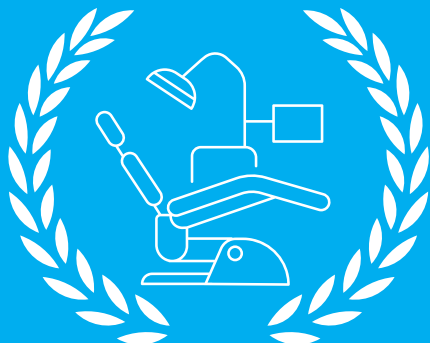




The
EXCEPTIONAL
Patient Experience

Duration

1 day, up to 7 CPD hours

Who should attend

The whole practice team

Dates- 2019

☐	Jun 18	Sydney
☐	Jul 16	Melbourne
☐	Jul 31	Perth
☐	Oct 29	Adelaide
☐	Nov 1	Brisbane
☐	Nov 26	Wellington
☐	Nov 27	Auckland

The Exceptional Patient Experience

Success in the dental industry today demands that dental practices keep improving the patient experience. Rise above the competition by uncovering your unique competitive edge – your patient experience. In this one-day workshop, bring your team together to take a walk in your patient's shoes and learn...

- The fundamental shift between 'practice-centric' and 'patient-centric';
- How to create a vision for what "exceptional" looks like in your practice;
- Identify the gaps in your patient experience together as a team;
- Learn how to get the most out of each team member's skill sets;
- Map out your patient journey and identify crucial touchpoints that will make your practice more patient-centric;
- Learn about the different demographics of your patient base and how each of those groups have different needs;
- Take care of "tomorrow's patients" – the ageing population, by providing appropriate care to this group at each touch point in your patient journey.

Sponsored by:



Great day of constructive participation with fellow professionals. The practice will benefit from the day and move forward to help give our patients an exceptional experience!

DR. MOSS, NSW

Love the positive attitude and how we can somehow change and train an optimistic attitude. Awesome tools!

S.TSOUMEAS, VIC

Prime have consistently delivered powerful but do-able concepts for their attendees. They have transformed my team and myself to engage our patients at an optimal level.

DR. CHEN, SINGAPORE

The course has created a new motivation for us to look at improvements we can easily make to our practice.

S.KING, SA

The Exceptional Patient Experience

Please send the completed registration form to:
Email: info@primepractice.com.au **Fax:** +61 2 8935 0699
Post: Level 1, Suite 1, 59-75 Grafton St, Bondi Junction, Sydney, 2022

Course & Location Please tick	Attendees Please include full names	Course Costs If held in Australia, costs in AUD. If held in NZ, costs in NZD, no GST applicable.
The Exceptional Patient Experience-2019 ☐ Jun 18 Sydney ☐ Jul 16 Melbourne ☐ Jul 31 Perth ☐ Oct 29 Adelaide ☐ Nov 1 Brisbane ☐ Nov 26 Wellington ☐ Nov 27 Auckland	1 Name _____ Position _____ Email _____ 2 Name _____ Position _____ Email _____ 3 Name _____ Position _____ Email _____	No. of attendees _____ x \$765 = \$ _____ GC is sponsoring 20% of the cost of this workshop for GC clients exclusively. Use code GC20 when registering.

COURSE INFORMATION

Time	Who should attend
8am - 4:30pm	The whole practice team

Cost
\$765 + GST for attendees. Includes refreshments, lunch and all course documentation.

TOTAL	= \$ _____
Less GC sponsored 20% ^	= \$ _____
	= \$ _____
SUBTOTAL	= \$ _____
Plus 10% GST (AUD ONLY)	= \$ _____
TOTAL	\$ _____



Sponsored by 



Practice Owner		Practice name
Address		Town / City
Country	Postcode	Mobile number
Email address		Where did you hear about us?

Card: ☐ Visa ☐ Mastercard ☐ American Express (AUD only)

Invoice to		
Card number	Expiry	CCV
Name on Card	Signature	

TERMS & CONDITIONS: All applications are subject to availability. **CANCELLATIONS:** Up to 4 weeks prior to the event/practice visit a 25% refund is available for cancellations or applicants are able to transfer to another Prime Practice workshop or Prime Compliance service (at the same cost) free of charge. No refund will be given for cancellations made with less than 4 weeks notice. Cancellations must be received in writing. Substitution of delegates can occur at any time at no cost. **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 within 2 working days. If not, contact Prime Practice. To avoid disappointment, do not book travel and/or accommodation until your registration is confirmed via email. **CPD:** AUS: Prime Practice guarantees this course is compliant with the current Dental Board of Australia Guidelines on CPD. NZ: NZDA verifies, that based on the information provided to NZDA, this activity meets the Dental Council policy requirements for CPD. NZDA CPD verification does not imply promotion or endorsement of the contents of any course. Attendees need to use professional judgment to assess the validity and usefulness of techniques, materials or therapeutic products to their own practice. Personal certificates containing all CPD information will be made available at the end of the workshop. **THE PRIME PROMISE:** Thousands of dental practices world-wide can testify to the value of all of our courses. If within 5 days, you don't feel you have received any benefit from any of our courses, let us know and you are able to attend another Prime Practice course of equal value. *10% Early Bird Discount is applicable if registered one calendar month prior to workshop date and not to be used in conjunction with any other discount. Please refer to www.primepractice.com.au for our Privacy Policy.