Credit & Collections for the Dental Office

> How to collect from your patients and still keep them your patients.

AUGUST 2, 2012 | SPOKANE
6:00 p.m. - 9:00 p.m.

AUGUST 3, 2012 | SPOKANE
9:00 a.m. – 12:00 p.m.

FEATURED SPEAKER
Edward Kisling
Acknowledged as the “best motivator” in the collection business.
IN THIS SEMINAR YOU WILL LEARN:
• 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.

FEATURED 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.”

HERE’S WHAT PEOPLE ARE SAYING ABOUT THIS SEMINAR:
“As an office manager and spouse of the dentist, I recommend that this seminar be compulsory for all dental offices.” J.S., San Francisco, Calif.
“Our office cut accounts receivable by 70% in six weeks after attending Ed’s seminar.” E.W., Seattle, Wash.
“After attending Ed’s seminar, our office morale is up, our cash flow is much higher because I no longer fear doing our accounts receivable.” D.M., Chicago, Ill.

DATES, TIMES AND LOCATION:
Thursday, August 2, 2012 | 6:00 p.m. - 9:00 p.m.  
Friday, August 3, 2012 | 9:00 a.m. - 12:00 p.m.

Red Lion Inn at the Park | 303 West North River Drive | Spokane, WA 99201

FEE:
$95 per person | $175 for office of two

RSVP:
Rachel Hale at rachel.hale@pattersondental.com

Seating is limited!