



OMG! Academy: The
Foundations
Create a Fortress of
Trust
Action Guide

Congratulations! You have purchased our Create a Fortress of Trust Module and are now ready to dive into some great information. In our Create a Fortress of Trust course we will discuss embezzlement in the dental office and taking a team approach to combat it. Ready, set, go!

This Module is comprised of 5 Parts:

- Part 1: The Characters of Fraud
- Part 2: Importance of Passwords
- Part 3: Steps to Protect Your Practice
- Part 4: What You Should do if You Suspect
- Part 5: Creating Trust

After completing this Module, you will

- ✓ Recognize the personality traits of fraudsters
- ✓ Understand the importance of passwords
- ✓ Define safeguards for the dentist and the team
- ✓ Discover methods that promote teamwork
- ✓ Understand the impact this has or can have on practice

Most of the time, someone on the team knows it is happening, but because of fear, loyalty, or trust concerns the embezzlement seldom gets reported or shared. Embezzlement destroys the trust of your team, the bonus program you have in place, and the service you can provide for your patients. Learn why and how to protect yourself, your office and your team from the wrongful actions of embezzlers.



Part 1 The Characters of Fraud

There are 3 characters that become involved in fraud or embezzlement in the dental office. It is important for you to recognize these people in your practices in the event that there may be something happening that you are uncertain how to handle.



1. **Brazen Bill** - he is a career criminal with no conscience. He is very smart and manipulative. You are not going to prevent Bill from stealing. The best you can do is stop him as early as possible.



2. **Deserving Diane** - she is a bit like a teenager. She feels like the world (or at least the doctor) owes her something that she has not gotten from her paycheck and benefits.



3. **Tempted Tammy** - for Tammy, it is a bit like a child and the cookie jar. The money was available, and she thinks she will just borrow it for a bit and give it back. The problem is that if she gets away with it, she will keep taking the money and not be able to pay it back.



Part 2 The Importance of Passwords

The best way to protect yourself, the office and your team members is to have passwords in place. Many people think they are cumbersome and take up too much time. You will want to set the user verifications in your software so that passwords are required for things such as:

- Deleting payments
- Editing payments
- Changing procedure fees
- Deleting prescriptions

However, you do not need to have a password for every little thing that needs to be done in the software. For instance, having a password to make an appointment may be a little too much because it is something that is done consistently throughout the day and it is not protecting your practice from embezzlement to have such a password requirement in place.



You also want to ensure you keep your password a secret for yourself. Do not share that with your teammates. If someone on your team is embezzling, you do not want them doing it under your password now do you?!



Part 3 Steps to Protect Your Practice

Every business needs to protect itself from hazards that can occur. We have OSHA in place for protection of workplace injuries. HIPAA protects our patients' privacy. There also needs to be protection from embezzlement happening in our practices.



The steps discussed in our video are:

1. Incorporating and/or tightening password rights in your practice
2. Developing and following systems and protocols
3. Training your team on the software systems as well as the protocols that you have established
4. Getting daysheets and financial information to the doctor at the end of each day
5. Being conscientious of your surroundings



Part 4 What You Should do if You Suspect

If you are in a position in your office that you suspect something may be happening with one of your teammates it is exceedingly difficult to know what to do. Keep these steps in mind if you do feel there is something happening that is making you uncomfortable:

1. Ask the doctor for a private conversation.
2. Explain what you have seen.
3. Do not speculate on what may be happening. Simply state the facts.
4. Take emotion/feelings out of the conversation as to not sway things one direction or another.



Part 5 Creating Trust

Trust is the most important thing you can have in any business or organization. We must have some level of trust with our employees and our teammates. What does trust signify for you? It means something different for a lot of people, but let's break it down to these 5 things. Please take the time to make notes on what each of these mean to you.

T – Training

R – Relationships

U – Understanding

S – Synergy and Systems

T – Teamwork

Your OMG! Academy Coaches

We are pleased to introduce to you the GTS coaches that will be presenting the courses to you.



Janice Janssen, RDH, CFE – Senior Consultant
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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 the current treasurer of the Academy of

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

Denise Ciardello - Senior Consultant
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Denise Ciardello always knew she wanted to be an entrepreneur. And today she is co-founder of Global Team Solutions (GTS), a practice management-consulting firm. She is also a professional speaker and published author who brings experience, insight, and creativity into her consulting, along with a sense of humor. Denise's industry distinctions include serving as president of the Academy of Dental Management Consultants and membership in the National Speakers Association, Toastmasters International, and Directory of Dental Speakers.



Christopher Ciardello - Consultant
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As a practice management consultant with Global Team Solutions, **Chris Ciardello** is passionate about sharing his expertise in the areas of technology and marketing as it pertains to the dental office. Chris has a distinctive knack for understanding the needs of an office and he communicates those needs to the team, which creates a cohesive, productive atmosphere. He began his career in dentistry as an office manager after graduating from the University of Texas, San Antonio with a BA in marketing. Chris is a member of the Academy of Dental Management Consultants.