



DREVENSTEDT CONSULTING, LLC

Pathways to dental practice growth

# Fabulous Front Office Systems

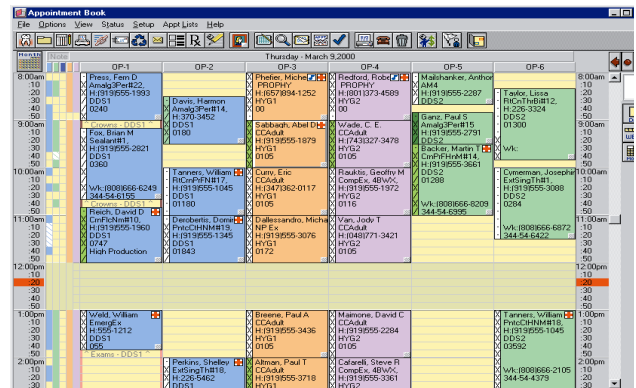
75% of practice success comes from the Front Office Systems

Fabulous Practice Management starts at your Front Desk

Successful practices know how to manage front office systems. This “workshop” shows you how to construct ideal production, NOT just busy days, handle Emergency Patients, reduce broken appointments and STOP Production Busters. **Implement Six foundation Steps to Collection Success.** Take the “Hard Work” and adversarial relationship out of insurance processing. **Learn communication skills that gain patient cooperation, STOP spending time calling insurance companies. Keep Recall on target.** Track your practice’s success with SIX essentials reports. Develop YOUR practice’s *internal marketing, customer service plan.*

## 9 Vital Keys to Productive Scheduling

- Learn strategic scheduling
- Set goals scheduling goals
- Coordinate dentist and assistant time
- Control broken appointments
- Handle emergencies without busting the schedule
- Why confirm appointments? – should you automate this??
- Learn effective scheduling verbal skills

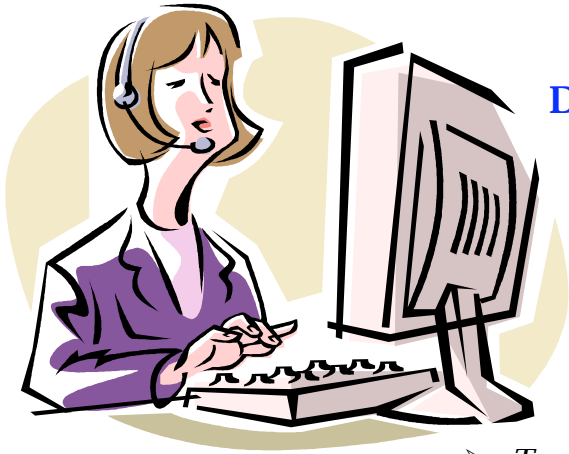


## The Telephone – your most important piece of equipment!

- Effective telephone scripts –Use of a Telephone Slip

## Fabulous Financial Arrangements to Increase Treatment Acceptance

- Establish your practice financial policy
- **Four** essential financing options for today’s practice
- Who does the financial arrangements??
- Learn to SET patient expectations about payments and insurance
- Take home Fabulous scripts and FORMS



## Dental Insurance: the Good, the Bad and the Ugly

- Things your Mother never taught you about insurance
- How to communicate to your patients about insurance
- Learn to answer, "But my insurance pays 100%!!!"
- Tracking insurance - "Whose policy is it anyway?"
- Why and how you **MUST** verify insurance coverage
- Fabulous scripts, forms & letters for your insurance system

## "Show ME The Money" – Fabulous Collections "How to"

- "How to" strategies for Billing
- Communication script for **COLLECTING OVER THE COUNTER TODAY**
- The five essential steps to **PROFESSIONALLY** collect overdue money
- Collection scripts, letters and forms
- What if your steps don't work? How and when to use small claims, collection agencies and collection attorneys



## Fabulous Customer Service AND Internal Marketing:

- Create a practice internal marketing "**road map**"
- Critical **internal marketing** activities for the new patient
- Using quality customer service as marketing
- Take home **FABULOUS sample** marketing letters

## SIX Essential Practice Reports to **TRACK** your Success

- Calculating practice statistics with the Key Business Indicators Form
- Computer reports to know
- Staff meeting reports
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### Fabulous Recall System

- Front office role
- Hygienist's Role
- Dentist's Role