

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