

THE PECULIARITIES OF QUALITY MANAGEMENT SYSTEMS IN ONCOLOGY CLINICS				
Moderators- Hermine Poghosyan, Kristine Khanamiryan				
Start	End	Country	Presenter	Topic
11:30	11:45			Pre test
11:45	12:45		Artur Avetisyan	Ethics of medical personnel management and effective team interaction
12:45	13:45		Hermine Poghosyan	Peculiarities of complaint management and patient satisfaction in healthcare sector
13:45	14:45			Lunch Break
14:55	15:55		Kristine Khanamiryan	The process of internal audit management in medical institutions
16:00	17:00		Anna Hakobyan	The process of internal and external quality control of laboratory testing (based on the example of an internationally accredited laboratory)
17:00	17:30			Post test, Q&A