



Global Team Solutions

Practice Management Gurus
Solutions that Work



Denise Ciardello

Denise@GTSgurus.com

SPEAKER PACKET



Feeling Frustrated? Looking for Proven Systems?

**Every healthcare professional wants a successful practice.
But not everyone knows how to move beyond “How?” to “Wow!”**

A More Successful Practice Is Within Reach

Denise can help. With many years of practice management experience, Denise is eager to share the secrets that can unlock your practice’s real potential and help you achieve every goal—from more efficient processes to greater profitability, happier team members and more satisfied patients.

Find out what Denise can do for your next meeting!

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



PRESENTATIONS

1

6 Steps to Ensure Your Collections Processes are Proactive

2

Powerful conversations:
The foundation of a successful team

3

Discover the “secret sauce” for Patient Retention

4

Top 6 Protocols Every Office Will Want to Implement

5

You Want me to Say What?
How to Resolve Delicate Patient Situation with Tact & Diplomacy



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1. 6 Steps to Ensure Your Collections Processes are Proactive

Suggested Formats: Full or Partial Day; Lecture, Workshop, Keynote

For Practice Owner, Doctor & Team

The quickest way to lose a patient is to give them the impression that you are not playing 'fair' with their money.

By maintaining a proactive approach, you give your patients the confidence that you are presenting the best options for their patient care and you are respecting their financial status with your office. In this interactive session, Denise will take the audience through the steps necessary to maintain a proactive approach to your collection process.



LEARNING OBJECTIVES

- ▶ Discover how to receive payment on your claims twice as fast
- ▶ Identify the proper supporting documentation for expedited payment
- ▶ Determine the optimal frequency for following up on overdue claims

2. Powerful conversations: The foundation of a successful team

Suggested Formats: Full or Partial Day; Lecture, Workshop, Keynote

For Doctor, Practice Owner & Team

Has the "Glow of Harmony" become a "Cloud of Discord"?

Is communication (or lack thereof) getting in the way of practice productivity or patient care?

Clear, empowering communication and self-directed leadership is the key to a motivated and cohesive team. Without it, there is frustration, disorganization and low expectations. In this interactive session, learn skills to build a great team and provide clear standards for their work. With an emphasis on leadership, problem solving, harmony and collaboration, productivity can be rejuvenated and maintained.

LEARNING OBJECTIVES

- ▶ Define accountability and the elements of a successful team
- ▶ Identify the steps to resolving conflict, misunderstandings, tension & gossip
- ▶ Discover the power of meetings
- ▶ Learn to have fun at work and restore harmony in the team
- ▶ Create a professional culture that your patients will treasure

Coming together is a beginning;
Keeping together is progress;
Working together is success.



3. Discover the “secret sauce” for Patient Retention

Suggested Formats: Full or Partial Day; Lecture, Workshop, Keynote

For Doctors, Practice Owners & Team

Customer service is the first step in effective marketing.

Your team has the opportunity to create value before the patient walks through the door.

The backbone of any business is returning customers – and that is really with any business. Think about restaurants, bookstores, retail stores, heck even funeral homes are looking for repeat business from the friends and family of the deceased. Your business is no different.

There is not one person or just one step to maintaining a successful retention program, yet rather it is a team approach putting together a list of ingredients to create this secret sauce. Join Denise in this lively, interactive session as she breaks down patient retention into a recipe of sorts.

LEARNING OBJECTIVES

- Explore effective forms of communication
- Customize protocols which will allow your office to outshine your competitors with great customer service
- Define a team standard that encourages internal marketing and patient referrals

I really enjoyed the course. It was fun and engaging. I learned a lot and time flies when you're having fun! The information was practical for my job position. I recommend it highly.

—A. Kirby



4. Top 8 Protocols Every Office Will Want to Implement

Suggested Formats: Full or Partial Day; Lecture, Workshop, Keynote

For Doctor, Practice Owner & Team

Every team member impacts the experience of your patients and the success of your practice. To be competitive in today's market, it is to know the right protocols to measure and manage, all while delivering exceptional patient care.

Join Denise in this interactive session, as she unpacks the 8 essential protocols to keep your practice running smoothly every day. This course is designed for office managers, practice owners, administrators, front office professionals and anyone who wants to discover the road map for a successful practice.

LEARNING OBJECTIVES

- ▶ Identify key protocols for a profitable practice
- ▶ Learn how to put systems in place to maintain consistency with your team
- ▶ Monitor the statistics that really matter
- ▶ Create strategies that work more confidently & efficiently



You Want Me to Say What to a Patient?

Handling Delicate Situations with Tact & Diplomacy

Does your office struggle with handling difficult questions when answering the phone – Do you take my insurance? Can I move my appointment to tomorrow? How much do you charge for?

The fear of losing a patient is often overpowered by giving the answer that truly fits with the policy and philosophies of your practice.

Join Denise for this one-hour session as she walks healthcare professionals on managing patients. She will lead participants through helpful steps when dealing with new patients, managing the schedule, and handling the uncomfortable topics of cancellations, no-shows and dismissing patients from the practice.

LEARNING OBJECTIVES

- ▶ *Manage delicate conversations with sensitivity and professionalism*
- ▶ *Demonstrate professionalism when situations become tense*
- ▶ *Maintain office protocols with a smile*
- ▶ *Create and foster a practice culture that is authentic & patient-driven*
- ▶ *Develop communication standards that enhance production*

Partial List of Previous Presentations

- Weave Webinar
- Vyne Education
- Project Management Institute
- Henry Schein Practice Solutions (multiple)
- Hinman Dental Meeting
- Professional Education Society Cruise
- Surgical Arts CE Loft (multiple)
- Self-Sponsored Seminars (multiple)

Formats: Full or Partial Day; Lecture, Workshop, Keynote

Attendees: Doctors, Practice Administrators, Office Managers.



I always enjoy the GTS classes. There is always information I can take back to our practice to make it run smoothly.

—S. Prater



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(844) OMG-4GTS info@GTSgurus.com
(844) 664-4487 www.GTSGurus.com

Meet Denise Ciardello



Denise Ciardello is co-founder of Global Team Solutions, a practice management consulting firm. A professional speaker and published author, her enthusiasm and knowledge about the healthcare profession have helped many teams. She brings experience, insight, and creativity into her management style, along with a sense of humor. She is a champion of change, and says the biggest challenge of working with practices is people who think they know it all or are resistant to trying new things. The best part of Denise's job is those moments when clients "get it," those a-ha moments that can put a practice on the track to serious success.

Along with her talent for business, Denise has gained numerous distinctions. She is co-author of OMG! Office Management Guide, the "bible" used in training workshops. She is a past president of the Academy of Dental Management Consultants; member of the National Speakers Association and Toastmasters International.



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Very entertaining! Along with filling you with informative ideas to inspire your practice, they capture your attention from start to finish.

—C. Vossborg

Thanks so much for your informative and fun training! I enjoyed the interaction with all. You brought out the best in all of us. You are truly the gurus of training!

—D. Spiers

I feel inspired after hearing you present. The information is helpful and easy to understand. It was a great presentation with new ideas. I love listening to other offices challenges, what works and new things to try.

—T. Mayo

