The Savage Front Desk



Rhonda Savage, DDS, CSP





Biography: Rhonda R. Savage, DDS, CSP

Rhonda Savage, DDS, CSP is an internationally known author and lecturer. She is owner of Uptown Dental, a principle owner of Savage Dental Marketing, and CEO of Miles Global, an international dental training and consulting firm. She lectures and publishes on women's health issues, leadership, and business management.

Her credentials are strong. Dr. Savage is a Past President of the Washington State Dental Association, and an Affiliate Faculty Member of the University of Washington School of Dentistry. She is also a member of the Pierre Fauchard Academy, American College of Dentists, and the International College of Dentists.

Her history in the dental practice world is multifaceted. A former dental assistant and front office staff member for 14 years, she understands the dynamics of success in a dental team.

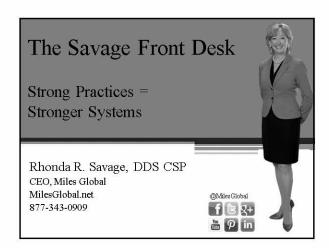
Her understanding of leadership is deep. A dentist in private practice for over 18 years, she knows the demands of quality patient care, leading a winning team and the running a successful business.

Dr. Savage brings a unique energy to her work. A Lieutenant Commander in the Navy during the years of Desert Shield and Desert Storm, she received the Navy Achievement Medal and an Expert Pistol Medal, earning her the nickname of "The Beast". She's a "straight shooter", aiming at the critical issues that dental practices face today.



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www.MilesGlobal.net



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What	Do Yo	our Pat	tients	Want?

Treatment Plan Tracking Form

The New Patient

- •The new patient on the phone
- •The new patient time with the doctor

Controlling the Schedule

- Demanding patients
- Doctor's willingness to delegate

Zero Defects is Key: It's about Today and Tomorrow

Keeping Your Eyes on the Goal: Flexibility	
Time and Motion Study	
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Hygiene No-Show's	
•"It's JUST a cleaning!" •Statistics	

The Hygiene Department The Hygiene Department Pre-appointing Confirmation •Creating value • Recare effectiveness Getting Them Back in the Door The Importance of Working Recall and Reactivation

Changing Times Got PERIO? Recall and Reactivation • Time "Management" • Master List • Others Help • There is NO downtime! Issues? • Schedule • Unclear financial policies • Hygiene department statistics • The pass-off • Inadequate chart entries

Ability to Discuss Issues Talking about Clearly Defined Financial Policies • Time of service • Discounts Courtesies • Lab cases Insurance Management

Past Due Insurance • Reading the report • Unattached claims report • Statistics • The System Division of Front Desk **Duties** Accountability leads to a strong team! Your Message: BE FOCUSED

What One Thing?

- •Next 3-6 months
- •Write it down
- •30 minute chunks





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QUESTIONNAIRE

PLEASE WRITE LEGIBLY

Date	Name	of Presentation	on				
Semina	r location		Your n	ame			
□ Offic	e Administrator	☐ Spouse	☐ Assistant	□ Doctor	□ RDH	OTHER	
Doctor's	s Name			Practice	name		
Doctor's	s Years in Practice	#	of staff		actice Group	Practice #of Doctors	
Special	ty		Office Pho	ne ()		Fax ()	
Office W	/ebsite			Ema	il		
Practice	Address				City/Sta	ite/Zip	
What to	pic(s) did you enjo	y most and w	hy?				
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You ma	v use my comment	ts as a testim	onial. Signature	1			
I woul	d like addition	nal informa	ation about	the following	g (please che	eck all that apply):	
	PLEASE CALL ME TO	SCHEDULE A <u>CC</u>	<u>OMPLIMENTARY</u> S	AVAGE DENTAL M	ARKETING WEBINA	R WITH MY DOCTOR OR OM	
	PLEASE CALL ME TO	SCHEDULE A CC	MPLIMENTARY P	HONE CALL WITH	OR. RHONDA SAVA	GE	
	PRACTICE ENHANCE	MENT PROGRAI	M (In-Office Cons	ultation)			
	PRACTICE ANALYSIS	CONSULTATION	l (Assess the heal	th of your practice	in a teleconference	e)	
	OFFICE ADMINISTRA	TOR WORKSHO	P (Training specif	ically for office ma	nagers/administra	tors, dentists and dental spouses)	
	TEAMBUILDING RET	REATS (Create y	our 5 year vision	while energizing y	our team!)		
	FRONT OFFICE DEVE	LOPMENT TRAI	NING (Intensive t	raining for front of	fice; AR's, schedulii	ng, reactivation , verbal skills)	
	PLEASE CALL ME TO	DISCUSS AN AL	L DAY COURSE FO	R MY PROFESSION	AL ORGANIZATION	, STUDY CLUB, DISTRICT, OR DENT	AL SOCIETY
	I WANT to purchase	Linda Miles' bo	ok DYNAMIC DEN	ITISTRY (we will cal	for payment)		
	I WANT to purchase	☐ 3 Book Po	wer pack 🗆 Too	day Only Special D	/D/CD/Books Bund	lle (we will call for payment)	
	OTHER.						

QUESTIONNAIRE (Continued)

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	AT TOPICS WOULD YOU LIKE TO HEAR THAT N	WERE NOT ADDRESSI	-D TODAY?			
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