

Comprehensive programs for the dental team!



Thank you very much for all of the information you have supplied! It has opened my eyes as to how much work I have to do when I return. I left this workshop very excited and eager to return and start.

Nicole Reid, Office Manager

Dental Business BOOT CAMP!

Program Audience: Dentists, Clinical Team, Business Team

Presented by Anita Jupp and LeeAnn Shipowick

Dec 3-4, 2009 - Toronto

Program fee per person - \$995

Get ready to shape up your business! Our Dental Business Boot Camp will teach your business team to be pro-active, always thinking two steps ahead.

Program Objective: To help the practice team become proactive and more efficient with business systems, paper-work follow-up and patient care. This two-day program will help practices to increase their production and efficiency in both the clinical and business departments while promoting professionalism and positive communication with patients and co-workers.

Topics for Discussion:

- How to answer the phone "nicely" and how to close each phone call and book the patient
- Importance of notations for increased communication techniques
- Dealing with the tough customer
- Using common sense in all situations
- The importance of establishing and enforcing the office policies
- Proper confirming techniques that work
- Learn how to create a short call list and actually use it
- Establishing and maintaining a contact list of pending treatment
- How to book treatment now, when it's needed... and not waiting on insurance responses
- Tracking estimates: Learn insurance rules and about the Alternate Benefits Clause
- Learn how to read and understand a financial statement
- Payment today! For assignment and non-assignment offices
- Computer reports, which ones to run and how to read them (day end and month end)
- Utilizing the computer system to its optimum
- How to deal with outstanding accounts - start the year right and clean up the old accounts
- Tracking referrals - how to increase internal marketing
- Learn how to enjoy your job
- Role playing in the practice

Additional program information:

- Each participant should bring in their practice schedule to learn how to book it effectively with little stress to the doctor and clinical team.
- Receive a template to create your own office manual for existing employees and for training new ones
- Learn how to create an ideal scheduling template for your practice

Registration & Information

Melanie McGlynn

Continuing Education Coordinator

melanie@learndental.com

1-888-239-9908

Advanced Dental Education Institute

1150 Blair Road, 2nd Floor

Burlington, Ontario L7M 3T4

Phone: (905) 336-3662

Fax: (905) 336-3712

Program Date & Location:

Dec. 3-4, 2009

Four Points by Sheraton Toronto Airport,
6257 Airport Road, Mississauga, Ontario

Registration Fee:

\$995 CDN per person. Travel & accommodation are not included in registration fees.

CE Credits

CE Credits (12 hours) are available. We provide a verification notice for each program.

Cancellation Policy:

Cancellations with less than 14 days prior to the seminar start date are subject to a 50% administration fee (no exceptions). Cancellations with more than 14 days notice (prior to the start date), will receive a full refund. Refunds will not be issued for non-attendance.



Call 1.888.239.9908 to register or register online at www.learndental.com

Vision - Expertise - Profitability

LeeAnn Shipowick, B.Sc., RDH **Dental Consultant & Lecturer**

LeeAnn Shipowick represents the “new wave of dental hygiene” with her unique ideas for promoting total body health in the hygiene department. She is a motivator of people and excels in creating enthusiasm for dentistry. LeeAnn’s natural gifts lie in design and image management. LeeAnn began her own image consulting business with an emphasis on design, special events and marketing. She worked with many medical and dental practices to create a new “look” and consult with them on image and marketing programs.

LeeAnn graduated from Loma Linda University with a Bachelor of Science degree in Dental Hygiene with a Speech Communications emphasis. She began her career in private practice and community health as a dental hygienist and practice business manager. LeeAnn has also worked in public dental health, using her design and PR skills to create interactive presentations for schools. She also worked as the administrator of a large dental practice for many years in addition to consulting with other dental clinics to increase revenue and build their patient base.

In addition to practice coaching and consulting, LeeAnn presents lectures at dental hygiene schools and periodontal study clubs.

LeeAnn has lectured internationally as well as in North America.

Anita Jupp **Dental Consultant & Lecturer**

Anita Jupp, one of international dentistry’s most sought after practice management speakers.

Nowhere will you see the principles of teamwork, technology, patient education, motivation, communication, patient services and marketing illustrated with more humour and flair than at an Anita Jupp program. Her lecture schedule includes programs hosted by many of the world’s leading dental associations in Canada, the US, UK, Caribbean, Hawaii, Hong Kong, Malaysia, Singapore, Singapore, Korea, Australia, Spain, Sweden, India, Iceland and Greece. Anita was a featured speaker at the American Dental Association session in Philadelphia 2005.

Anita entertains as she educates, leaving audiences enthusiastic and highly motivated about achieving greater levels of success in their professional and personal lives. She is an energetic and practical presenter, transforming employees into “a team” striving to achieve excellence. At the heart of her presentations is Anita’s overwhelming belief in people’s abilities.

Anita is the recipient of a Fellowship Award, presented to her by the International Academy of Dental-Facial Esthetics which represents her outstanding contribution to business management in the international dental community.

Anita’s articles have been featured in many of the leading dental journals worldwide. She has written four books and has developed a series of training tools on CDs and CD-ROM. Anita opened the ADEI - Canada’s first Advanced Dental Education Institute with training workshops for the entire team. As a global practice coach, Anita works with dental professionals, renewing their self-confidence and arming them with the latest tools and fresh insights to achieve success.

Anita was a featured guest at the Las Vegas Institute for Advanced Dental Studies for over a year.



LeeAnn Shipowick



Anita Jupp

Our sponsors:
Promoting quality
continuing education
in dentistry



Call 1.888.239.9908 to register or register online at www.learndental.com