

## Credit & Collections for the Dental Office

*How to collect from your patients and still keep them your patients!*

### Learning Objectives

In this seminar, Edward Kisling, president of Victoria Management Strategies, Inc., shares tips and strategies for all aspects of credit and collection, including:

- How to collect your accounts receivable by telephone
- How to collect your accounts receivable by personal interview
- If, when and how to initiate legal actions
- How to skip trace
- How to deal with stalls and objections
- How to categorize your patients and motivate them to pay you
- How to educate your patients about your office payment options
- How to deal with insurance companies
- How to practice preventive accounts receivable
- How to avoid NSF checks
- Edward's "Eight Essential Tips" for making patients *want* to pay you
- How to get paid within 30 days by the insurance company
- How to educate patients about their dental insurance
- Why the words "financial arrangements" cost your office time, money and problems
- How to get more treatment plans accepted

### Date/ Location:

Thursday, June 28, 2012  
South Florida Branch | 5200 NW 33rd Ave., Suite 104 | Fort Lauderdale, FL 33309

**Time:** 6:00 p.m. - 9:00 p.m.

**Fee:** Advantage® Members: \$95, \$125 for 3 | Non-Advantage® Members: \$125, \$195 for 3

**Space is limited – Reserve your seat today!** *Doctors and staff welcomed.*

CONTACT MARIA RUSSI TO REGISTER AT **954.717.1200** OR  
EMAIL **MARIA.RUSSI@PATTERSONDENTAL.COM** TODAY!

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### LECTURE SPEAKER

#### Edward Kisling

Edward Kisling is president of Victoria Management Strategies, Inc., a company dedicated to presenting quality seminars for the dental community. He is North America's premier speaker on credit and collection in the dental office. A

previous owner of 24 credit bureaus and 25 collection agencies and a professional speaker for over 10 years to dental societies and conventions, Mr. Kisling's three-hour seminars are fast-paced, humorous and fact-filled.

Attendees will learn all aspects of credit and collection, including proper use of credit cards, how to use a telephone effectively, conduct a collection interview, skip trace, prevent accounts receivable, when to use an outside agency and how to collect from "friends of the dentist."