AHA Consulting

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Back-to-Basics Series
The Foundation, The 3R's, Insuring the Future

Funding:

Funding for **Back-to-Basics series** and our other programs may be available through the **Workplace Training for Innovation Program offered by the Ministry of Advanced Education and Labour Market Development**.

Funding must be secured through this program prior to program commencement and funds must be used within six months. The current funding program ends March 31, 2011. This program is designed to cover courses that will improve employee skill and productivity and benefit the workplace. The maximum funding available per employer work site is $5,000 and the maximum funding available per employee is $1,500.

For more information on this program and/or application assistance please contact **Allison Kwan.**

Registration:

To reserve your space contact :
Allison Kwan 778-995-1749 or
Allison@HEAPSandDOYLE.com

Course changes/Cancellations:

Within 30 days of the program, should you wish to cancel or change a program your fees will be held and applied to a future program. Cancellations with more than 30 days notice will be re-funded, less a $50 processing fee.

AHA Consulting

Al Heaps & Associates Inc.
300-1055 W Hastings St.
Vancouver, BC V6E 2E9

604-724-1964

Henry@HEAPSandDOYLE.com
www.HEAPSandDOYLE.com

Mentoring

Four hours of one-on-one mentoring and support provided as a follow-up to each two part, Back to Basics presentation. Additional support services available are available to participants depending on need. Contact Allison for details and/or to schedule suitable times.

Presenters

Mavis Simmons, office consultant and practice manager for 20 years. In the past she has taught administrative management seminars for dental auxiliaries at VCC and Coquitlam Adult Ed. Centre.

Jaime White is a CHRP educated, CDA turned office manager, with 12 years experience, heading a high-end dental spa and implant practice.

Potential for 30 hours continuing education credit for participants.*

**CE credit granted determined by licensing body.*

Register today!

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The Foundation - Planning, Policies and Procedures

Planning It's been said, "If you fail to plan, you plan to fail." It's no different in dentistry. Every successful dental practice has a plan. Join us to develop your vision, set goals, understand how to monitor and measure your success.

Policies & Procedures Tired of hearing, "*I wasn't hired to do that!*", "*It's not in my job description.*" "*Nobody told me to do it.*" Outlining policies and job descriptions eliminates this confusion and the blurred line of 'who's responsible'.

This portion of the program will cover job descriptions, developing systems, uniformity, and accountability. Offices will have the basics to create policies and procedure manuals for their offices once they better understand the basics.

The 3 R's - Recare, Receivables and Retention

Recare Like it or not, hygiene is the life blood of the practice. Relationships are developed, trust earned and treatment diagnosed. Most clients will see the hygienist more often then either their family physician or dentist. Building and maintaining this relationship is critical to practice survival.

This component of the 3R's will look at value derived from the recall, hygiene capacity, implementing a system, follow-up, confirmations and the barriers clinicians and front desk staff face.

Receivables Every office is (concerned about the level and age of outstanding receivables. What's acceptable? We'll examine insurance vs. patient receivables, how to collect, payment options, write-offs, interest and credit card fees, discounts and collections agencies.

Retention Regardless of how great a practice is, it will lose clients to job transfers, moves, and death. Cancellations can also be a problem. Find out how to keep existing clients, attract new patients, get referrals from existing patients and boost staff referrals. It's important to the pulse of the practice to keep new clients coming through the door.

Insuring the Future Regardless of whether or not we accept direct insurance reimbursement, patients are insurance driven. Consequently it is important to understand, and maximize insurance benefits for your clients. Find out about often misused and/or forgotten codes, misunderstood policies, privacy issues, maximizing annual limits, predeterminations, dual insurance, private policies, health care spending accounts, trade. We'll also touch on the controversial topic non-assignment, the benefits and hurdles.

All sessions will be interactive, so you'll have the opportunity to benefit from the knowledge and experience of other attendees as well. Each office will receive a comprehensive package of articles and information to accompany each session.

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is a division of

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Register Today

The Foundation
Wednesday, December 1, 6:30-9:30
Wednesday, January 12, 6:30-9:30

The 3Rs
Wednesday, January 19, 6:30-9:30
Wednesday, February 2, 6:30-9:30

Insuring the Future
Wednesday, February 23, 6:30-9:30
Wednesday, March 9, 6:30-9:30

Location to be determined
based on location of registrants

Fees: (funding may be available—see reverse)
$1,800/office component (10CEU)
(two sessions+4 hours one-on-one consultation)

$5,000/office for all three components (30 CEU)
(six sessions+12 hours one-on-one consultation)