



Duration

1 day

Who should attend

- ☑ Practice Owners are encouraged to bring along team members.

CPD*

Australian clinicians are required to make their own assessment as to the number of CPD hours each course provides.



2012 Dates

July 4 Wellington
July 25 Sydney
August 1 Perth
August 17 Melbourne
August 22 Adelaide
August 29 Brisbane

For venue details, please visit our website at:
www.primepractice.com.au

BUILD VALUABLE, LOYAL AND TRUSTING RELATIONSHIPS WITH PATIENTS

It isn't the sole responsibility of the practice owner dentist to keep the practice busy. The whole team should be working together to ensure that the patient experience is heightened to maximise patient loyalty.

Each point of contact with patients is an opportunity to gain trust, lose trust, or in the worst case, lose valuable patients.

This 1-day workshop teaches important skills to ensure you and your team can create and keep patients for life. Learn:

- How each team member can help to build valuable, loyal relationships with patients.
- Systems and communication skills to build trust rapidly at every point of contact with patients.
- The hidden "trust busters" that exist in a practice and how to avoid them.
- The importance of EVERY phone call and how your team can quickly build trust and realise the value of each call.

VISIT WWW.PRIMEPRACTICE.COM.AU TO REGISTER,
OR CALL **02 9327 3060** FOR MORE DETAILS

“ As this course is new, the testimonials below are from similar short courses.

“A great opportunity for the whole team to attend and gain new ideas and practical ways to improve our practice.”

Dr M. Foley, NSW

“This course exceeded my expectations hugely! More dentists should attend!”

Dr N. Johnson, NZ

“We always enjoy short courses with Prime. They stir you up and help you come up with new solutions to implement straight away in your practice”

Dr V. Berani, VIC

“Excellent information delivered in an easy to understand way. The trainers were very easy to listen to and offer fantastic feedback!”

Dr S. McPherson, VIC

“As a dentist, I really wasn't sure if I should be at the course with my team, but I'm so glad I attended.”

Dr C. Duval, QLD

“Once again, you have motivated all team members to go back and implement the areas we covered into our practice.”

R. Giles, WA



REGISTER NOW



PRIME PRACTICE

There are 3 easy ways to register:

1. VISIT www.primepractice.com.au.

You can book and pay online.

2. FAX the form below to +61 2 9327 5589

3. MAIL the form to Prime Practice, Level 1, 4-10 Bay St, Double Bay NSW 2028.

Please call +61 2 9327 3060 or email info@primepractice.com.au if you have any questions.



Course and location Please tick <input checked="" type="checkbox"/>	Attendees Please include full names. Use additional form if required.	Course costs Courses in Australia are in AUD Courses held in New Zealand are in NZD [#]
CREATING PATIENTS FOR LIFE <input type="checkbox"/> Jul 4 Wellington <input type="checkbox"/> Aug 17 Melbourne <input type="checkbox"/> Jul 25 Sydney <input type="checkbox"/> Aug 22 Adelaide <input type="checkbox"/> Aug 1 Perth <input type="checkbox"/> Aug 29 Brisbane	1. Name _____ Position _____ 2. Name _____ Position _____ 3. Name _____ Position _____ 4. Name _____ Position _____	No. of attendees _____ x \$550 = \$ _____ Practice Owners bringing 2+ team members are welcome to attend free of charge.

Practice owner _____

Practice name _____

Address _____

Suburb _____

State _____ Postcode _____

Phone _____

Fax _____

Email for course correspondence _____

Where did you hear about this course? _____

I WOULD LIKE TO PAY BY CREDIT CARD:

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Mastercard Visa AMEX (3% surcharge incurred) Expiry Date ____/____

Name of cardholder _____

Signature _____

Please refer to www.primepractice.com.au for our Privacy Policy.

Less discount (if applicable)	
10% Early Bird	= \$ _____
Subtotal (ex GST) \$	_____
+ 10% GST[#]	\$ _____
Total	\$ _____

Course information

TIME: 8:30am - 4:30pm

WHO SHOULD ATTEND: Practice Owners are encouraged to bring along team members

COST: \$550 + GST includes refreshments, lunch and all course documentation.

All applications are subject to availability.

CANCELLATIONS: A refund will be given for cancellations made at least 2 weeks prior to the event (minus a \$50 + GST admin fee). Up to 1 week prior to the event, a 50% refund can be made available for cancellations or applicants are able to transfer to another Prime Practice workshop (at the same cost) free of charge. No refund will be given for cancellations made with less than 1 week's notice. Cancellations must be received in writing by email (events@primepractice.com.au) or fax (02 9327 5589). Substitution of delegates can occur at any time at no additional cost. A delegate who fails to attend will be liable for 100% of the course fee.

COST: Prime Practice reserves the right to charge the correct advertised amount if calculations above are incorrect

ENROLMENT: You will receive confirmation of your registration via email within 2 working days. If not, please contact Prime Practice. To avoid disappointment, please do not book travel and/or accommodation until your registration is confirmed via email.

CPD ACCREDITATION: *Australian clinicians are required to make their own assessment as to the number of hours of Non-Scientific Continuing Education each course provides. Personal certificates containing all CPD information will be made available at each course.

[#]GST not applicable to courses run in New Zealand. [^]Applicable only to registrations received at least 1 calendar month prior to course date and not valid with promotional discount.

[†]Applicable only when a valid promotional code is supplied.