

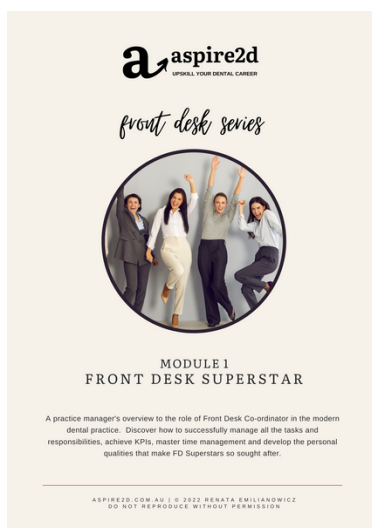
front desk series



**COURSE OVERVIEW
MODULES 1-10**



FRONT DESK COURSE OVERVIEW



Module 1

Front Desk Superstar (Introduction to the role of FDC)

- The modern dental practice
- The dental employee's role
- Focus on customer service
- Team work in the dental practice
- Introduction to the role of FDC
- Image and presentation
- Front Desk areas of responsibility (overview) and daily tasks
- Key Performance Indicators



Module 2

Exceptional Customer Service

- Exceeding patient expectations
- Creating WOW
- Systems and consistency
- 6 Areas of patient satisfaction
- The cost of bad service
- Eliminating negative perceptions



Module 3

Productive Scheduling (Profitable Practice)

- The schedule and productivity
- Understanding cash flow
- Risk management
- Templating the schedule
- Production goals
- Creating a productive and better working environment



Module 4a & 4b

Appointment Book Management

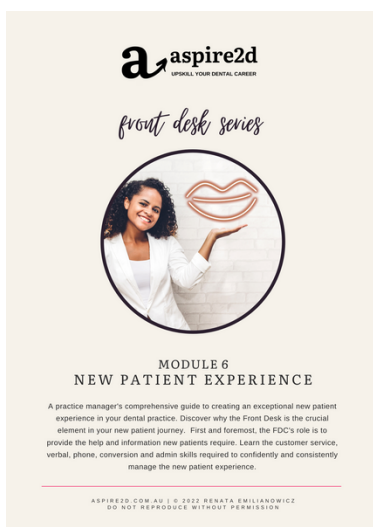
- Key systems to scheduling success
- Monitors/logs and Verbal Skills
- Understanding why patients cancel
- Managing changes to the schedule (CSN, FTA)
- Appointment reminders
- How to fill openings in the schedule



Module 5

Positive Verbal Skills (Telephone Skills)

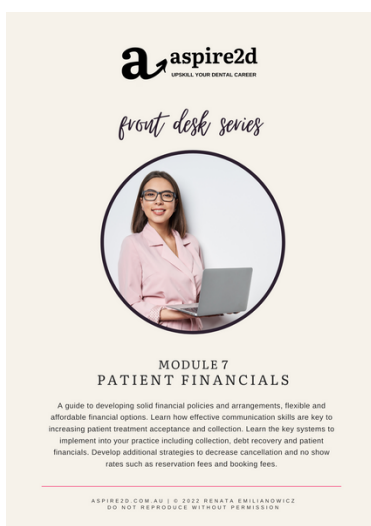
- Negative and Positive language
- Verbal Techniques for Appointing
- Triaging emergencies
- Positive verbal techniques
- Phone Skills
- Customer service skills
- Over 70 verbal scripts



Module 6

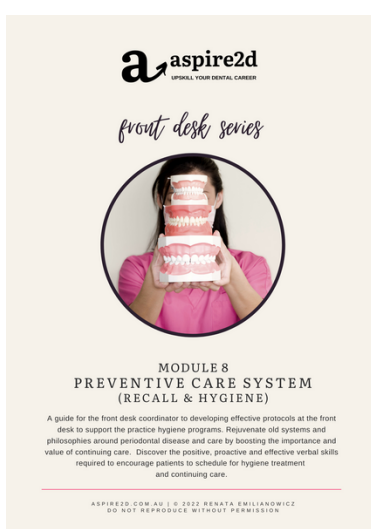
The New Patient Experience

- The importance of new patient flow
- The new patient phone call
- 4 types of new patient
- NP welcome pack
- NP experience at the front desk
- Pre-exam consultation
- Post-exam consultation
- Treatment plan and fee presentation
- Financial arrangements
- New patient follow up & satisfaction
- Templates for NP forms and letters



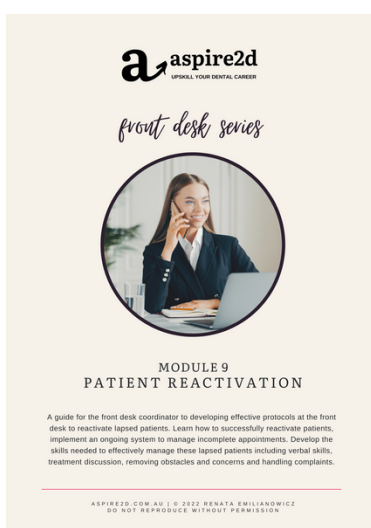
Module 7 Patient Financials

- Managing patient financials
- Cash flow and risk assessment
- KPIs - Debt and recovery
- KPIs - Patient financials
- The patient's financial journey
- Patient obstacles and Front Desk solutions
- Positive verbal skills
- Debt recovery campaign
- Practice Payment Policy
- Example letters



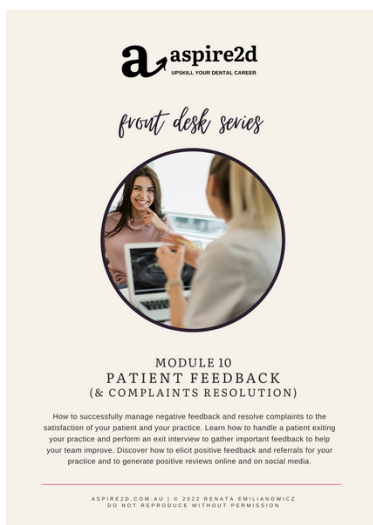
Module 8 Preventive Care Systems (Recall & Hygiene)

- The modern approach to dental hygiene
- Real benefits of a modern hygiene program
- Boosting the value of dental hygiene
- Negative and ineffective verbals
- The Preventive Care Program
- PC Notification Protocols (Recall System)
- PC Verbal Skills
- Hygiene Program KPIs



Module 9 Patient Reactivation (Incomplete Treatment)

- The benefits of reactivation
- Understanding declined treatment
- Handling patient objections
- Reactivation trackers
- Spreadsheet tips and Download
- Follow up call agreement
- Reason to return (RTR)
- Verbal skills and call guides
- Managing Negative Feedback
- Reactivation campaign process and procedure



Module 10 Patient Feedback (& Complaints Resolution)

- The positives of negative feedback
- The cost of bad service
- Communication skills
- 4 areas of patient satisfaction
- Complaints resolution process
- Communication styles
- Patient exit protocols
- Managing negative reviews online
- Positive feedback
- Encouraging referrals and reviews

Modules range from \$159 - 299

Each module is a PDF workbook containing a mix of reading sections, worksheets to practice skills and example documents and scripts.

The reading sections discuss the important protocols, policies and skills around the topic of the module.

The worksheets help you to understand new concepts you are learning about, practice new skills, collect information about your practice operations and analyse them, create goals and strategies to improve operations.

At the end of each workbook is a section to help you with clarifying what you have learned and what you need to implement into your practice:

- "Take-aways" - recap the most important lessons you learned
- "Do-Differently" - which things you will start doing or change
- "Action Plan" - list of goals, strategies and actions to implement
- "Ask Renata" - points to clarify with Renata (free online help)

2023 Coaching

- Limited places are available for 1-1 coaching
- Online group coaching coming soon!

For more information please email hello@aspire2d.com.au