

Name:

Answering Phones - 5 Hours of CE	Date Assigned	Date Completed
New Patients		
How to Rock the New Patient Phone Call Webinar (58:20)		
New Patient Interview (6:18)		
Answering New Patient Calls (8:16)		
Get New Patients Scheduled in 48 hours (4:44)		
Helping Patient From First Call to Treatment Presentation (7:29)		
Entering New Patient Information (8:36)		
New Patient Information – How to be Efficient (7:12)		
The Phones		
5 Best Kept Secrets to Every Phone Call (57:21) Webinar		
Purpose of the Receptionist (7:42)		
Phone Training (12:57)		
How to Take a Good Message (7:26)		
Excellent Telephone Skills (7:45)		
Lunches and Phone Coverage (5:01)		
How to Handle Phones in Front of Patients (5:49)		
Dental Emergencies (5:16)		
Patients Asking for Records (7:54)		
Answering Dental PPO Questions (6:27)		
Cancellations		
How to Handle Cancellations (10:21)		
Cancellation Phone Calls (5:27)		
10 Ways to Decrease Last Minute Cancellations and No Shows (59:52) Webinar		
Dealing with Cancellations (8:38)		
Second Opinion and Shoppers (5:29)		

Name:

Presentation & Case acceptance - 3 Hours of CE	Date Assigned	Date Completed
Your Role as The Treatment Coordinator		
Purpose of the Treatment Coordinator (8:57)		
What Doctors Look for in a Treatment Coordinator (7:01)		
Emergency Appointment: Discussing Money Prior to Treatment (5:59)		
Consultations – Who, What, Where		
Preparing for a Consultations/Treatment Plan Presentation (7:27)		
Consults Same Day or Bring Back (6:29)		
Patients Need to Understand Their Treatment Plan (8:01)		
Why Front Desk Consults Don't Work (8:01)		
The Importance of Consultations (6:35)		
Treatment Coordinator Helping with Questions in Consultations (6:23)		
Handling Patient's Questions in Consultations (6:37)		
Case Acceptance (1:00:51) Webinar		
Outstanding Treatment – Now What?		
Getting Patients Closed for Treatment and Finances (5:57)		
Case Acceptance Interview with Doctors (8:31)		
Outstanding Treatment Plan Meeting (5:15)		
Scheduling Outstanding Treatment (8:38)		
Follow Up Treatment Plan Calls (4:30)		
Following Up on Unscheduled Treatment (9:20)		

Name:

Communication & Customer Service - 4 Hours of CE	Date Assigned	Date Completed
Speaking to Patients		
How to Communicate with Dental Patients (59:03) Webinar		
Conversations with Patients (7:04)		
Exceptional Service and Etiquette (6:21)		
Handling Walk-in Patients (4:04)		
Making a Good First Impression On Your Patients (5:16)		
Waiting (6:04)		
Hand Offs and Huddles (11:14)		
New Patient Visit (3:34)		
Getting Patient from Waiting Area (7:28)		
Let's Talk Money		
Asking the Patient to Pay (5:11)		
Handling and Discussing Account Balances (6:30)		
Explaining a Balance to a Patient (10:04)		
Handling Patient Balances Effectively (7:20)		
Efficiently Handling the Check Out Process (3:59)		
Discussing Insurance		
Introduction to HIPAA in the Dental Practice (6:14)		
How to Handle the "Insurance Focused" Patient (7:19)		
I am Only Doing What the Insurance Covers (7:44)		
Dealing with a Patient Who Wants to do "Partial Treatment" (6:29)		
Can't it Wait? (5:49)		
How to Explain Insurance and Unexpected Balances to Patients Webinar (1:04:08)		
Uncomfortable Conversations		
Handling Walk-in Salespeople (7:15)		
How to Handle Disgruntled Patients (7:14)		

Name:

Communication & Customer Service - 4 Hours of CE (continued...)	Date Assigned	Date Completed
Scared or Angry Patients (15:26)		
Handling Patient Complaints (10:47)		
Patient Refusing X-Rays (11:26)		
Patients Asking for Records (7:54)		

Recare, Reactivate & Retain - 4 Hours of CE	Date Assigned	Date Completed
Recare, Reactivate, Retain		
Overdue Recare Calls (4:13)		
Periodontal Overview (8:31)		
Why Your Office Should Consider a Membership Program Webinar (54:06)		
How to Create and Grow an In-House Membership Program Webinar (58:13)		
The Golden Ticket is in Reactivation Webinar (54:57)		
Reactivation Techniques to Fill the Dental Schedule Webinar (47:26)		

Team's Impact on The Schedule - 1 Hour of CE	Date Assigned	Date Completed
The Team and the Schedule		
Monthly Goal and Scheduling (5:37)		
Know your Scheduling Policy (6:41)		
Importance of Hand Offs to Scheduler to Get Patient to Schedule (7:00)		
Getting Patient to Schedule Next Appointment (3:10)		
Getting Patients to Schedule Six Months (5:16)		
Importance of Pre-Booking (7:26)		
How to Offer an Appointment (6:52)		
Scheduling Outstanding Treatment (8:38)		

Name:

Marketing a Dental Practice - 6.5 Hours of CE	Date Assigned	Date Completed
Internal Marketing		
<u>Charity Events (4:04)</u>		
<u>Asking for Referrals (7:00)</u>		
<u>10 Ways to Improve Dental Office Marketing Webinar (47:55)</u>		
<u>Dental Implant Marketing (50:04) Webinar</u>		
<u>How to Convert Compliments into more Dental Patients Webinar (56:05)</u>		
<u>How to Create a Doable Marketing Plan Webinar (1:04:00)</u>		
External Marketing		
<u>Take a Bite Out of Social Media Webinar (52:07)</u>		
<u>Which External Marketing Methods Work for Dental Practices Webinar (54:16)</u>		
<u>Why Your Dental Marketing Is Not Working Webinar (48:45)</u>		

Name:

Hiring & Employee Management - 1.5 Hours of CE	Date Assigned	Date Completed
You're Ready to Hire		
Writing a Good Job Advertisement (9:50)		
Reading Resumes (6:38)		
Phone Interview (8:47)		
Interviewing (9:17)		
Interview Management Style (7:51)		
You Have A New Hire		
First Week on the Job (5:53)		
Training Employees (7:41) 2		
Employee Management		
Counseling an Employee (7:22)		
Staff Issues (8:49)		
Dealing with Staff Issues with Tony Hatch (8:50)		
Bonuses and Games (6:25)		

Doctor & OM Training - 8 Hours of CE	Date Assigned	Date Completed
Outline for Staff Meeting (14:04)		
What is the Doctor Looking for in an Office Manager? (6:29)		
Office Manager Responsibilities (4:05)		
Managing Overdue Recare & Outstanding Treatment Calls (5:46)		
Understanding the Doctor (6:42)		
Setting the Tone for the Office (7:15)		
High-Level Leadership Communications (54:42)		
Outstanding Treatment Plan Meeting (5:15)		
Tracking Against Goals (7:21)		
Raising Fees (7:42)		

Name:

Office Security (8:01)		
Morning Huddle (7:28)		
Morning Schedule Review (8:45)		
Handling Patient Complaints (10:47)		
Cancellation Policy (6:24)		
Scheduling Policies (7:39)		
Implementing Change		
Handling Gossip in the Office		
Courageous Leadership (49:42)		
How to Address Dental Practice Staff Drama (52:06) Webinar		
Philosophy of Different Clinicians (13:30)		
Leadership, Communication, & Accountability		
Difficult Discussions Webinar (57:54)		
Team:High-Level Leadership Communications (56:44) Webinar		
Video: Dental Employee Management (49:53) Webinar		
How Many Felonies Did You Commit Today? (1:13:31) Webinar		

Basic Back Office Track - 3 Hours of CE	Date Assigned	Date Completed
Patients First		
Building Rapport with Patients (7:58)		
Never Leave a Patient Alone and What to Do (8:53)		
Making Patient's Comfortable All The Time (10:31)		
Handling Different Types of Patients (9:48)		
Patient Details & Information		
New Patient First Appointment (8:49)		
Medical History (10:32)		
Active Patient or Not (15:14)		
New Section		

Name:

Getting Patient from Waiting Area (7:28)		
One Hour for New Assistants (1:13:21) Webinar		
Exam Protocol (10:23)		
Explaining Perio (13:31)		
Exam Sequence (7:03)		
Post Op Calls (3:17)		
Diagnostic and Preventative (6:04)		
Restorative (7:01)		
Missing Teeth (5:01)		
Perio-Gum Disease (4:27)		
Periodontal Overview (8:31)		

Name:

Insurance & Patient Financials - 6 Hours of CE	Date Assigned	Date Completed
Insurance Basics		
How Dental Codes Work (8:26)		
Insurance Terms (7:17)		
Benefit Breakdown Form (8:30)		
Answering Dental PPO Questions (6:27)		
Understanding Insurance Claims (7:40)		
Selecting Correct Insurance Information for Patient (6:42)		
Understanding Employer vs Insurance Company (10:02)		
Calculating Dental Insurance Benefits (8:40)		
Filing Insurance Claims (7:15)		
What Does a Financial Coordinator Do		
Responsibilities of the Financial Coordinator (5:07)		
Duties of the Financial Coordinator (7:13)		
Responsibilities of the Financial Coordinator (5:07)		
Purpose of the Financial Insurance Position(7:44)		
Payments and Submitting to Insurance		
Steps for Entering Insurance Payments (8:29)		
Entering Insurance Checks (7:26)		
Fee Schedule versus Coverage Book (8:44)		
Matching the Correct Patient with the Correct EOB/Payment (4:43)		
Sending Narratives and Additional Information (7:12)		
Narratives versus Appeals (7:03)		
Claim Management		
Outstanding Insurance Claims (9:43)		
Calling on Insurance Claims using Notes (7:25)		
How to Avoid Outstanding Insurance Claims (9:41)		
Communicating with Patients about Insurance and Financial Obligations		

Name:

(12:25)		
Looking Ahead to Avoid Insurance Issues (11:29)		
The Patient Side of Insurance Management		
Being Prepared to Collect a Patient Balance (3:56)		
Balancing Patient Accounts (9:11)		
Figuring Out Patient Balances – Patient Did Not Pay Last Time (6:50)		
Account Balances – The Importance of Notes (7:55)		
Breaking Down the Patient’s Account (12:12)		
Family Account Billing Issues (6:08)		
Handling Patient Balances Effectively (7:20)		
Explaining a Balance to a Patient (10:04)		
Handling and Discussing Account Balances (6:30)		
Insurance Renewal (6:24)		
Tips, Tricks, and Helpful Hints		
Top 5 Dental Insurance Questions Webinar (58:16)		
Important Tips for Entering Insurance Checks (11:16)		
Tips to Get Insurance Claims Paid (7:12)		

Name:

Scheduling Basics - 3 Hours of CE	Date Assigned	Date Completed
Basics of Scheduling		
Duties of a Scheduler (6:53)		
Dental Office Scheduling (6:04)		
Block Scheduling for a Productive Doctor (7:53)		
What is Block Scheduling? (11:46)		
Putting Blocks into the Schedule (6:29)		
Basics of How to Build a Productive Schedule (7:09)		
Scheduling Policies (7:39)		
Confirmations Matter		
Confirmation Calls (5:25)		
Confirmation Calls with Patient Response (5:01)		
Confirming Appointments (9:17)		
Shake the Flakes (7:13)		
Using Confirmation Calls to Fill Schedule (5:09)		
Tips and Suggestions for Confirming Appointments (9:17)		
The Doctor's Schedule & The Hygiene Schedule		
Doctor Schedule vs. Hygiene Schedule (7:12)		
Effective Scheduling for Doctor & Hygienist (7:12)		
Last Minute Hygiene Cancellations & No Shows (7:22)		
Block Scheduling for a Productive Doctor (7:53)		
Hygiene Scheduling (8:11)		
Red Flags in the Doctor's Schedule (6:20)		
Face The Schedule Head On		
Handling Scheduling Issues (7:16)		
Using Quickfill Effectively (9:47)		
Filling Openings in the Schedule (7:13)		
Steps to Fill Last Minute Cancellations (5:09)		

Name:

Dental Hygienist - 4 Hours of CE	Date Assigned	Date Completed
Getting Started		
What a Doctor Looks for in an RDH (10:14)		
Exam Sequence (7:03)		
Explaining Perio (13:31)		
Patient Refusing X-Rays (11:26)		
The Why (8:10)		
Verbiage for Conversions (8:23)		
Navigating the Objections (6:23)		
The First Perio Appointment (8:02)		
Building Rapport (12:02)		
Calibrating Your Team (8:08)		
Charisma (8:05)		
Conflict Resolution Conversations (8:15)		
Doctor Exams (10:33)		
Fluoride Case Acceptance (13:38)		
How to Have a Happy First Visit (8:38)		
The Mindset of a Patient (8:35)		
Your Mindset (9:57)		
Not So Typical Oral Hygiene Instruction (OHI) (7:41)		
Reason to Return (9:28)		
Scheduling Hygiene Recare Appointments (9:26)		
Patient Communication		
Discussing Treatment in the Operatory (11:36)		
Small Talk (9:56)		
Raving Introductions (8:43)		
Patient Experience (9:16)		

Name:

Positive Office Culture - 11 Hours of CE	Date Assigned	Date Completed
Why Training Matters		
Remembering Your Why (15:47)		
Motivation and Continual Improvement (20:54)		
How to Implement Training for Your Dental Team (49:12)		
Implementing Training (9:05)		
Setting Smarter Goals (17:33)		
On Point Space Office Organization (54:34)		
HIPAA Compliance Made Easy (1:06:08)		
The Broken Windows Theory (50:54)		
Tips for New Employees (8:38)		
Team Building		
The Importance of Team Training (2:24)		
Working Together as a Team (16:49)		
Team Building Incentives (2:52)		
Change Management (20:10)		
Creating Culture for Patient Experience		
Creating the Ultimate New Patient Experience (56:29)		
What does your practice say without saying a word? (53:20)		
Patient Impression (29:19)		
Lunches and Phone Coverage (5:01)		
The Right Amount of Communication (7:46)		
Getting Patient from Waiting Area (7:28)		
Leadership		
How to Successfully Implement Change (1:01:20)		
Communication Cycle (21:45)		
Becoming the Leader Within (12:22)		
Difficult Discussions & Drama		

Name:

Bullying is not OK! (28:10)		
Keep the Drama Out of the Office (15:41)		
How to Have Difficult Conversations (18:11)		

Practice Management Software - 8 Hours of CE	Date Assigned	Date Completed
Eglesoft Tips		
Eglesoft Chart Overview (50:45) Webinar		
Eglesoft Dental Insurance (48:55) Webinar		
Eglesoft Employer Setup (53:18) Webinar		
Eglesoft Reports and Scheduling (55:59) Webinar		
Eglesoft Service Codes and Quick Picks (44:32) Webinar		
How to Maximize Your Efficiency with Eglesoft (59:12) Webinar		
The Clinical Side of Eglesoft (53:18) Webinar		
Dentrix Tips		
Dentrix Tips and Tricks for Managing Dental Benefits (1:01:14) Webinar		
Top 10 Dentrix Features Webinar (1:01:11)		

Name:

Dental Assistant Development - 5 Hours of CE		
Succeeding in your Role		
One Hour for New Assistants (1:13:21) Webinar		
How Dental Assistants can be Leaders (27:00)		
How Dental Assistants Can Have a Bigger Role in the Office (28:39)		
What a Doctor Looks for in an Assistant (9:52)		
Anticipating Doctor's Needs (20:33)		
What is Appropriate or Not Appropriate in the Back Office (30:01)		
Caring for Patients		
The Dental Assistant's Role in the Morning Huddle (25:59)		
Never Leave a Patient Alone and What to Do (8:53)		
Making Patient's Comfortable All The Time (10:31)		
Maximizing Your Time		
Dental Assistants and Non-Patient Time (28:12)		
Ten Bad Habits Dental Assistants Should Stop Doing (30:09)		