



**AAPP Fall Symposium
Atlanta, GA
Thursday November 2, 2017**

Transforming the Front Desk

The Practice Management Institute and AAPP have partnered to bring you a workshop that will ensure your teams level of competence and professionalism is top priority with each patient, every time. Attendees will learn how to improve patient communication, data collection, and compliance. Let's face it a well-trained front office gathers accurate information, makes appropriate scheduling decisions, proactively addresses challenging patient behavior, and secures the privacy and security of sensitive patient information. Accurate data collection in initial encounters correlates to improved reimbursement. Employee professionalism, attitude, awareness and accountability can make or break how well your office is perceived by patients and their families. Careful front-line communications impact the office flow and the overall patient experience. Attendees will return to the office armed with problem-solving skills, heightened awareness of privacy and security compliance and better overall management of the front desk. This is not a basic customer service class. All patient-interfacing staff will learn important strategies for improving communication, organization of information and compliance.

This course is an additional fee to your conference registration, however, if you make this additional onetime investment of \$179 into your team, your patients and your practice. Your return on this investment will be multifold!

9:30 am - 12:30 pm – **3.0 BONUS CMOM-POD Credits**

Transform the Front Desk Staff

Improve patient communication, data collection, and compliance.

4 Reasons to Attend

A well-trained front office gathers accurate information, makes appropriate scheduling decisions, proactively addresses challenging patient behavior, and secures the privacy and security of sensitive patient information.

- Accurate data collection in initial encounters correlates to improved reimbursement.
- Employee professionalism, attitude, awareness and accountability can make or break how well your office is perceived by patients and their families.
- Careful front-line communications impact the office flow and the overall patient experience.
- Your employees will return to the office armed with problem-solving skills, heightened awareness of privacy and security compliance and better overall management of the front desk.

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Class Highlights:

- Review a personal skill-assessment inventory
- Effective patient education of practice policies
- Patient confidentiality guidelines & HIPAA compliance
- Improve listening skills and time management
- Turn routine patient relations into outstanding customer service
- Communicate better with a variety of personalities
- Understand the billing and collections process
- Obtaining patient information and keeping it secure
- Schedule appointments more efficiently
- Medical ethics & medical etiquette
- Collecting co-pays at time of service
- Role play for patient responses
- Introduction to charting and the medical record
- Insurance verification
- Patient confidentiality guidelines
- Course manual includes sample financial forms and policies

Who Should Attend

This class is appropriate for anyone responsible for patient communication, data collection and scheduling. Beginners and seasoned staff will return to the office with practical tips and new ideas for improving performance.