

STREAMLINE SYSTEMS . . . IMPROVE CUSTOMER SERVICE . . . CELEBRATE SUCCESS

Numbers Tell a Story . . . the 5 Stats Every Office Should Monitor & Why

Half Day Seminar - overview

Monitoring numbers doesn't mean you write them down on your spreadsheet, stick them in a 3-ring binder and forget about them. Numbers are meant to be discussed with your doctor, talked about with your team and used to create new strategies to **streamline your systems, improve your customer service** and above all **give you something to celebrate**. Numbers tell a story.

Course Objectives – half day seminar

- Discover the statistical health of your practice
 - Poll the audience and discuss the results as a group
- Learn why you should monitor numbers
 - Ask the audience for their opinions
 - Discover the six reasons why monitoring number will **increase your office profitability, save time** and **improve patient care**
- Learn what numbers you should be tracking
 - Learn the top 5 stats to monitor
 - We will break down each one and find out why they are so important
 - Learn strategies that work to help improve your numbers
- How do you track the numbers?
 - Streamline your monitors which will save you time with manual calculations
 - Examine some sample monitors together and analyze them
- The health of your practice depends on the numbers
 - Learn how to influence the numbers in a positive
 - Learn what you can do today to positively impact your practice tomorrow

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Dayna Johnson

With over 20 years of experience in the business and technical sides of dental offices, Dayna's **passion for efficient systems** is grounded in personal understanding and professional expertise. Dayna knows firsthand the problems that occur when collections are down and a schedule is full of holes. She has also lived the frustration of too many hours spent hunting for misplaced patient information and mishandled recordkeeping.

As one of the Pacific Northwest's most trusted consultants, Dayna Johnson has helped dental offices around the country easily transition down the path to paperless. No two dental offices are alike, and Dayna channels her **passion for going chartless** to help each of her clients **fulfill their goals** and **increase their profitability**.

Dayna's recent accomplishments include . . .

- Lecturing throughout the country including presenting at the Pacific Northwest Dental Conference, American Academy of Dental Office Managers, Business of Dentistry as well as more than 20 half-day seminars presented by Henry Schein.
- Because of her expertise, Dayna was recently chosen to teach all Dentrix trainers on how to help their practices down the path to paperless.
- Dayna currently serves as the author of the national blog for office managers who use Dentrix in their practices.



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What Attendees and Clients say About Dayna . . .

"I learned new fast tricks that will save me time and money"

Angela, Office Manager from Anchorage, AK

"She is very knowledgeable, and can communicate her expertise in a way which makes it easy to learn."

Dr. A.J. Gollofon from Seattle, WA

"Very informational, great speaker/trainer, very engaging seminar"

Sherry, Office Manager from Boise, ID

"Very informational, it was nice because we could get our own questions answered."

Marissa, Office Coordinator from Portland, OR

"I am new to the dental field, this was SOOOOO informative! Loved it! Thank you!"

Heather, Front Office/Patient Coordinator from Portland, OR

"Very Good! Dayna made sure everyone understood and welcomed questions."

Kathy, Office Manager from Spokane, WA

"Technology enhancing, great ideas, wonderful. Dayna – nice warm voice & delivery, Thank you"

Renee, Office Manager from Portland, OR

"All the staff wants to thank you for your training on Wednesday. You by far are the best trainer that we have ever had. You are very patient. Even my husband said that also. He said that he learned a lot, which is a big thing, because most of the time, during meeting/retreat/training, he just dozes off."

Dr. Ann Lien, dentist from Morgan Hill, CA



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