

# Front Office Study Club

Melinda Heryford, MBA

**Wednesday, September 30, 2020**

11:30am – 1:30pm • Class

Webinar/Zoom Meeting

**This course will be held in an online format.**

A Zoom invitation will be sent out to everyone who signs up.

Join your colleagues who are in the front office position and be part of this year's FRONT OFFICE STUDY CLUB!

This Zoom meeting will bring together front office team members to discuss many topics that affect their day to day operation and experience. Whether it's dental benefits and billings, to the role of the front office administrator within the team, the first and foremost "gate keeper" to the entire dental office, collections and A/R issues, that 'difficult' phone call that needs to be made and much, much more – join this robust discussion with your peers. (We have surveyed SDDS member dentists, we have listened to the experts, and we have many, many topics to discuss . . . or at least START the conversation.)

Our hope is that we have 3 meetings this fall – and hopefully continue next year. And thank you to both Melinda Heryford (this course moderator) and Gayle Suarez (December's moderator) who will help lead your discussions and provide valuable advice to all attendees.

**\$20**  
**2 CEU, 20%**

*While working in dentistry over the last three decades Melinda understands what it takes to make a dental practice successful. The practice that excels is the one with the most present and clear leadership, specific step-by-step business systems, and a team that holds themselves accountable for executing the specific routines for improved results and growth. Melinda is known as the "Practice Implementer," in practice development strategies and implementing best business practices in four specific areas: practice systems, empowered people, financial acumen, and satisfied patients.*

*Melinda holds an M.B.A. from the School of Management, University of California, Davis.*

## Lunch & Learn Registration

Who's coming? \_\_\_\_\_  
*(include designation)*

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

SDDS Member's Name: \_\_\_\_\_ Designation: \_\_\_\_\_

	SDDS / ADA Member / Staff	
Registration Price:	<b>\$20</b>	<b>Member Only Event</b>

Payment Method:  Check  Credit Card  Bill Me Total Amount: \$ \_\_\_\_\_

Cardholder Name: \_\_\_\_\_ Card #: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Security Code (3-digit number on back of card): \_\_\_\_\_ Billing Address: \_\_\_\_\_

**Please fax, scan, or mail form to:** SACRAMENTO DISTRICT DENTAL SOCIETY: 2035 Hurley Wy, Ste 200 • Sacramento, CA 95825 • Phone: 916.446.1227 • Fax: 916.447.3818 • www.sdds.org  
The Sacramento District Dental Society is an approved CE provider through the Dental Board of California (RP2168) • This course meets the Dental Board of California's requirements for units of CE listed.

**Cancellation Policy:** Full refund granted less \$25 administration fee, if received in writing 14 days before the class. NO REFUNDS if cancelled within 13 days of the class or for NO SHOWS. Attendee substitutions OK. PLEASE CALL SDDS WITH ANY SPECIAL DIETARY NEEDS.



Academy of General Dentistry  
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04-01-20 to 03-31-24