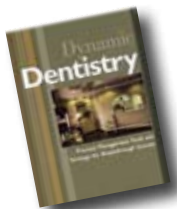


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Dr. Rhonda Savage



Rhonda R. Savage, DDS is internationally known and respected in the dental practice management and consulting field. After earning her DDS degree from the University of Washington School of Dentistry, she served as a dental officer in the U.S. Navy.

Dr. Savage has been in private practice for 17 years, recently serving as President of the Washington State Dental Association. As CEO of Miles and Associates, she speaks and consults on practice management, women's health issues, periodontal disease, communication, marketing, and zoo dentistry.

Teresa Dobbins

Teresa Dobbins is an enthusiastic teacher and talented motivator. She was a Dental Assistant and a Scheduling Coordinator for Dr. Savage from 1992 to 2007. Teresa specializes in developing effective front office systems and is a trainer for hygiene and restorative staff, focusing on increasing case acceptance, developing efficient collection techniques, reducing the number of broken appointments, and boosting staff productivity.

Teresa is skilled in teaching teams how to communicate with patients. She has had hundreds of hours in continuing education, including training in comprehensive, full-mouth dentistry, esthetic dentistry, and practice management.



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Dr. Rhonda Savage & Teresa Dobbins



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- Asking for & Attracting New Patients
- The 7 Phases of Patient Communication
- Marketing Plans that Work
- Creative Scheduling Concepts for Maximum Productivity
- Understanding Behavioral Styles
- Avoiding No-shows and Broken Appointments
- A More Profitable Hygiene Department
- Financial Policies & Collection Techniques

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CONFERENCE FEES

\$795/person;

\$695/person for two;

\$595/person for three or more;

* Additional 10% off for 10 or more

Fees include daily breakfast, refreshment breaks, course materials and certificate. Hotel cost separate.



CONFERENCE SCHEDULE

DAY 1

- 7:30 - 8:30am: Registration & Breakfast
- 8:30 - 4:30pm: Program

DAY 2

- 7:30 - 8:30am: Registration & Breakfast
- 8:30 - 4:30pm: Program

REGISTRATION

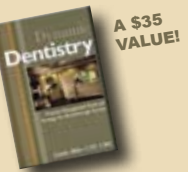
**Miles & Associates Dental Team
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