

## THIA EXECUTIVE

JULIANN MARTYNIUK	President
MARTHA TURNBULL	Vice-President
NATALIE DUPUIS	Secretary
LAMBERT BOENDERS	Treasurer
MARK ANEVICH	Past President

## THIA CONFERENCE COMMITTEE MEMBERS

MICHAEL CAMACHO	CSI Brokers Inc.
JAMES DOYLE	Parkview AeroMedical
DAVID EWING	Skyservice Air Ambulance
PAULETTE FOSTER	Royal & SunAlliance
JULIANN MARTYNIUK	Manulife Financial
WENDA MONTGOMERY	Park Re Canada
NICOLE SCHICKLER	World Access Canada

### Miami Spice at Club Nikki

Join us for a Miami Spice evening at Club Nikki. Starting at 6:30 pm enjoy a feast of chic ambiance of Miami nightlife with a sophisticated dining experience in South Beach's newest ultralounge. We will meet in the lobby and board buses at 6:15 pm.

### Golf Tournament

For those of you who are participating in the Annual Golf Tournament, it is held on Wednesday afternoon. Check-in time at the Pro Shop is 12:30 pm and tee time is 1:00 pm on the White Course. A special thanks to our organizers of this event: Don Jones, Air Ambulance Specialists and James Doyle, Parkview AeroMedical.

### Duck Tour & Indian Village Ride

For those you who are participating in these tours on Wednesday and Thursday afternoon, please meet in the lobby 12:45 pm to board buses.

### Continuing Education Credits

THIA Conference 2008 has been submitted for CE Credits. To receive your certificate, please contact:

*Patsy Clyke,  
Medipac International Inc.  
patsyc@medipac.com*



## Thanks To Our Sponsors

Our Annual Conference would not be possible without the support and generosity of our sponsors. Join us in thanking each of the following sponsors:

**Air Ambulance Specialists**

**Air Ambulance Professionals**

**AirMed**

**CMN**

**Fox Flight Air & Ground Ambulance**

**Manulife Financial**

**National Air Ambulance**

**Parkview AeroMedical**

**Skyservice Air Ambulance**

**UnitedHealth International**

**World Access Canada**

**World Travel Protection**



The Travel Health Insurance Association of Canada

## 10<sup>th</sup> Annual THIA CONFERENCE

*Welcome Everyone!*

*I would like to warmly welcome all of you to the 10<sup>th</sup> Annual THIA Conference. THIA is proudly celebrating ten years of successfully bringing together networking opportunities to gain knowledge and skills relevant to our industry. Fitting for this milestone, Doral Golf Resort & Spa offers you excellent spa facilities and premier golf courses. I know that you will enjoy your stay.*

*As a delegate, your registration includes a kick-off cocktail reception, all continental breakfasts, refreshment breaks and dinner at Club Nikki. We have once again planned our Annual Golf Tournament on Wednesday afternoon. For more information where to meet, please check the sign in the lobby.*

*We will meet daily for continental breakfast in the foyer in front of Palms North, where the sessions take place. Our dress code is business casual.*

*I would also like to take this opportunity to thank all our sponsors and SHOWBAG contributors. The success of our conference is dependent upon their financial support.*

*I look forward to meeting you over the next few days and also look forward to the wonders of the next decade and beyond. Have a great time!*

*Juliann Martyniuk,  
THIA President*

# AGENDA

**TUESDAY, APRIL 1, 2008**

**ARRIVAL**

- 4:00 – 6:00 pm Registration – Lobby
- 6:30 – 8:30 pm Kick-Off Cocktails – Lobby Lounge & Terrace  
*Sponsored by UnitedHealth International*

**WEDNESDAY, APRIL 2, 2008**

**SESSIONS – Palms North**

**MODERATOR JULIANN MARTYNIUK, THIA PRESIDENT**

- 8:00 – 8:30 am Registration - Lobby  
Networking Breakfast– Palms North foyer  
*Sponsored by Manulife Financial*
- 8:30 – 8:45 am Welcome & Opening Remarks  
*Juliann Martyniuk, THIA President*
- 8:45 – 9:45 am An Aging North American Populace  
*Scott V. Nystrom, PHD Senior Advisor, Department of Health and Human Services / Office of the Assistant Secretary for Planning and Evaluation*  
*Sponsored by AirMed*
- 9:45 – 10:15 am Resolving Cross-Border Disputes over U.S. Hospital Bills  
*Brian Inamine, Esq., LeClair Ryan*
- 10:15 – 10:45 am Refreshment Break – Palms North foyer  
*Sponsored by Air Ambulance Professionals*

**MODERATOR LAMBERT BOENDERS, THIA TREASURER**

- 10:45 – 11:45 am THIA LEGAL – Starring: *Gilbert Sharpe, Partner, Fasken Martineau DuMoulin LLP, Jill McCutcheon, Legal Counsel, Blaney McMurtry. Moderated by: Robert MacMillan, MD, CCFP, FCFP, Medical Director, Medipac International, Inc.*
- 12:30 pm Golf Tournament: Check-in time at the Pro Shop for Tee off at 1:00 pm  
*Sponsored by Air Ambulance Specialists & Parkview AeroMedical*
- 12:45 pm Miami Duck Tour: Meet in Hotel lobby to board the bus  
*Bus sponsored by World Access Canada*
- Afternoon Free Time

**THURSDAY, APRIL 3, 2008**

**SESSIONS – Palms North**

**MODERATOR MARTHA TURNBULL, THIA VICE-PRESIDENT**

- 8:00 – 8:30 am Networking Breakfast – Palms North foyer  
*Sponsored by National Air Ambulance*
- 8:30 – 9:30 am The Living Brand – Do You Have the Right Stuff?  
*Dawn Robertson, Principal, Strategic Changes Resources (SCR) Management Consulting Firm*

- 9:30 – 10:00 am The Threat of a Worldwide Pandemic – What is Was, Is and Could Be... Are You Ready?  
*Annemarie T. Brownmiller FSA, MAAA, Senior Vice President & Chief Actuary, Consulting Services of Princeton, LLC*

- 10:00 – 10:30 am Refreshment Break – Palms North foyer  
*Sponsored by Fox Flight Inc. Air & Ground Ambulance*

**MODERATOR MARK ANEVICH, THIA PAST PRESIDENT**

- 10:30 – 11:00 am E-Lifeguard ICU, Critical Care Practice for the 21<sup>st</sup> Century  
*Dr. Douglas Portillo, Baptist Health Systems of Miami*
- 11:00 – 11:30 pm Legal Nightmares Abroad: Civil and Criminal Hassles Facing Canadians Driving Outside Canada  
*Richard D. Atkins, Esq. International Recoveries, LLC*
- 11:30 – 12:00 pm Licensing & Communications Committees Updates  
*THIA Committee*
- 12:45 pm Miccosukee Indian Village Airboat Ride  
Meet in Hotel lobby to board the bus  
*Bus sponsored by World Access Canada*
- Afternoon Free Time
- 6:15 – 10:00 pm Miami Spice at Club Nikki  
Meet in Hotel lobby to board buses  
*Sponsored by CMN*

**FRIDAY, APRIL 4, 2008**

**SESSIONS – Palms North**

**MODERATOR NATALIE DUPUIS, THIA SECRETARY**

- 8:00 – 8:30 am Networking Breakfast – Palms North foyer  
*Sponsored by World Travel Protection*
- 8:30 – 9:00 am Following a Claim from Beginning to End  
*Dr. Ferial Ladak, Medical Director, Global Excel Management*
- 9:00 – 10:00 am Sometimes the Thrill of Victory Hurts  
*David L. Mair, Director of Client Relations for MEDEX Global Group*
- 10:00 – 10:30 am Refreshment Break – Palms North foyer  
*Sponsored by Fox Flight Inc. Air & Ground Ambulance*

**MODERATOR JULIANN MARTYNIUK, THIA PRESIDENT**

- 10:30 – 11:15 am Subrogation 101  
*Cam Hall, LL.B.*
- 11:15 – 11:45 am Trauma in the 21st Century  
*Dr. Dan Deckelbaum, Trauma and Critical Care Services, UM Jackson Memorial Hospital*
- 11:45 – 12:00 pm Closing Remarks  
*Juliann Martyniuk, THIA President*