

2-Day Advanced Front Desk Administrative Program

Presenters: Paddy Briggs

This interactive workshop addresses the everyday challenges faced by dental offices. Through breakout groups, discussions, and handouts, participants will learn compelling communication skills, front desk systems, and protocols that improve daily operations and strengthen patient service. The training follows the patient journey from the first phone call through check-in and check-out, giving participants practical skills they can use right away.

LEARNING OBJECTIVES

- Understanding the vital role of the front desk assistant
- Using professional communication effectively in your practice
- Communicating with intention and clarity
- Why patient-centered communication is essential
- Exploring heart-centered communication and what it means
- Giving and receiving feedback by recognizing triggers, asking permission, asking thoughtful questions, and listening actively
- Evaluating your delivery style, including the words you choose and how you say them
- Professional phone and in-person communication skills and scripts that support practice growth
- Creating a patient experience that improves retention
- Why implementing a new patient protocol matters
- A structured follow-up process for your Recare system
- Managing appointments by scheduling an ideal day, pre-booking visits, block booking, and accommodating emergencies
- Managing short-notice cancellations and no-shows with clear policies, verbal skills, and scripts
- Tracking predeterminations and following up on incomplete or missed treatment
- Financial and administrative systems: insurance communication, accounts receivable, collections, and scripts

WHAT YOU WILL LEARN

- Effective communication with patients by phone and in person, with a “I’m here for you” attitude
- How to communicate a new patient protocol, from the first phone call to treatment acceptance and scheduling the next appointment
- How to keep patients from slipping through the cracks with an effective Recare and hygiene retention program
- Scripts and verbal skills that encourage patients to book treatment appointments in advance
- How to establish a rescheduling and no-show policy, with strong team involvement
- Scripts and verbal skills that help patients understand their insurance responsibilities
- How to track predeterminations using digital and paper systems
- An effective process for managing accounts receivable, setting up a collections system, and communicating about collections
- Verbal skills for discussing financial arrangements
- Professional patient dismissal and check-out procedures

\$1,999.00 + GST

Total Due: \$2,098.95 (incl. GST)

REGISTER TODAY • SPACE IS LIMITED

REGISTRATION & ENROLMENT FORM

Course Time: 9:30am – 3:30pm

Name(s): _____

Address: _____

Bus. Phone: _____ **Cell:** _____

E-mail: _____

Payment Method: ☐ VISA ☐ MASTERCARD

Credit Card #: _____ **Expiry Date:** _____

Name on Card: _____

Signature: _____

Cancellation Policy: Notice must be provided in writing 2 weeks prior to the course start date for a refund of tuition less a \$300.00 administration fee. Cancellations made less than 2 weeks prior to the start date are completely non-refundable. For more information or to complete your registration, please contact the institute directly.