



# SPEAKER PACKET

*Janice Janssen, RDH, CFE*



Janice will customize her speaking presentations to deliver specific knowledge and skills to meet your meeting objectives. Janice's aim is to make the experience rewarding—and fun!—for you and your attendees.

*Janice Janssen, RDH, CFE*

Janice@GTSgurus.com  
844-664-4487 www.GTSgurus.com

# Presentations Available

## Are you balanced?

### Be Confident in your Numbers

The important, but often ignored task for running a business is that the numbers need to be monitored at all times. One of the single most effective ways we have found to monitor progress in a practice is by analyzing the reports.



## Elevate your Role as a Hygienist

### More than just Cleaning Teeth

Gone are the days when a dental hygienist 'just cleans teeth'. In addition to performing patient's oral health tasks, today's job description includes education of all dental procedures completed in the office, marketing dental products that the office offers and of course, assisting the doctor with notifying patients of areas of concern while performing the 'cleaning'.



## Building a Fortress of Trust

### A Team Approach to Fighting Fraud

There are many forms of fraud that happen in a dental office on a daily basis. The team often turns a blind eye as a box of gloves or a book of stamps walk out the door. Maybe someone is clocking in and out for others. Let's define how this impacts the bottom line and everyone is responsible to protect it.



## Biography

At age 14, Janice Janssen got an after-school job working for her dentist. Little did she know how that choice would determine the course of her future. Thirty-something years later, she is the co-founder of Global Team Solutions and an expert in dental practice consulting. When it comes to working at a dental practice, Janice has seen and done it all. Since her introduction into the field as a teen, she has enjoyed a long career as a dental hygienist and served—and excelled—in many other roles including office management, insurance billing, and collections.

## Are you balanced?

### Be Confident in your Numbers

The important, but often ignored task for running a business is that the numbers need to be monitored at all times. One of the single most effective ways we have found to monitor progress in a practice is by analyzing the reports.

Discover the reports to review on a routine basis, when to run them and what they mean. By making this process seamless, the team can truly concentrate on patient care.



## For Dentists, Practice Owners & Office Managers

### Objectives:

- Reports to be reviewed daily, weekly and monthly and the meaning behind each report
- Develop a protocol for when and how reports should be created
- Understand the importance of balancing your numbers and what, when and how they need to be balanced



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The role of the hygienist holds more importance than ever to the success of the practice.

## For Dentists, Practice Owners & Dental Teams

### Objectives:

- Understand the impact a proactive, team-oriented hygienist can have on a practice
- Create a foolproof hand-off from hygienist to doctor
- Define protocols to expand your hygiene team's impact



# Building a Fortress of Trust

## A Team Approach to Fighting Fraud

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How does this affect the team? Why does it matter to me?



## For Dentists, Practice Owners & Dental Teams

Objectives:

- Understanding the importance of passwords
- Define safeguards and protocols for the practice owner and team
- Discover methods that promote teamwork and deters wrongdoing

**\*This presentation can be modified to be presented strictly to practice owners, doctors and spouses with the following as additional objectives:**

Objectives

- Create practical safeguards to put in place on a daily, weekly and monthly basis
- Understand common embezzlement schemes and the characteristics of a fraudster
- Learn the appropriate actions to take if you suspect embezzlement is happening in your practice



# Janice Janssen, RDH, CFE

When it comes to working at a dental practice, Janice Janssen has seen and done it all. Since her introduction into the field as a teen, she has worked as a dental hygienist and in other roles including office management, insurance billing, and collections.

As co-founder of Global Team Solutions (GTS), Janice enjoys consulting because it allows her to share her techniques with the doctors, hygienists, and office staff who are on the front line every day.

Her zeal for a proven successful periodontal program makes her a real asset to her clients across the country.

She is a Certified Fraud Examiner (CFE), which positions her as an expert dental practice fraud and embezzlement.

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