

MASTERING OFFICE FLOW

PURPOSE:

As reimbursement declines and costs escalate, there's no better time than now to focus your efforts on your practice operations. This webinar features best practices on improving patient flow to include the front office, telephones, scheduling and back office areas. Learn the basics of improving your operation and hear examples of applications that work. Peppered with ways to enhance customer service during your initiative, this webinar is not to be missed by anyone interested in increasing patient encounters while simultaneously improving customer service.

INTENDED AUDIENCE:

Physicians, clinic administrators, clinic managers, business office managers, and other clinic staff who are involved with patient flow.

OBJECTIVES:

- Understand five practical improvements to apply to a practice.
- Discover methods to infuse the improvements into staff and processes.
- Discover how market dynamics are changing patients' expectations regarding patient flow.
- Discuss how to streamline your front desk operations.
- Explore how to reduce your appointment no-shows.
- Improve the efficiency of your practice.

FACULTY:

Elizabeth W. Woodcock, MBA, FACMPE, CPC, has focused on medical practice operations and revenue cycle management for 20 years. Combining innovation and analysis to teach practice operations, she has delivered presentations at regional and national conferences to more than 150,000 physicians and managers. In addition to her popular e-mail newsletters, she has authored 10 best-selling practice management books, and published dozens of articles in national health care management journals. Elizabeth is a Fellow in the American College of Medical Practice Executives and a Certified Professional Coder.



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REGISTRATION FEE:

The registration fee per webinar is \$119 for IMS members and \$460 for nonmembers.

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SPECIAL NEEDS:

If you need auxiliary aids or services identified in the Americans with Disabilities Act in order to attend any IMS webinar, please contact Kelly Scallon at (515) 223-1401, ext. 206 or via e-mail at kscallon@iowamedical.org.

MASTERING OFFICE FLOW **FEBRUARY 7, 2012 11:30 A.M. - 1:00 P.M.**

Number of individuals planning to attend: _____

CONTACT INFORMATION:

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