrations must be received no later than September 24.

*Due to potential city and/or state restrictions on space capacities, registration may close earlier than September 24.

OTHER REGISTRATION RATES

VIRTUAL

Virtual Conference & Expo Only

\$200/members \$225/non-members

Note: the virtual conference is included complementary with an in-person registration.

**RECEIVED
THRU
OCTOBER 12**

GUESTS

Spouses, Significant Others, Family Members

IAHCMM will not be accepting guest registrations, to comply with social distancing restrictions in the state and city, as well as capacity limits and safety protocols in place at the convention center, due to the current COVID-19 pandemic. A conference badge must be worn for admittance to any conference event.

BUILD EMPLOYER SUPPORT

EMPLOYER VALUE LETTER

IAHCSMM recognizes that, at times, healthcare professionals must justify costs and work absences associated with attending off-site educational meetings. For this reason, IAHCSMM developed a Value Letter to help your healthcare facility understand the value of the IAHCSMM Annual Conference & Expo and recognize the many benefits of attending this rich educational experience—and why budgeting expenses and time off will deliver significant value to the organization, as a whole. We encourage you to keep this letter on file and modify it, as needed, for future meetings and other Sterile Processing-related educational programs.

Step One

Download the Value Letter document (available in Microsoft Word format) from our website at www.iahcsmm.org/value-letter. Once downloaded, you will be able to customize the letter to address it to the appropriate person and sign it as an official request.

Step Two

Download the Session Outline Form (available in PDF format), at www.iahcsmm.org/2021sessions. Once downloaded, you will be able to simply check-off which sessions you wish to attend, indicating the education that will best bring the greatest value to you and/or your department.

Step Three

Contact your supervisor, manager, director or other qualifying person, and request a short meeting. Verbalize your wish to attend the conference, how attendance can boost education not only for you but for the entire department, and deliver all of the documents you've downloaded/completed from the previous steps.

Continue the conversation and if additional information is needed, reach out to us at conference@iahcsmm.org.



TRAVEL INFORMATION

JOHN GLENN COLUMBUS INTERNATIONAL AIRPORT

Columbus is within 550 miles from nearly half of the US population (just a one-day drive or short flight). Sitting at the northeast corner of the city about seven miles from downtown, the John Glenn Columbus International Airport is easy to access from I-670 and the I-270 loop. Named for notable Ohio native son and astronaut John Glenn, the Columbus airport skillfully services 20,000 air travelers each day as they pass through the country's 14th largest city. Formerly known as Port Columbus and originally opened in 1929, John Glenn Columbus International Airport relaunched in 2016 with updated facilities, new restaurants, and modernized services. Together with the Rickenbacker International Airport (LCK) passenger terminal, John Glenn Columbus International Airport (CMH) facilitates approximately 160 daily departures to nearly 50 destinations (40 nonstop) on a number of regional, national and international carriers.

When booking your flight, travel sites refer to the Columbus airport as CMH.

AirConnect Express Bus

Cost: \$2.75 each way

Express bus service runs between John Glenn International, the Greater Columbus Convention Center (GCCC) and downtown hotels. The connector stops at baggage claim every 30 minutes and costs \$2.75 each way. Tickets can be purchased at a kiosk with credit cards (only) or on-board with cash (only).

Car Service

Cost: Average \$25, plus tip for taxi, average of \$15 plus tip for UberX or Lyft

Duration: Approximately 40 minutes

Best for: Trips outside of rush hour, ease of door-to-door transport

All taxi pickups occur on the lower Arrivals Level, outside baggage claim.

Rental Cars

The following auto rental agencies have check-in counters on the ground floor of an on-site, attached garage at John Glenn International: Alamo, Avis, Budget, Dollar, Enterprise, Hertz, National and Thrifty. For those who prefer an on-demand option, the world's leading car-sharing network, Zipcar, also has vehicles of all sizes available for pick-up at the airport.



ACCOMMODATIONS

OVERVIEW

All educational sessions, lunches and exhibits will take place at the Greater Columbus Convention Center. Sleeping room accommodations have been secured at three host hotels located in downtown Columbus, adjacent to the convention center. Please note: Individuals are responsible for making their own hotel reservations (reservations are not included with your registration fees). IAHCMM does not have room blocks at hotels not listed below.

Hilton Downtown Columbus Hotel

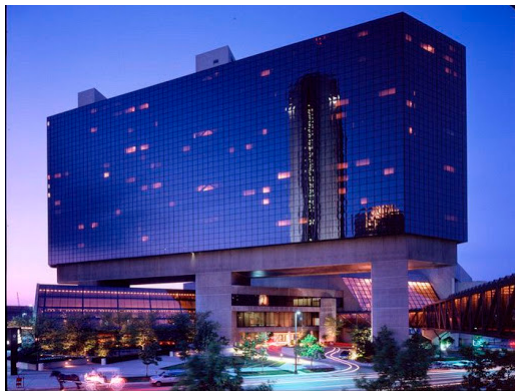
The Hilton Columbus Downtown hotel offers a contemporary presence in the eclectic urban hub of Columbus, reflecting the spirit and energy of the area. This hotel is within walking distance to over 300 dining and entertainment venues. A stunning art collection, comprised of over 150 original pieces by Central Ohio artists, is featured throughout the hotel. The artwork is displayed in function space, guest rooms and public areas of the hotel, sparking the imagination while enhancing a distinctive cultural experience.

The hotel offers both king and two queen-bed guest room accommodations, as well as beautifully appointed suites. Leisure amenities include a full-service restaurant (serving breakfast, lunch and dinner), a coffee bar and lobby lounge, Hilton Fitness, and an indoor pool and whirlpool.

401 North High Street, Columbus, OH

Rates: \$179/night plus tax (includes complimentary WiFi)

Check-In Time: 3pm; Check-Out Time: 12pm



Hyatt Regency Columbus

Located within walking distance of Nationwide Arena and the trendy Arena District, Hyatt Regency Columbus redefines the modern hotel experience. Connected to the Greater Columbus Convention Center and steps to the Short North Arts District, this hotel allows guests to meet and play in downtown Columbus.

The hotel offers both king and two queen-bed guest room sleeping accommodations. Leisure amenities include three dining outlets, including Market Stand Café, a 24-hour StayFit™ gym, and business center.

350 North High Street, Columbus, OH

Rates: \$179/night plus tax (includes complimentary WiFi)

Check-In Time: 3pm; Check-Out Time: 12pm

Hampton Inn & Suites

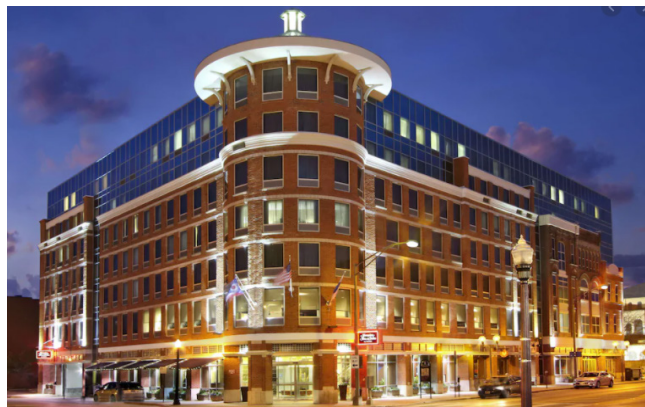
With a stay at Hampton Inn & Suites Columbus - Downtown, you'll be centrally located in Columbus, steps from Greater Columbus Convention Center and North Market. This hotel is within close proximity of Columbus Children's Theatre and Goodale Park.

Guests can enjoy a pool and free breakfast during their visit. As an added convenience, there is parking available to guests.

501 North High Street, Columbus, OH

Rates: \$189/night plus tax (includes complimentary WiFi)

Check-In Time: 4pm; Check-Out Time: 12pm



Notices

A credit card is required to book a reservation. Funds will not be charged at the time of reservation, but will be held upon check-in. If you are using a debit card to book your room, funds will be deducted from your account immediately upon your check in - limiting your access to those funds until your account is settled with your banking institution, up to five business days after check-out. The amount of funds held on credit cards or deducted from debit cards is equal to room and tax charges for your entire stay, plus \$50 per night for incidental charges. If you would prefer to pay in advance by check or credit card, you may request a credit card authorization form from the hotels. Additionally, hotels will not accept checks as payment at check-in or during check-out.

Visit www.iahcsmm.org/2021hotels

COLUMBUS

Ohio's capital city is full of beautiful neighborhoods, a critically acclaimed food scene and top-ranked attractions. This creative-minded destination offers something for everyone. Families will enjoy COSI, the nationally known science center, as well as the Columbus Zoo and its neighboring water park. Art lovers will savor the collections at the Columbus Museum of Art and revel in Gallery Hop, a monthly celebration in the Short North Art District. Columbus is a city that invites exploration.

MUST SEE

German Village - Herzlich Willkommen! A hearty welcome to German Village, Columbus' premier downtown neighborhood and one of the preeminent historic districts in the United States. Here, you will also find The Book Loft with 32 rooms of books at bargain prices, along with greeting cards, posters, music CDs, DVDs, puzzles and more.

Short North Arts District - As the "art and soul" of Columbus, the Short North is a vibrant cultural and business community. The nationally acclaimed Gallery Hop is held on the first Saturday of the month. Embark upon a self-led tour on the Short North Arts Trail.

Franklin Park Conservatory and Botanical Gardens - Displays the world's largest collection of Dale Chihuly's glass artwork in a botanical garden. Seasonal exhibitions rotate year-round. Be sure not to miss the Scott's Miracle Gro Children's Garden if visiting with the kids!

Columbus Museum of Art - This museum, designed by a local architect, features gallery space for the museum's permanent collection, and a bright area for special exhibitions. An outdoor sculpture garden and excellent new restaurant make it a great spot to enjoy any time of day.

National Veterans Memorial and Museum - Located on downtown's Scioto Mile, this museum is the only place where the stories of our veterans, their families and the fallen—across all branches of service and all eras of conflict—are told together.



MUST DO

Scioto Mile - 253 acres of parkland in downtown Columbus features miles of multi-use trails stretching from Bicentennial Plaza in the south to North Bank Park in the North. This is a great spot to take a stroll and enjoy both the city and nature. The country's largest free outdoor climbing wall is accessible from paths along the river at Scioto Audubon Metropark. Just east of the Scioto Mile is Columbus Commons, a six-acre park in downtown Columbus with more than 240 programs and events each year.

Columbus Zoo and Aquarium – Home to more than 11,000 animals representing nearly 600 species from around the globe, the Columbus Zoo and Aquarium leads and inspires by connecting people and wildlife. The Zoo complex is a recreational and education destination that includes the 22-acre Zoombezi Bay water park and 18-hole Safari Golf Course.

COSI – A top-rated science center with more than 300 interactive exhibits in downtown Columbus. Don't miss the American Museum of Natural History Dinosaur Gallery. Voted #1 Science Museum in the Nation by **USA Today's 10Best!**

Columbus Coffee Trail & Columbus Ale Trail – Grab a coffee trail card to explore one of the best coffee scenes in the Midwest and taste what happens when quality and collaboration come first—or pick up a Brew Book to experience Columbus' booming beer scene, boasting highly regarded production breweries to nano breweries.

MUST EAT

North Market - Central Ohio's historic public market since 1876, featuring fresh and prepared foods, authentic ethnic cuisine, flowers, wine and beer, unique gifts and cookware.

Jeni's Splendid Ice Creams - Don't miss Columbus-based Jeni's Splendid Ice Creams, crafter by James Beard Award-winning chef Jeni Britton Bauer. Named one of the best ice cream spots in the US by Food & Wine.

Katalina's – Neighborhood breakfast, brunch and lunch restaurant housed happily in a 100-year-old gas station. The pancake balls are a must-try!

Cameron Mitchell Restaurants – From The Avenue Steak Tavern, an all-occasion steakhouse in Grandview to The Pearl, a restaurant, tavern and oyster room serving made-from-scratch comfort food in the Short North Arts District, this Columbus-born brand has a great range of dining options.



WELCOME TO THE GREATER COLUMBUS CONVENTION CENTER

Attendee and guest health and safety are the top priorities of the ASM Global-managed Greater Columbus Convention Center (GCCC).



WEAR A FACE COVERING



WASH HANDS FREQUENTLY



PLEASE KEEP 6' DISTANCE



USE HAND SANITIZER

KEY HEALTH & SAFETY PROTOCOLS

VENUESHIELD

The GCCC has developed a comprehensive and sustainable cleaning, training and safety guide to lead our reopening efforts and keep facility operation moving forward. The GCCC RE-OPENING AND SARS-CoV-2 MITIGATION PLAN has been crafted and informed by ASM's VenueShield® program. Visit www.columbusconventions.com for more information.



Personal Protective Equipment

Attendees, guests and employees are required to wear masks during their time in the Greater Columbus Convention Center. A PPE Resource Center is available online and on-site for guests.



Protective Distancing

All room sets, as well as the layout of event registration and catering services, are created per physical distancing measures. We remind guests to stay 6 feet away from other guests and employees.



Increased Sanitation

Heightened cleaning measures includes hourly disinfection of high-touch points such as doorknobs, handrails and event furniture, and changes to our attendee flow.



Hand Washing

For the safety of all others, we remind you that frequent hand washing for 20 seconds is key in reducing the spread of germs.



Hand Sanitizer Stations

Hand sanitizing stations are placed throughout the venue, including facility entrances, concourses, pre-function areas, and near touch points, such as escalators.



Food & Beverage

To further reduce touch points, guests are provided individual servings and plated food with lids. All food function action stations have sneeze guards and attendants.



Signage

Increased messaging is placed throughout the facility and through websites and social media. Each message reinforces physical distancing and promotes proper hygiene.



Air Quality Improvements

Improvements to our HVAC system include:

- Increased building intake/air change rates during occupied event hours
- MERV-13 HVAC air filters in every single air handler (this exceeds LEED IAQ requirements)
- Charcoal air filters in areas of the facility to increase indoor air quality

RULES AND REGULATIONS

IN-PERSON ATTENDANCE

Registration Fee

Each full registration fee includes access to all learning activities either October 9-11 or October 12-14, plus full access to all parts of the virtual conference, October 12-28. Registration also includes admission to the IAHCMM 2021 Expo, daily lunches and an evening social event.

Payment

Payment in full is required in order to process registrations. We welcome payments in the form of check, money order, American Express, VISA, Discover and MasterCard. Purchase orders are not accepted as form of payment. Attendees who have paid for the in-person conference are not required to pay any additional fees for virtual access.

Confirmation

For all registrations received, a confirmation will be emailed to the address supplied on the registration form. If you do not receive an email confirmation within 10 business days after registering, please contact conference@iahcsmm.org. Please note: Information will not be mailed to you.

Badges

All badges for registrants will include first and last name, place of employment, city, state and country (if outside the US). In addition, any currently-held IAHCMM certifications, additional certifications and designated degrees will be listed, as provided by the attendee. Each badge will include a barcode with employment contact information; this information can be given to exhibitors of your choice by allowing them to scan the barcode during the expo. **Badges must be worn at all times for admittance to any educational session, social event or the Expo.**

Directory of Attendees

IAHCMM must receive your registration no later than September 24, 2021, to be listed in the official Attendee Directory, which will be available online during the conference. **Printed versions will not be available on-site.**

Conference Update Notifications

Please be aware that by registering, you accept to receive periodic emails and mailings from exhibiting vendors and sponsors, directly related to exhibits and supplier participation for the 2021 IAHCMM Annual Conference & Expo.

Consent of Use

Registration and attendance at, or participation in, IAHCMM conferences and other activities constitutes an agreement by the registrant to IAHCMM's use and distribution (both now and in the future) of the registrant or attendee's image or voice in photographs, video and audio tapes of such events and activities.

VIRTUAL ATTENDANCE

Registration Fee

Each registration fee includes access to all learning activities of the virtual conference, October 12-28. Registration also includes admission to the IAHCMM 2021 Virtual Expo, including additional educational opportunities sponsored by exhibiting suppliers.

Payment

Payment in full is required in order to process registrations. We welcome payments in the form of check, money order, American Express, VISA, Discover and MasterCard. Purchase orders are not accepted as form of payment. Attendees who have paid for the in-person conference are not required to pay any additional fees for virtual access.

Confirmation

For all registrations received, a confirmation will be emailed to the address supplied on the registration form. If you do not receive an email confirmation within 10 business days after registering, please contact conference@iahcsmm.org. Additional information with login information will be emailed to you a few days prior to October 12.

Directory of Attendees

IAHCMM must receive your registration no later than October 6, 2021, to be listed in the official Virtual Attendee Directory, which will be available online during the conference.

Conference Update Notifications

Please be aware that by registering, you accept to receive periodic emails and mailings from exhibiting vendors and sponsors, directly related to exhibits and supplier participation for the 2021 IAHCMM Virtual Conference & Expo.

IN-PERSON AND VIRTUAL

Substitution Policy

Substitution of registration is permitted prior to the conference, and transfers of registration must be received in writing no later than **September 24, 2021**. The individual submitting the substitution request is responsible for any balance due associated with the substitution as well as updating any contact information for the Directory of Attendees.

Cancellation / Refund Policy

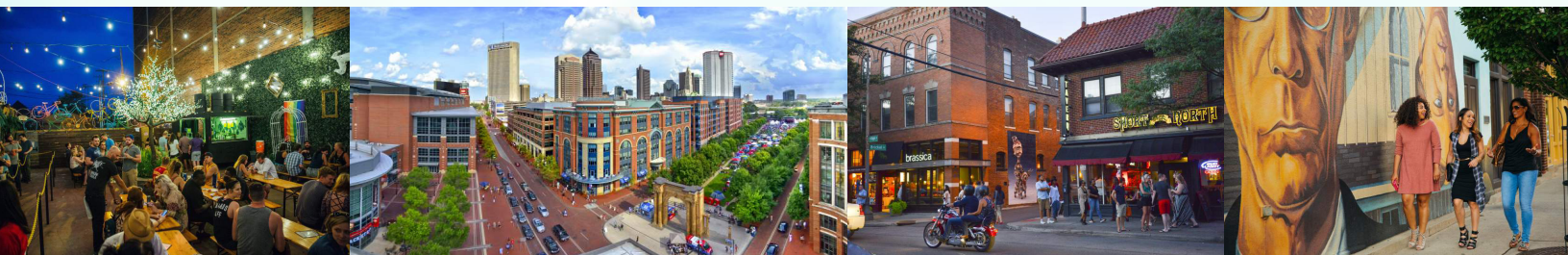
All in-person registration cancellations and refund requests must be made in writing and received no later than **September 24, 2021**. All virtual registration cancellations and refund requests must be made in writing and received no later than **October 11, 2021**. A refund of the conference fee, minus a \$50 cancellation fee, will be given for cancellations received by that date. No refunds will be granted for requests received after that date. Submit all cancellations to conference@iahcsmm.org.

GREAT **IAHCSMM** EXPECTATIONS

ANNUAL CONFERENCE AND EXPO

Together Toward a Stronger Sterile Processing Future

OCTOBER 9-11 **or** OCTOBER 12-14, 2021



COLUMBUS, OH
or VIRTUALLY ENGAGE →



CONTACT INFORMATION

IAHCSMM

55 West Wacker Drive, Suite 501
Chicago, IL 60601 USA
800.962.8274 x 120
conference@iahcsmm.org

www.iahcsmm.org/GreatExpectations