

# Discover the 'Secret Sauce' for Patient Retention

## Emphasizing Exceptional Patient Care

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Every business has a culture and dental offices are no different and this culture defines whether the office is patient, time or technology focused. The standards and values of the team are apparent to a patient as soon as the phone is answered.

When the emphasis of the practice is placed on exceptional patient care, the team becomes an asset that will continue to grow over time.



## For Dentists, Practice Owners & Dental Teams

In this high energy, interactive session, learn the significance of creating greater patient satisfaction through a total team approach.

### Objectives:

- Learn steps for implementing the professional culture that patients will treasure
- Outshine your competitors with great customer service
- Explore effective forms of patient communication and customized protocols
- Define a standard that encourages internal marketing and patient referrals
- Learn how to attract and retain service focused team members



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.

Denise 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.