

# Critical Communications: Unlocking the Hidden Treasure

Learn how to communicate with your team without talking to them

So many times the front office is unclear what is happening in the treatment rooms, and the clinical team does not understand what is happening in the front. Learn how to use your practice management program from the 1<sup>st</sup> phone call to the printing of the receipt. Take a look at your New Patient Experience, is it everything it could be, and can you enhance it by using your software program more effectively. Examine electronic communications with your patients as well.



## Key Topics:

- ❖ What is the difference between the two
- ❖ What is the Federal Mandate of 2014
- ❖ Examining Chartless and how do we get there
- ❖ Practice Management Programs & Digital Imaging Programs
- ❖ Electronic Notes
- ❖ Examining Paperless and How do we get there
- ❖ Administrative Software
- ❖ Patient Information and Forms
- ❖ Transferring the Data

***Laci L. Phillips***

***623-810-1352 cell***

***[laci@bantaconsulting.com](mailto:laci@bantaconsulting.com)***



***Banta Consulting Group***

***33010 NE Pink Hill Rd***

***Grain Valley, MO 64029***

***816-847-2055 Office***

***[www.bantaconsulting.com](http://www.bantaconsulting.com)***

